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Gingerbread Edinburgh & Lothian Project Limited
117-119 Fountainbridge
Edinburgh
EH3 9QG

9 December 2024
2024383344
CS2003011833

Dear Gingerbread Edinburgh & Lothian Project Limited

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 25 October 2024 you were served with an Improvement Notice in relation to Gingerbread Tollcross ASC, Tollcross Primary School, 117 Fountainbridge, Edinburgh, EH3 9QG, in terms of section 62 of the Public Services Reform (Scotland) Act 2010 ("the Act"). The Improvement Notice stated that unless there was a significant improvement in provision of the service, Social Care and Social Work Improvement Scotland (hereinafter referred to as "the Care Inspectorate") intended to make a proposal to cancel your registration. The Improvement Notice specified the nature of the improvements to be made, and the period within which they were to be made.

Two of the five required improvements have been complied with. The Care Inspectorate has decided to extend the timescales within the other three required improvements. This is in order to give you a further opportunity to make a significant improvement in the provision of the service. The revised timescales (where applicable) are as follows:

1. By Friday 22 November 2024, extended from 19 August 2024 and 23 September 2024, you must demonstrate that children's emotional well-being is protected by ensuring all staff, including management, treat children with kindness and respect.

To do this, you must, at a minimum:

- a. Stop and prohibit the use of punitive approaches, such as ignoring or isolating children, and/or the issuing of written punishments.
- b. Adopt and implement supportive policies and procedures which prioritise the building of trusted relationships. For example, by using positive language and communication strategies in interactions with children

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- c. Create opportunities for open and respectful conversations with children so they can share their thoughts, wishes and feelings.
- d. Review, further develop and implement systems for monitoring incidents to measure progress and inform improvements.

This is to comply with regulation 3 and regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

The service demonstrated that children's emotional wellbeing was protected as staff treated children with kindness and respect. Punitive practices were no longer used. Staff were developing their understanding of how to support children's wellbeing sensitively and effectively. The service was developing policies and procedures, which could enable staff to be more aware of how to prioritise the building of trusting relationships with children. Children had greater opportunities to share their thoughts, wishes and feelings. As a result of the progress made, children were experiencing care that was more respectful.

This required improvement was assessed as complied with on 5 December 2024.

2. By Friday 8 November 2024, extended from 19 August 2024 and 23 September 2024, you must ensure all children's medication and health needs are considered and planned for.

To do this, you must, at a minimum ensure:

- a. All known needs are recorded in the child's personal plan, and that all necessary medication is present in the service.
- b. All staff understand children's health and medication needs and know how to respond quickly and safely.
- c. Any training required to administer medication or manage individual needs is undertaken and understood. A record of completion of the training must be kept.

This is to comply with regulation 4 (1) (a) and regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Improvements were made to the way the service planned for and managed children's medication and health needs. Children's medical and health care needs were known, and medication was present in the service. Staff knowledge and understanding of children's needs and how to respond to these had improved. Staff had undertaken some training. Ongoing professional dialogue and guidance from the management

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team supported staff to understand how to manage and administer current medications for children.

This required improvement was assessed as complied with on 14 November 2024.

3. By Tuesday 11 February 2025 extended from Friday 22 November 2024, 9 August and 23 September 2024, you must ensure the safety of all children when escorted by staff outside the setting, including after-school transitions to the setting and planned outings in the community.

To do this, you must, at a minimum:

- a. Conduct a comprehensive review of existing risk assessments to identify and address potential hazards, ensuring they are clear, understood and implemented by all staff.
- b. Implement a system for regular staff checks on child numbers.
- c. Deploy staff based on staff skills and children's needs.
- d. Ensure all staff follow and implement appropriate road safety guidelines to equip them with the knowledge and skills to safely guide children across roads.

This is to comply with regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 7(1) and section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

4. By Friday 31 January 2025 extended from Friday 22 November 2024 and 23 September 2024, all staff must demonstrate a clear understanding of their roles and responsibilities in relation to child protection and safeguarding.

To do this, you must, at a minimum:

- a. Create and implement a training programme to ensure that staff can recognise, respond and appropriately report signs that a child is at risk of harm. A record of completion of the training must be kept.
- b. Review, further develop and implement your child protection and safeguarding policy and procedure. Your policy must outline clear reporting procedures, including details on internal and external reporting mechanisms, whistle-blowing policies and complaint handling processes.

This is to comply with regulation 3 and regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services)

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Regulations 2011 (SSI 2011/210) and section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

5. By Friday 28 February 2025 extended from Friday 22 November 2024 and 23 September 2024, you must demonstrate that there are, at all times, suitably qualified and competent individuals working in the care service to meet the wellbeing needs of all children.

To do this, you must, at a minimum:

- a. Ensure all staff (including management) hold or are working towards relevant qualifications in accordance with regulatory requirements, and ensure all staff are appropriately registered and linked to the correct place of work.
- b. Conduct a comprehensive staff (including management) skills audit to identify gaps in knowledge, skills and experience.
- c. Develop and implement a targeted training and development plan to address identified skills gaps. A record of completion of training must be kept.
- d. Implement a system of regular support meetings, practice observations and performance appraisal to monitor staff (including management) competence and identify ongoing training needs.
- e. Establish and implement a clear leadership structure outlining roles, responsibilities and reporting lines. This structure must be communicated effectively to all staff.
- f. Ensure that staff are clear who is leading and directing the service each day.

This is to comply with regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 7(1) and section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

If there is no significant improvement within the revised timescale, we intend to make a proposal to cancel your registration in terms of section 64 of the Act.

A copy of this notice has been sent to the local authority within whose area the service is provided.

Please contact me if you would like to discuss this letter or if there is anything in the notice you do not understand.

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Yours sincerely



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Team Manager

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cc: Local Authority – [REDACTED], Edinburgh Council

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