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ScotNursing & Medical Services Limited
[REDACTED]
[REDACTED]
[REDACTED]

07 October 2025
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CS2012313206

Dear ScotNursing & Medical Service Limited

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 22 July 2025 you were served with an Improvement Notice in relation to Bearsden Before and After School Service, Bearsden Ski Club, Stockiemuir Road, Bearsden, Glasgow, G61 3RS, 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 improvement(s) to be made, and the period within which it/they were to be made.

The Care Inspectorate has decided to extend the timescale within which one of the improvements must be made in order to give you a further opportunity to make a significant improvement in the provision of the service. The revised timescales are as follows:

Improvements

1. Personal plans

By **31 October 2025** extended from **30 September 2025**, the provider must ensure that the care and support needs of children are effectively met. To do this the provider must, at a minimum:

- a. Ensure that every child attending the service has their own individual personal plan.
- b. Ensure personal plans include all aspects of the child's health, welfare, and safety needs and how the service intends to meet these needs.

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c. Demonstrate that there is a system in place which ensures personal plans are reviewed and updated every six months or before, depending on the needs of the individual children.

This is in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Progress had been made towards meeting this improvement. A new personal plan template, linked to the SHANARRI wellbeing indicators, had been created by the manager and circulated to all families to complete. Some children registered with the setting had up to date personal plans which contained information about their health, welfare, and safety needs. [REDACTED] advised they had yet to receive all updated personal plans from families. We agreed to extend this timescale to enable the service to collate new personal plans for every child registered with the service. We discussed with [REDACTED] setting clear next steps and strategies for all children in their personal plans which they agreed to progress.

This required improvement has been extended to 31 October 2025.

2. Medication

By **30 September 2025**, the provider must develop a safe and effective medication procedure that supports children's individual health needs. To do this the provider must, at a minimum:

- a. Review and update the storage and administration of medication procedures to take account of the Care Inspectorate's "Management of medication in daycare of children and childminding services." Published December 2024.
- b. Demonstrate that all staff understand and apply the safe storage and administration of medication practices and are confident in supporting children's individual health needs.
- c. Demonstrate that there is a system in place which ensures the effective recording and auditing process for medication stored in the service.

This is in order 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)

This is in order to comply with Section 8 (1) of the Health and Care (Staffing)(Scotland) Act 2019

Significant progress had been made towards meeting this improvement. There were clear medication procedures in place to ensure the safe storage and administration of

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medication, which included monthly auditing. Gaps in medication records have been identified, and new health plans and consent forms created. All staff have completed administering medication and record keeping training. All staff had read and could demonstrate an understanding of the Care Inspectorate's practice guidance: 'Management of medication in daycare of children and childminding services.' The staff we spoke to were confident in the services' new process and procedures for storing and administering medication.

This improvement has been complied with.

3. Staff deployment and training

By **30 September 2025**, the provider must ensure that the care and support needs of children are being effectively met. To do this the provider must, at a minimum:

- a. Demonstrate that there is a system in place to ensure, at all times, that there are suitably qualified and competent individuals working in the care service in such numbers as are appropriate for the health, wellbeing and safety of children.
- b. Provide training for staff, including but not limited to, child protection, first aid and infection prevention and control.

This is in order to comply with Section 7(1) and Section 8 (1) of the Health and Care (Staffing)(Scotland) Act 2019

Significant progress had been made towards meeting this requirement. We observed that the provider was operating within the conditions of their registration. Attendance registers for children and staff were sampled, and we found [REDACTED] had worked collaboratively to ensure appropriate levels of supervision to keep children safe. They provided responsive care to meet children's individual needs and support their wellbeing.

We sampled staff training records and the service's new training calendar and found all staff employed in the service had completed child protection, first aid and infection prevention control training. All staff have read and could demonstrate an understanding of the services child protection procedures and what they would do if they were concerned about a child in their care. We found infection prevention and control practice reflected current guidance. The staff we spoke to were now confident in the services' child protection policy and procedures.

This improvement has been complied with.

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4. Registered Manager

By **30 September 2025**, the provider must ensure that staff working at the service are appropriately registered with the regulatory body, such as the Scottish Social Services Council (SSSC). To do this the provider must, at a minimum:

- a. Ensure that the staff members undertaking the day-to-day management of the service are appropriately registered with the Scottish Social Services Council.

This is to comply with Regulation 7(1) and 7(2)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Significant progress had been made towards meeting this requirement. A new manager has been appointed to the service. They were appropriately registered with the Scottish Social Service Council. The services certificate of registration has been updated to reflect the new manager. We found all staff in the service were appropriately registered with the Scottish Social Service Council.

This improvement has been complied with.

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.

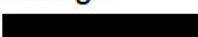
A copy of this notice has been sent to the local authority within whose area the service is provided.

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

Yours sincerely



Linda Quinn
Team Manager

Direct: 

Email: linda.quinn@careinspectorate.gov.scot

cc: Local Authority –  – East Dunbartonshire Council


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