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Lincluden After School Group
North West Resource Centre
College Drive
Lincluden
Dumfries
DG2 0BX

3 October 2022
2022383227
CS2003013475

Dear Lincluden After School Group

COMPLIANCE WITH IMPROVEMENT NOTICE

On 18 July 2022 you were served with an Improvement Notice in relation to Lincluden After School Group, North West Resource Centre, College Drive, Lincluden, Dumfries, DG2 0BX, 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.

As there has been a significant improvement in the service, the Care Inspectorate has decided not to proceed to make a proposal to cancel the registration of the service. Our conclusions about the improvements made are noted below.

Improvements

1. **By 29 July 2022**, you must ensure that the care and support needs of children are being effectively met. To do this, you must, at a minimum:

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- (a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate to meet the health, welfare and safety service users, and
- (b) put in place and maintain an accurate record of children's attendance in order to help determine the number and skill set of staff required to be working in the service at any given time to meet children's needs.

This is in order to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

There was enough staff in place to meet children's individual care needs. We carried out three visits to the service, and sampled attendance records. Records showed that children's individual care needs were being met by an appropriate level of staff, and procedures were in place to reduce spaces for children if there was insufficient staff available.

This improvement has been met.

2. By 29 July 2022, you must ensure children's health and safety in relation to the administration of medication. In order to achieve this, you must ensure, at a minimum:

- (a) that there are safe and effective procedures in place to direct members of staff employed on the action that must be taken when medication is required to be administered to a child: and,
- (b) that staff are knowledgeable and competent in relation to the storage and administration of medication and the keeping of appropriate records.
- (c) that effective quality assurance processes are in place and monitored by management to ensure the safe management of medication.

This 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).

There were robust medication procedures in place to ensure the safe storage and administration of medication. Gaps in medication records had been identified and addressed through robust monitoring procedures.

This improvement has been met.

3. By 12 August 2022, you must ensure that the care and support needs of children are being effectively met. In order to achieve this, you must, at a minimum:

- (a) ensure there are appropriate personal plans in place for children, detailing their individual needs and how they are to be met;
- (b) review the personal plan:

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- (i) when requested to do so by the service user or any representative
- (ii) when there is a significant change in a service user's health, welfare or safety needs; and,
- (iii) at least once in every six-month period whilst the service user is in receipt of the service

This is in order to comply with Regulation 5(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Personal plans had been put in place for every child which identified their individual support needs. Staff were observed accessing and reading personal plans to support the children in their care. We saw that personal plans had been updated when parents notified the service of changes to their child's individual care needs.

This improvement has been met.

4. **By 12 August 2022**, you must ensure that the care and support needs of children are being effectively met by suitably qualified staff. To do this, you must ensure that staff are safely recruited in line with best practice guidance which requires, at a minimum:

- (a) Essential checks must be carried out to confirm applicants' suitability for the role they will carry out.
- (b) Protection of Vulnerable People (PVG) checks must be carried out prior to new staff commencing their role. When short notice recruitment is required to maintain levels of care and support:
 - (i) This must be agreed with the regulatory body.
 - (ii) A risk assessment must be carried out and the staff member awaiting checks must be mentored and supervised at all times.
- (c) Staff must be appropriately registered with the appropriate regulator, such as Scottish Social Service Council (SSSC) or General Teaching Council (GTC) within the required time scales.
- (d) The provider must develop a safe recruitment policy that clearly identifies roles and responsibilities in relation to registration requirements with SSSC.
- (e) Accurate and complete records should be kept for all staff employed in the provision of the service.

This is in order to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

We sampled staff files and found records had been updated in line with best practice guidance, "Safer recruitment through better recruitment". Essential checks had been carried out to ensure staff's suitability for their role and PVG checks had been completed. All staff were registered with SSSC.

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This improvement has been met.

5. **By 12 August 2022**, you must ensure that effective procedures are in place to support the health, welfare and safety of service users.

To do this, you must, at a minimum:

- a) ensure staff receive appropriate training to recognise appropriate timescales for raising concerns, and complete accurate chronologies of significant events.
- b) ensure they record child protection information in a way which makes it clear what concerns have arisen. This information should be clearly communicated with all agencies and used to improve outcomes for children and families.
- c) children's records must be stored securely in the service and accessible if needed.

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).

All staff had completed in house training in relation to child protection. One staff member had completed an NSPCC online child protection programme and plans were in place for the remaining staff team to complete this. Children's records had been updated and were stored appropriately.

This improvement has been met.

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

The Improvement Notice dated 18 July 2022 is no longer in force.

Yours faithfully



Linda Quinn

Team Manager

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cc: Local Authority: 



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