

# Lothian Childcare Solutions Ltd Child Care Agency

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**Type of inspection:**

Announced (short notice)

**Completed on:**

6 June 2019

**Service provided by:**

Lothian Childcare Solutions Ltd

**Service provider number:**

SP2017012980

**Service no:**

CS2017359948

## About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was registered with the Care Inspectorate on 16 January 2018.

This is the service's first inspection.

Lothian Childcare Solutions Ltd is registered to supply and introduce workers to provide childcare.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

We wrote this report following a short notice announced inspection that took place on 20 March 2019. We concluded the inspection and provided feedback on 6 June 2019. Between these dates the service provided us with the additional information we requested.

At this inspection we spoke with the manager.

## What people told us

We did not speak to people who use the service as part of this inspection. We spoke with three parents and received feedback on how the service was provided. This information is included within the report.

We had no care standards questionnaires (CSQs) from parents/carers. We received seven questionnaires from staff. Two members of staff who were providing a service provided additional feedback.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own monitoring paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

The manager advised of how she carefully selected staff to work with families by first meeting the family to go through what they required from the service. She then matched staff through their training, experience and personality. Staff were then introduced to families before starting employment to ensure the match was positive for all involved. Families were also provided with information when first using the service which detailed the expectations of both themselves and the workers to promote a positive working relationship. This highlighted the value placed on ensuring that children and families were provided with a good service.

There were personal plans in place which helped the service gather meaningful information about children and their families. They captured information about children's health, safety and wellbeing needs. We discussed how the manager could be involved in reviewing these personal plans with workers as part of the service's quality assurance system and developing them to show children's progress. The manager also kept in touch with families throughout their time with the service to discuss their experiences.

Risk assessments were in place and provided information for workers on how best to support children when care was provided within their own home. This gave an opportunity for agreed interventions if any potential risks were identified. Administration of medication forms, accident and incident forms were developed and in line with best practice guidance. They gave clear information as to the role of the worker to maximise children's safety.

Parents advised us that they felt the service provided them with good information and that the manager was always available to discuss their child's care.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Safer recruitment procedures had been implemented by the service. The files we sampled showed that the service followed best practice guidance in their recruitment practice to help ensure children's safety. We discussed the retention of some information and dates which would aid in the tracking of information through the safer recruitment process.

Potential workers were provided with detailed information as to their role and the service's expectations of practice. Once employed the workers were provided with an induction pack which held information on best practice documents such as safe guarding, infection control, administration of medication and nappy changing.

She advised the importance of having a committed and enthusiastic workforce to promote positive outcomes for children. This identified the ethos of the service and the focus on getting it right for every child.

The service provided first aid and child protection training to all workers when first employed and the manager advised that this would be ongoing throughout their employment. Through social media the manager provided links to further training opportunities, best practice guidance and job opportunities. She also encouraged workers to share research and any good practice experiences that would benefit everyone and provided a valuable online tool for lone workers. They were also asked for input into the service's policies and procedures which provided opportunities to influence how the service was provided to families.

Workers advised us that they felt supported by the manager to provide a good service to children and their families. They were aware of their responsibilities when providing care and promoting positive outcomes for children.

Parents advised of the positive relationships their families had with the workers.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The manager had identified areas for improvement within the service such as ensuring that, for example, when employing nannies, household tasks were discussed in detail to ensure everyone was clear on roles and expectations. She also advised that she was in the process of updating the service's policies and procedures so that they were in line with current best practice and legislation. Reviewing paperwork ensured that current practice was accurate and shared within the service.

Spot checks and the monitoring of social media use were completed by the manager as part of her quality assurance system. This was positive as many of the workers were based within the family home with limited opportunities to assess their practice. Feedback from families and other childcare providers was obtained by the manager to identify any areas for development or improvement. It also helped to confirm the areas of the service that were working well. Documents had been translated for people who had no English or had English as an additional language to allow them to participate in the sharing of information. The service should continue to develop systems to gather feedback to help monitor and improve the quality of care provided.

The manager had recently started formal support and supervision with workers. This would provide opportunities for the manager, worker and families to assess and identify areas of improvement as well as detail strengths and achievements. These could be used to identify training and skill development needs which would enhance workers professional knowledge. She advised that she had commenced a business course with a financial

institute and of the benefits of working with business support, coaching and legal advice. This would assist with the development of the service and support the managers knowledge and skills.

We asked the manager to research her responsibility in regards to the General Data Protection Regulation (GDPR) and the Information Commissioner Office. The manager should create a policy on the retention of records and share these with parents and workers to ensure that they are aware of best practice and legislation regarding data collection and retention, (see recommendation 1).

The manager must ensure that they are aware of their responsibilities for submitting notifications to the Care Inspectorate. This includes all circumstances in which the Care Inspectorate must be notified and required timescales, (see recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The provider should review and update their policies, procedures and other literature regarding the General Data Protection Regulation (GDPR), consideration should be given to data collection and retention with regards to child protection. These should be provided to all stakeholders and ensure these are in line with best practice guidance and adhere to legislation.

This ensures care and support is consistent with the Health and Social Care Standards, which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

2. The provider should ensure that they are aware of their responsibilities for submitting notifications to the Care Inspectorate. This includes all circumstances in which the Care Inspectorate must be notified and required timescales. Systems should be in place to ensure that the Care Inspectorate is notified of all circumstances, which can be found in 'Records services must keep and guidance on notification reporting' document. Submitting notifications and providing relevant information permits the Care Inspectorate to fulfil their regulatory functions.

This ensures care and support is consistent with the Health and Social Care Standards, which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14)

**Grade:** 4 - good

**What the service has done to meet any requirements we made at or since the last inspection**

## Previous requirements

There are no outstanding requirements.

**What the service has done to meet any recommendations we made at or since the last inspection**

## Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

This service does not have any prior inspection history or grades.

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