

Giggles and More Childcare Services Child Care Agency

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Type of inspection:
Unannounced

Completed on:
26 June 2026

Service provided by:
Giggles and More Ltd

Service provider number:
SP2024000193

Service no:
CS2024000220

About the service

Giggles and More Childcare Services is a childcare agency which is registered to introduce or supply child carers to parents to look after a child or young person up to the age of 14 wholly or mainly in the child's parents' home.

The Care Inspectorate does not regulate the element of a childcare agency that supplies or introduces childcare workers to a day care of children's setting.

The agency is responsible for ensuring that staff have the necessary skills and experience for the work that they are to perform and are vetted in accordance with regulatory requirements.

The agency operates from premises in West Lothian and operates mainly in Edinburgh and the Lothians.

About the inspection

This was an unannounced inspection which took place on Monday 22 June 2026 between 16:00 and 17:15 and Wednesday 14:20 to 18:00. We gave feedback to the service on Friday 26 June 2026. This inspection was undertaken at the same time as inspection for Giggles and More Breakfast and After School Club. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- gathered feedback from children using the service and their families through emails
- spoke with staff and managers, and gathered feedback from more staff through emails
- observed practice and daily life
- reviewed documents.

As part of our inspections, we assess core assurances. Core assurances are checks we make to ensure children are safe, the physical environment is well maintained and that a service is operating legally. At the time of this inspection, improvements were identified relating to core assurances. We have reported where improvement is necessary under the relevant quality indicators.

Key messages

- Leadership systems had been developed since the last inspection and would now benefit from further development and to be more consistently embedded.
- Families and children told us they had positive relationships with the agency and staff provided for their care.
- All children had personal plans which were developed with their families, helping staff to keep children safe. These should be further developed to show how plans are reviewed with families to keep information current and share how children will be supported where there are identified needs.
- The staff and manager were professional and enthusiastic about further developing their knowledge and practice to ensure children had quality care and support.
- Recruitment practices had been developed to ensure that staff did not start working before suitable checks had been completed. Further work is needed to strengthen the checks to consistently keep children safe.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children's care, play and learning?	4 - Good
How good is our leadership and staffing?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support children's care, play and learning?

4 - Good

Quality indicator 1.1: Staff nurture and support children's care play and learning

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

The children's personal plans contained key information to support staff to get to know them as individuals and keep them safe. For example, all about me information and medical needs. Further work is needed to ensure that strategies of support are shared in children's personal plans to help staff to meet their needs consistently and evaluate these for effectiveness. For example, where children have communication needs, or support in learning about danger when outside. Families told us that the agency contacts them by phone and email to review and update information about their child's needs. The service could further develop their records to show what is shared and gathered at reviews to support children to progress. An area for

improvement made at the last inspection has not been fully addressed and is continued in this report (see area for improvement 1 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

The service told us they considered individual children's needs when matching them with staff, but also told us that locations of placements were important to ensure that staff could attend reliably. To further develop this the service should develop the matching process to show how staff skills and knowledge are linked to children's needs. The rotas showed that the agency offer consistent placements wherever possible to help children and families build positive relationships with staff. Children told us that: "staff listen to them and are kind". Families told us they have positive relationships with the staff who care for their children.

Families told us feedback is requested to improve the service through phone calls and email communication. Records showed that staff record their views on how each placement has gone and the activities completed. This could be further developed to gather specific feedback from children and families on the care, play and learning experiences and staff practice to further develop these.

Staff had attended training as part of their induction, for example, child protection, first aid, and food hygiene training which helped to keep children safe. Some staff in the agency had childcare qualifications. Some staff shared that they would benefit from further developing their knowledge around supporting children with additional support needs. This would help them to develop meaningful strategies of support for children. Consideration should be given to developing guidance for staff and developing staff knowledge and practice to support quality play experiences, children's individual development and supporting children who have additional support needs (see area for improvement 2 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

Quality indicator 1.2: Children are safe and protected

Families told us that children have opportunities to meet staff before they start to care for them helping them to feel safe. One family commented: "My child's key workers were introduced during a visit prior to the start of care, providing an opportunity for proper introduction and familiarisation." The agency provides staff with identification which can be shared to help families become familiar with staff and feel confident when they arrive to provide care. This also supports the safe collection of children from other services on behalf of families. Children told us they feel safe with their care givers and this is supported by providing consistent staff who children know well.

Staff had a clear understanding of their role in keeping children safe from harm. The agency have developed a clear policy which supports staff to take appropriate actions if they have concerns about a child's wellbeing. Regular online training opportunities as well as discussions at team meetings have supported staff confidence in this area of practice. To further develop this lead Child Protection Officers should access appropriate training opportunities to promote safeguarding in the service. Consideration should be given to developing guidance further, for example, for staff to keep children safe while accessing resources online.

The service had developed a number of systems to record risks in the service. We reviewed the records and found that very few risks had been identified. There was very little guidance around identifying risks which meant that staff were not confident in identifying risks and showing how these had been reduced. Further work is needed to ensure that staff can confidently identify risks. For example, for individual children, where they may need support in keeping safe on outings, recording measures that will be used to keep them safe. Consideration should be given to providing clear guidance for staff about the potential risks in children's homes and on outings and how to provide riskier play in an age appropriate way. The area from improvement from the last inspection is not fully met and is continued to support all staff to have

confidence in this (see area for improvement 4 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

How good is our leadership and staffing?

3 - Adequate

We evaluated this key question as satisfactory/adequate where strengths just outweighed the weaknesses.

Quality indicator 2.1: Quality assurance and improvement and led well

Information was shared with families registering at the service helping them to know what to expect from the care provided. The information could be further developed to share more about play and the quality of children's experiences. This would support families to know what to expect and give meaningful feedback on their child's experiences. Regular newsletters shared updates on staffing and the skills they brought to their roles. This helped families to know who would be caring for their child. Newsletters shared information about the agency and school aged childcare service which was also led by the manager/provider. Consideration should be given to providing updates which are specific to the part of your business which families use. For example, providing a section for the 'home care' news to ensure the information is meaningful to them. Families told us that the service share information and ask for feedback regularly. Consideration should be given to sharing what has been done with any feedback to help families feel listened to. Consideration should also be given to finding ways for children to give meaningful feedback on their experiences.

Quality assurance processes were at an early stage and were general to both the agency and school aged childcare, but were beginning to have a positive impact. As these develop, there is scope to introduce more individualised structured audits and monitoring, including observation's or feedback on staff practice. This would help staff reflect on their work, support their professional development and lead to improved experiences for children. Where monitoring had taken place, follow up was not always evident, making it difficult to see whether actions had led to meaningful improvements.

Self-evaluation had been used to identify strengths and areas for development again generally across the two services and this was limited for the 'home care' aspects. This could be made more meaningful by considering specific aspects of the agency's work and involving children, families and the wider staff team, helping to build a shared understanding of what is working well and what needs to improve.

An improvement plan had been developed, but staff were not yet familiar with the current priorities. This limited their ability to implement changes in day to day practice. As this work is still in the early stages, ensuring staff understand and contribute to the improvement journey will help create consistency and momentum. Consideration should be given to developing specific plans for the agencies work and detailing measurable outcomes, to ensure progress is sustained.

Staff had opportunities to reflect on practice at regular team meetings. These could be further developed to show any actions identified and progress on addressing the actions, to support staff to be meaningfully involved in evaluating and developing the service. The area for improvement made at the last inspection has not been fully addressed and is continued in this inspection (see area for improvement 5 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

Quality indicator 2.2: Staff are used effectively to meet the needs of children and families

Recruitment processes were carried out safely, supporting children's wellbeing. This addresses the requirement made at the last inspection. Some checks including references could be strengthened further to ensure they provide robust and reliable information. For example, ensuring that one of the references is always from the previous employer and current home addresses are verified (see area for improvement 1).

Induction processes supported staff to become familiar with service policies and procedures. These processes lacked assessment of staff skills and knowledge and would benefit from further development. For example, including information from the national induction resources to better support the agency to evaluate, identify gaps and develop staff skills and knowledge to improve children's experiences.

Staff met with leaders to discuss their practice at one to one meetings. These could be further developed to support staff to identify gaps in knowledge and further develop their practice. Meeting records should identify any actions and review these at the next meeting to show progress and identify where additional support is needed to improve outcomes for children.

Staff had accessed a variety of on line training opportunities to develop their knowledge of care. More could be done to develop staff skills and knowledge of specific training for supporting children and developing their experiences. For example, as identified by staff, additional support needs training which would support them to better plan for individuals and meet their needs. Additionally, staff would benefit from more knowledge about play and of current best practice guidance for childcare (see area for improvement 2 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

Families told us that they had positive relationships with staff from the agency. Since the last inspection the service had further developed the information which was shared with families and staff. The information could be further developed to share the expected standards around play and children's experiences. For example, considering a children's rights approach and how staff will support this through their practice and the sharing information about what high quality play looks like to support staff to provide this consistently.

Areas for improvement

1. To promote children's safety recruitment processes should be further developed in line with national guidance. This should include, but is not limited to:

- ensuring that references are consistently providing robust reliable information
- current addresses are validated
- induction procedures assess and develop staff skills and knowledge.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited (HSCS 4.24).

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

Requirements

Requirement 1

By 31 August 2025, to ensure that children are safe and protected, the provider must ensure recruitment practices are safe and effective. To do this, the provider must, at a minimum ensure that all checks have been completed and are satisfactory before staff start working with children.

This is in order to comply with section 7(1)(b) of the Health and Care (Staffing)(Scotland) Act 2019. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited (HSCS 4.24).

This requirement was made on 1 July 2025.

Action taken on previous requirement

Recruitment processes were carried out safely, supporting children's wellbeing. Some checks including references could be strengthened further to ensure they provide robust and reliable information. For example, ensuring that one of the references is always from the previous employer and current home addresses are verified (see area for improvement 1 under 'How good is our leadership and staffing?').

This requirement is met.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To promote children's overall wellbeing, personal planning should be further developed to ensure that all children are supported to achieve their full potential. This should include, but is not limited to:

- ensuring that all individual needs are detailed
- tracking and sharing children's progress, any concerns, accessing support where needed
- sharing strategies used to support individuals
- formally reviewing personal plans whenever there are significant changes and at least every six months with families.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.14) and 'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 1 July 2025.

Action taken since then

Personal plans had been developed and included information to help staff to keep children safe, for example medical details. For some children there were records of development progress, for example, toilet learning. Families told us the service asked them for information to update personal plans. The plans could be further developed for example, sharing strategies of support where there are identified needs and showing what is shared and gathered when plans are reviewed with families.

This area for improvement is not met.

Previous area for improvement 2

To ensure children have positive quality play experiences to enhance learning and development, staff knowledge in child development and current national best practice guidance should be further developed.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials. (HSCS 1.31) and '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).

This area for improvement was made on 1 July 2025.

Action taken since then

Staff had some opportunities to reflect on best practice guidance at team meetings. Further work is needed to ensure that staff have knowledge and guidance around child development and play.

This area for improvement is not met.

Previous area for improvement 3

To ensure that children get the support they need at the right time to keep them safe and promote their wellbeing the service should further develop their practice and policies. This should include but is not limited to:

- including referral agency contact details for all areas the staff work
- developing guidance to support staff to keep children safe online
- developing how the service record significant information for children, to support them to better identify patterns and concerns
- developing records to show what actions have been taken to ensure children's safety and that they get the support they need at the right time.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

This area for improvement was made on 1 July 2025.

Action taken since then

The service had developed their practice to ensure that staff were confident about the signs and symptoms they would look out for to protect children from harm. Staff knew what to record, who they should inform and actions they should take if managers were not present or didn't take appropriate actions. The service should now develop guidance to support staff to keep children safe while accessing online resources.

This area for improvement is met.

Previous area for improvement 4

To ensure that staff have the skills to keep children safe, the service should further develop their risk assessment practices. This should include but is not limited to developing staff understanding to ensure that:

- staff are identifying appropriate risks when caring for children in their homes
- staff are confident developing risk assessments for making use of resources in the community
- staff can develop risk benefit approaches to play to support children to have high quality experiences.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.19) and 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement was made on 1 July 2025.

Action taken since then

The service had developed a number of systems to record risks in the service. However these were not yet effective in identifying risks and measures to reduce them. Further guidance should be developed to support staff to be confident in identifying risks and showing how these had been reduced. Where individual supports are needed to keep children safe for example, further work is needed to ensure that staff can confidently identify risks and record measures that will be used to keep children safe. Consideration should be given to providing clear guidance for staff about the potential risks in children's homes and on outings and how to provide riskier play in an age appropriate way.

The area from improvement is not met.

Previous area for improvement 5

To further develop the quality of the service and enhance outcomes for children, the provider should ensure that quality assurance processes, improvement planning and self-evaluation are further developed and embedded. The processes should:

- reflect on current best practice guidance and national frameworks
- consult with and share outcomes with children and their families
- identify strengths and areas for improvements
- develop improvement plans with measurable outcomes
- have planned monitoring to ensure progress to support positive outcomes for children and families
- formalise records around staff skills, training and support to drive improvement and monitor progress.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which

state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 1 July 2025.

Action taken since then

Quality assurance processes, self evaluation and improvement planning were at an early stage. As these develop, there is scope to introduce more individualised structured audits and monitoring to lead to improved experiences for children. Where monitoring had taken place, measures of success were not clear and follow up was not always evident, making it difficult to see whether actions had led to meaningful improvements.

This area for improvement is not met.

Previous area for improvement 6

To further develop the quality of the service and enhance outcomes for children, the provider should review current policies in line with best practice and develop further information for staff to give clear guidance about practice and support them in providing high quality play experiences.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) 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).

This area for improvement was made on 1 July 2025.

Action taken since then

The provider had reviewed the services policies and procedures in line with current best practice guidance helping to give staff clear guidance about expectations. Further work is needed to build knowledge around play and child development to support children to have consistently positive experiences.

This area for improvement is met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

Detailed evaluations

How well do we support children's care, play and learning?	4 - Good
1.1 Staff nurture and support children's care, play and learning	4 - Good
1.2 Children are safe and protected	4 - Good

How good is our leadership and staffing?	3 - Adequate
2.1 Quality assurance improvement are led well	3 - Adequate
2.2 Staff are used effectively to meet the needs of children and families	3 - Adequate

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