

## Flexible Childcare Services Child Care Agency

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Telephone: 01382 502504

Type of inspection: Unannounced  
Inspection completed on: 13 February 2017

**Service provided by:**  
One Parent Families Scotland

**Service provider number:**  
SP2003002705

**Care service number:**  
CS2004062635

## 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)

We wrote this report following an unannounced inspection that took place on 17 January 2017. We feedback to the service on 13 February 2017. Between these dates the service provided us with the information we requested. We looked at how the service supported children to reach their potential and how they monitored the quality of children's experiences.

Flexible Childcare Services is registered to provide a childcare agency. The service provides carers who look after children in their own homes. The service aims to provide affordable, flexible, quality childcare for families who are in education or work when no other registered provision is available. The service is provided by One Parent Families Scotland which is a national organisation and is managed from premises in the Fintry area of Dundee. The peripatetic manager is responsible for two other services.

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.

## What people told us

We did not speak to people who use the service as part of this inspection. We reviewed their feedback through the services paperwork.

We did not have any Care Standards Questionnaires (CSQs) completed and returned to us during our inspection. We had feedback from two members of staff via email. We also had four staff CSQs returned.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the service. This was completed by the manager. The self-assessment gave examples of improvements they had implemented as well as areas for development. The management team spoke with us about their plans for these improvements.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

## What the service does well

The service advised that they took the family as a whole's needs into account when tailoring their support for children. Personal plans were in place for each child. Two stars and a wish format was used to gather feedback

from children. The records we sampled were positive and indicated that children enjoyed their time with staff. A survey monkey was used by the manager to try and capture feedback from parents. The one parent who responded was positive about the service.

The service had attempted to involve families in the planning and review of the support their child received. They had a copy of their child's personal plan at home. This allowed them to keep up to date with what support their child was receiving. Staff were matched to families dependent on skills and knowledge this meant that the support provided to children was individualised. A staff member advised that this helped her provide a better service for children.

The manager had developed audits and an improvement plan for the service. Staff had evaluated GIRFEC training and some were able to demonstrate their knowledge. The manager was aware of the improvements needed in the service and advised of her commitment to making changes for the benefit of children and their families.

## What the service could do better

The provider had not met a recommendation from the last inspection. This is repeated (see recommendation 1). None of the personal plans we sampled were reviewed within timescales and did not contain the required information as defined by legislation (see requirement 1). Information concerning children was not consistently recorded or followed up by staff. The information that was recorded was not always meaningful or reflected children's support needs (see recommendations 2 and 3). Training opportunities for staff to children's support needs were limited (see requirement 2). Although an audit of personal plans had taken place it did not highlight the gaps in the records (see recommendation 4). An improvement plan was in place but it had limited impact on the actual service provision or development (see recommendation 5). The peripatetic manager advised that she was now solely responsible for two other services under the same provider. This change had a negative impact on how the service was managed (see requirement 3).

## Requirements

### Number of requirements: 3

1. Personal plans must be reviewed and contain the required information as detailed in legislation, including but not limited to:

- meaningful and up to date information
- reviewed every six months unless a significant event occurs
- signed and dated by parents/guardians
- children should also have input where appropriate

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 5(1)(2)(a)(b)(c)(d).

Timescale for meeting this Requirement: 1 month from receipt of this report.

2. The provider must ensure staff have training opportunities that are linked to individual children's support needs and could include but not be limited to:

- Attachment
- Promoting Positive Behaviour

- Child Protection
- Schemas

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

Timescale for meeting this Requirement: 6 months from receipt of this report.

3. The provider must ensure that the manager has the time, opportunity and resources needed to effectively manage this service.

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

Timescale for meeting this Requirement: 3 months from receipt of this report.

## Recommendations

**Number of recommendations: 5**

1. The service should continue to involve parents, carers and children in assessing and improving the service by gaining their views and suggestions. The service should feedback to the parents, carers and children and inform them how their views have impacted on the service.  
National Care Standards 4 Childcare Agencies - Quality
2. Information concerning children should be consistently recorded and followed up when appropriate by staff.  
National Care Standards 4 Childcare Agencies - Quality
3. The information recorded about children and families should be meaningful and reflect children using the service.  
National Care Standard 4 Childcare Agencies - Quality
4. Audits of personal plans and children's records should be clear, concise, highlight any gaps and provide action points if needed.  
National Care Standard 4 Childcare Agencies - Quality
5. The services improvement plan should contain developments that are meaningful, reflect the needs of the families and have achievable outcomes.  
National Care Standard 5 Childcare Agencies - Management and Staffing Arrangements

## 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).

## Inspection and grading history

Date	Type	Gradings	
30 Jul 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Dec 2010	Announced (short notice)	Care and support	Not assessed
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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