

## Greycoat Lumleys Scotland Child Care Agency

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Edinburgh  
EH2 3JP

Telephone: 0131 556 5139

**Type of inspection:**

Unannounced

**Completed on:**

5 February 2019

**Service provided by:**

Greycoat Placements Limited

**Service provider number:**

SP2013012107

**Service no:**

CS2013318705

## 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).

This service registered with the Care Inspectorate on 14 November 2013.

We check services are meeting the principles of Getting It Right For Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Greycoat Lumleys Scotland is a childcare agency. The agency act as an introduction agency only, recruiting child carers for individuals to employ directly.

## What people told us

We asked the service to forward questions to families where they had made an introduction since the last inspection. No families have returned any feedback on the service. We saw the feedback from families who have had families placed in the last year which is gathered by the service which indicated that they were all very happy with the service provided.

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their quality assurance 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 service had systems in place to gather information about children to support them to select the right staff to care for them and meet their individual needs. This was gathered when families contacted the service and was used to match children and families needs to potential nannies skills.

The service kept records to show how nannies are introduced to families and keep records of visits to show that both nanny and family are happy with the placement.

We saw that nanny packs which were shared with potential nannies and families looking to recruit nannies had a variety of information which supported them to be informed about what to expect from the agency. The service has started to link best practice documents into their nanny information packs, for example information from the NSPCC and medication guidance. We spoke about adding in links to the Care inspectorate Hub to share best practice documents like Building the Ambition, My World Outdoors and Our Creative Journey.

The medication policy should now be reviewed to bring it in line with current best practice guidance. The service should also consider developing the records to show if families have already given medication and recording protocols for existing medical conditions to ensure children's safety and consider developing a pro forma for nannies to record medications given to help ensure children's safety.

We saw that there were 24 hour contact numbers for families or nannies who had concerns and needed support from the agency.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

We reviewed the information recorded for nannies introduced to clients since the last inspection. We saw that they had been recruited in line with current best practice guidance to help ensure children's safety. For example the agency check candidates work history for five years and investigate any gaps, this will help to ensure they have clear information about candidates skills and experiences. The service currently check SSSC status when candidates declare they have been registered with SSSC before. The service should further develop their recruitment checks, ensure they include a check with SSSC for all candidates to ensure that workers have not been removed from the register or have current disciplinary actions. We also spoke about keeping records of the interviews to show how candidates skills and values have been assessed.

The agency provide nannies and families with clear information about their expected conduct in the nanny packs which share the service aims and objectives, the role of the nanny, emergency numbers for the service, a child protection statement and contact numbers. This helps to support both the nanny and family during the initial settling in period and can help to ensure children's safety.

The agency also provide a 12 week guarantee period where the nanny will be replaced without further charges if the arrangement has not been suitable. During the 12 week guarantee period the nannies and clients are asked about how the placement is going and given support to resolve any issues which arise.

We spoke about developing tools to support nannies to communicate effectively with families about their day. We also spoke about continuing to provide nannies with information about current best practice for example

through links to the Care Inspectorate Hub. This will support nannies to continue their practice development and help to provide more positive outcomes for children.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

We spoke about how the agency ensures they are providing a good quality of service. The agency support the client and nanny regularly during the first 12 weeks of their placement after introduction to ensure that it has been positive for both. This allows them to gather informal feedback from nannies and clients about what has worked well and areas which they could develop. We spoke about recording this in a more formal way to show how the feedback is used to change and improve the agency.

The agency's head office also send evaluation forms out to families to allow them to feedback on the introduction process. This information is audited and used to inform the services development. This could be shared on the website to allow families to see how their feedback has been taken account of and used to improve the service. We saw that the evaluations ask about the calibre of nannies who have been introduced. The service could consider ways to use this information to develop their recruitment processes.

When placements end nannies are asked for feedback which can be used to inform future placements.

We spoke about how children are protected from harm. The agency had recently attended a course with Disclosure Scotland to ensure they were completing checks on staff appropriately. We spoke about the office staff who could be taking calls from clients or nannies accessing training on child protection to ensure that they would take the appropriate action to ensure children's safety. This would also help them to provide appropriate advice to anyone calling with a concern. We spoke about developing the recording systems in the office to show any concerns which have been raised and actions taken as a result in line with National Child Protection guidelines.

We spoke about developing the 'hiring a nanny in Scotland' section to share the information about best practice guidance documents which are followed in Scotland, for example a link to the Care Inspectorate website. The service shared information about how to make a complaint in the nanny packs which details the Care Inspectorate's contact details, however, this is not available online and would be helpful for people who want to make a complaint but do not have nanny packs, for example clients who have mislaid them.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

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

### Recommendation 1

It is recommended that the service review their complaints policy and include contact details for the Care Inspectorate and information about their role in line with legislative responsibilities. This information must be shared with all families and nannies using the service.

National Care Standards for childcare agencies – Standard 1: Information about the childcare agency and Standard 6: Concerns, comments and complaints.

**This recommendation was made on 26 October 2017.**

### Action taken on previous recommendation

The service had updated their parent information pack to share information with families about how to make a complaint. This information is also available online.

This recommendation is: met.

### Recommendation 2

It is recommended that the agency develop the nanny and client information packs to share key policies and procedures, information about how the agency works and their expectations.

National Care Standards for childcare agencies – Standard 1: Information about the childcare agency.

**This recommendation was made on 26 October 2017.**

## Action taken on previous recommendation

The service have developed the packs given to nannies and parents which share the service aims and objectives, the role of the nanny, emergency numbers for the service, a child protection statement and contact numbers.

This recommendation is: met.

## Recommendation 3

It is recommended that the service share best practice information with nannies to promote their continued practice development and help ensure positive outcomes for children.

National Care Standards for childcare agencies - Standard 3: Management and staffing arrangements, and Standard 4: Quality.

**This recommendation was made on 26 October 2017.**

## Action taken on previous recommendation

The service have started to link best practice documents into their nanny information packs, for example information from the NSPCC and medication guidance. We spoke about adding in links to the Care inspectorate Hub to share best practice documents like Building the Ambition, My World Outdoors and Our Creative Journey.

This recommendation is: met.

## Recommendation 4

The medication policy should now be reviewed to bring it in line with current best practice guidance. The service should also consider developing the records to show if families have already given medication and recording protocols for existing medical conditions to ensure children's safety.

National Care Standards for childcare agencies- Standard 4: Quality.

**This recommendation was made on 26 October 2017.**

## Action taken on previous recommendation

The service had developed a medication policy which shared information about how nannies should administer medication in services. They could further develop this by adding links to best practice documents and consider developing a pro forma for nannies to record medications given to help ensure children's safety.

This recommendation is: met.

## Recommendation 5

The service should now review and update their recruitment policy in line with current best practice guidance.

National Care Standards for childcare agencies- Standard 5: Management and staffing arrangements.

**This recommendation was made on 26 October 2017.**

**Action taken on previous recommendation**

The service had reviewed their recruitment processes in line with best practice guidance. The service could further develop these to include a check with SSSC to ensure that workers have not been removed from the register already. We spoke about recording the interviews to show how candidates skills and values have been assessed.

This recommendation is: met.

**Recommendation 6**

It is recommended that the service consider ways to develop how feedback is gathered and develop formal records to show how feedback has been used to change and improve the service.

National Care Standards for childcare agencies - Standard 4: Quality.

**This recommendation was made on 26 October 2017.**

**Action taken on previous recommendation**

The agencies head office send evaluations forms out to families to allow them to feedback on the introduction process. This information is audited and used to inform the services development. This could be shared on the website to allow families to see how their feedback has been taken account of and used to improve the service.

This recommendation is: met.

**Recommendation 7**

It is recommended that the service develop aims and objectives for the service and share these.

National Care Standards for childcare agencies - Standard 1: Information about the childcare agency.

**This recommendation was made on 26 October 2017.**

**Action taken on previous recommendation**

We saw that the service had shared these in the packs for potential nannies and families helping them to understand what to expect from the agency.

This recommendation is: met.

**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

Date	Type	Gradings	
26 Oct 2017	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
26 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good



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