

Pandas Nanny Agency Child Care Agency

Doune Cottage
22 Durham Place
Bonnyrigg
EH19 3EX

Telephone: 0131 663 3967

Type of inspection:

Announced (short notice)

Completed on:

24 July 2019

Service provided by:

Pandas Nanny Agency

Service provider number:

SP2003003873

Service no:

CS2004081058

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Pandas Nanny Agency is a childcare agency operating from Midlothian. The agency covers the Lothians and Scottish Border regions. The agency introduces nannies to families, provides temporary nannies and offers a baby sitting service.

The agency is registered with the Care Inspectorate under the following conditions:

Facilities to be provided: The introduction or supply of child carers

Operating hours: 9am - 6.30 pm Monday to Friday 9.30am - 1 pm Saturday

Staffing: 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.

Additional Condition: In the absence of the owner/manager the person taking on the role must be approved by the Care Commission.

The provider of the agency runs the service from her home. There are no premises to be inspected.

Aims and objectives for the service had been developed and were shared with parents who were looking to use the service on the agency website. Aims include:

'To provide a high quality service with a caring and on going support service. Your children's needs are our first priority.'

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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We e-mailed several parents who had used the service over the past year. We had a response from a range of people who had used the agency to find a nanny and who had used the agency to vet their nanny. Parents who responded told us that they were very happy with the level of service they had received. They described the service as professional and in depth.

As the agency is an introductory agency the nannies are employed directly by parents. We did not ask children their views but one parent commented that their children had a very good relationship with their nanny who had provided a very fun and nurturing environment throughout their employment.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and 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	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

The agency had excellent procedures in place to gather information from clients about their children's needs which included any additional support that children might require. Through application forms and regular discussions with clients they collected detailed information to understand what type of nanny the client wanted for their children and what duties were expected from a nanny placed with them. This enabled the agency to advertise for and screen appropriate candidates for their clients. Those who responded to our e-mail confirmed that the agency had ensured that the nannies put forward for interview had the right skills and experience to meet the needs of and have fun with their children.

To ensure that children were safe and well cared for all nannies had an understanding of child protection and safe guarding. Part of the application procedure included confirmation that nannies were familiar with local child protection guidelines and child protection was discussed as part of the recruitment procedure. Nannies were only employed if they held current first aid certificate and an understanding of food hygiene and infection control. Although the administration of medication was a matter between nannies and their employers the agency ensured that nannies were aware of the safety aspects of medication administration. They directed them towards current good practice guidance to ensure that nannies made informed decisions about children's health and welfare.

A range of terms and conditions had been developed by the agency to ensure that clients and nannies knew what to expect from the agency. This included the fit person checking carried out to ensure that nannies were suitable to work with children. Terms and conditions for nannies reflected the principles of the Health and Social Care Standards, these reflect the way that everyone should expect to be treated.

The agency had embedded procedures for gathering feedback from both clients and nannies about the service they had provided. We looked at feedback which had recently been received. This was gathered in a manner that would enable the agency to make changes to the service if clients suggested it. This reflective approach helped the agency develop and improve the service offered.

To ensure that both parties were satisfied after the introduction process the agency offered on going support if needed. One parent told us that they had been nervous about having a nanny living in their home and had sought support about what to expect. They found the agency reassuring and helpful with the range of advice given to them.

What the service could do better

The agency should continue to develop their service using comments and suggestions made by clients and taking account of current good practice and evolving childcare sector developments.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings
25 Aug 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 6 - Excellent Not assessed
11 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
29 Feb 2012	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed 6 - Excellent
28 Feb 2012	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed 1 - Unsatisfactory
25 Jan 2011	Announced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed Not assessed Not assessed
8 Oct 2008	Announced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent 6 - Excellent

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