

Lincluden After School Group  
North West Resource Centre  
College Drive  
Lincluden  
Dumfries  
DG2 0BX

2 November 2018  
2018371105  
CS2003013475

Recorded delivery

Dear Sir/Madam

**IMPROVEMENT NOTICE**  
**SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 (“the Act”)**

Social Care and Social Work Improvement Scotland (hereinafter referred to as the Care Inspectorate) has concluded that Lincluden After School Group, North West Resource Centre, College Drive, Lincluden, Dumfries, DG2 0BX, is not operating in accordance with requirements of Regulations made under the Act.

The Care Inspectorate hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 64 of the Act.

The nature of the improvements to be made, and the period within which they must be made, are specified below.

**Improvement**

1. By 23 November 2018, you must ensure children’s health and safety in relation to medication. In order to achieve this, you must ensure:
  - (a) that there are safe and effective procedures in place to direct members of staff employed in the provision of care in the care service on the action that must be taken when medication is required to be administered to a child: and
  - (b) that staff are knowledgeable and competent in relation to the storage and administration of medication and the keeping of appropriate records in relation thereto.
  - (c) that effective quality assurance processes are in place and monitored by management to ensure the safe management of medication.

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

2. By 23 November 2018, you must ensure that the care and support needs of children are being effectively met. In order to achieve this, you must:
  - a) ensure there are appropriate personal plans in place for children, detailing their individual needs and how they are to be met;
  - b) ensure that you have suitably qualified and competent persons working in the care service in such numbers as are appropriate to meet the individual needs of all service users.

This is in order to comply with Regulations 5 and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. By 23 November 2018, you must ensure that members of staff employed within the care service have been safely recruited. In order to achieve this, you must ensure :
  - (a) that each member of staff is a member of the Protection of Vulnerable Groups (PVG) scheme prior to starting work within the care service and that PVG Scheme records are up to date;
  - (b) that there are two appropriately dated references for each member of staff demonstrating their suitability for the post that they are employed to perform;
  - (c) that each member of staff is registered with any person or body with whom they are required to register with in order to undertake the role that they are employed to undertake, for example, the Scottish Social Services Council; and
  - (d) that each member of staff has been employed in accordance with the terms of the service's safer recruitment policy.

This is in order to comply with Regulations 9 and 13(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

A copy of this notice has been sent to the local authority within whose area the service is provided as required by section 62(2) of the Act.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours faithfully



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