



website: www.careinspectorate.com
telephone: 0345 600 9527
email: enquiries@careinspectorate.gov.scot
Twitter: @careinspect

Sent by email to: [REDACTED]

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

18 July 2022
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CS2003013475

Dear Lincluden After School Group

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 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), the Health and Social Care Standards and the SSSC Code of Practice.

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.

Improvements

1. **By 29 July 2022**, you must ensure that the care and support needs of children are being effectively met. To do this, you must, at a minimum:
 - (a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate to meet the health, welfare and safety service users, and
 - (b) put in place and maintain an accurate record of children’s attendance in order to help determine the number and skill set of staff required to be working in the service at any given time to meet children’s needs.

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

2. **By 29 July 2022**, you must ensure children's health and safety in relation to the administration of medication. In order to achieve this, you must ensure, at a minimum:

- (a) that there are safe and effective procedures in place to direct members of staff employed 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.
- (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).

3. **By 12 August 2022**, you must ensure that the care and support needs of children are being effectively met. In order to achieve this, you must, at a minimum:

- (a) ensure there are appropriate personal plans in place for children, detailing their individual needs and how they are to be met;
- (b) review the personal plan:
 - (i) when requested to do so by the service user or any representative
 - (ii) when there is a significant change in a service user's health, welfare or safety needs; and,
 - (iii) at least once in every six-month period whilst the service user is in receipt of the service

This is in order to comply with Regulation 5(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

4. **By 12 August 2022**, you must ensure that the care and support needs of children are being effectively met by suitably qualified staff. To do this, you must ensure that staff are safely recruited in line with best practice guidance which requires, at a minimum:

- (a) Essential checks must be carried out to confirm applicants' suitability for the role they will carry out.

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- (b) Protection of Vulnerable People (PVG) checks must be carried out prior to new staff commencing their role. When short notice recruitment is required to maintain levels of care and support:
 - (i) This must be agreed with the regulatory body.
 - (ii) A risk assessment must be carried out and the staff member awaiting checks must be mentored and supervised at all times.
- (c) Staff must be appropriately registered with the appropriate regulator, such as Scottish Social Service Council (SSSC) or General Teaching Council (GTC) within the required time scales.
- (d) The provider must develop a safe recruitment policy that clearly identifies roles and responsibilities in relation to registration requirements with SSSC.
- (e) Accurate and complete records should be kept for all staff employed in the provision of the service.

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

5. By 12 August 2022, you must ensure that effective procedures are in place to support the health, welfare and safety of service users.

To do this, you must, at a minimum:

- a) ensure staff receive appropriate training to recognise appropriate timescales for raising concerns, and complete accurate chronologies of significant events.
- b) ensure they record child protection information in a way which makes it clear what concerns have arisen. This information should be clearly communicated with all agencies and used to improve outcomes for children and families
- c) children's records must be stored securely in the service and accessible if needed.

This is 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).

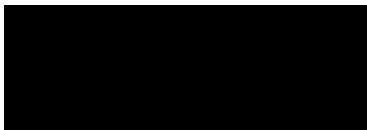
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Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

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



Linda Quinn

Team Manager

Direct: [Redacted]

Email: linda.quinn@careinspectorate.gov.scot

cc: [Redacted]

Local Authority: [Redacted]