

# Flexible Childcare Services (Aberdeenshire) – Inverurie Day Care of Children

Inverurie Community Campus  
Jackson Street  
Inverurie  
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**Type of inspection:**  
Unannounced

**Completed on:**  
22 February 2025

**Service provided by:**  
Flexible Childcare Services Scotland  
SCIO

**Service provider number:**  
SP2019013370

**Service no:**  
CS2019376997

## About the service

Flexible Childcare Services (Aberdeenshire) - Inverurie is registered to provide a day care of children service to a maximum of 18 children with additional support needs of an age to attend primary or secondary school. There were 12 children present during the inspection visit.

The service will comply with the following minimum staffing: one adult to every three children. A minimum of two adults must be present at all times. The manager is also the manager of Flexible Childcare Services (Aberdeenshire) - Stonehaven, Flexible Childcare Services - Alford, and Flexible Childcare Services - Old Meldrum.

The service operates from St. Andrew's School Inverurie, part of the Inverurie Community Campus. The school caters for children with additional support needs and is located within close proximity to the town centre.

## About the inspection

This was an unannounced follow up inspection to the inspection carried out on 14 September 2024. This follow up inspection took place on 25 February 2025 from 10:00 to 16:15.

This follow up inspection focused on the requirement and areas for improvement made during the previous inspection and evaluated how the service had addressed these to improve outcomes for children. During the follow up inspection we increased the evaluation for quality indicators 1.1 and 3.1 because the service had made progress by building on key strengths.

The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaint information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with staff and management
- observed practice and children's experiences
- reviewed documents.

## Key messages

- Children's wellbeing was promoted through staff understanding of their role in safeguarding procedures.
- Children's health was promoted through the processes in place for the safe management of administration and storage of medication.
- The service was being adequately managed while the provider recruited a permanent manager.
- There were enough staff in place to promote positive experiences and outcomes for children.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	3 - Adequate
How good is our leadership?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

3 - Adequate

Following this inspection we have regraded this key question upwards. We have now evaluated this key question as 'adequate'. While the strengths had a positive impact on outcomes for children, key areas still need to improve.

We have provided further information in the following sections within this report: 'What the service has done to meet any requirements made at or since the last inspection' and 'What the service has done to meet any areas for improvement we made at or since the last inspection'.

## How good is our leadership?

3 - Adequate

Following this inspection we have regraded this key question upwards. We have now evaluated this key question as 'adequate'. While the strengths had a positive impact on outcomes for children, key areas still need to improve.

We have provided further information in the following sections within this report: 'What the service has done to meet any requirements made at or since the last inspection' and 'What the service has done to meet any areas for improvement we made at or since the last inspection'.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 1 March 2024, the provider must ensure that children are kept safe from harm, and that safeguarding concerns are reported, recorded and actioned. To do this, the provider must, at a minimum, ensure;

- a) all staff have access to effective child protection training
- b) all staff are able to demonstrate a clear understanding of when child protection procedures are to be implemented
- c) all staff are able to demonstrate a clear understanding of their safeguarding responsibilities in keeping children safe
- d) all staff are able to demonstrate a nurture-based approach to supporting children who disclose safeguarding concerns.

To be completed by: 1 March 2024.

This is in order to comply with:

Health and Social Care Standard 3.22: I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made.

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210 Social Care).

**This requirement was made on 13 August 2024.**

#### Action taken on previous requirement

We spoke to staff regarding their role in safeguarding children and found that children were kept safe from harm as;

- staff have accessed and completed online and in person training. Management had taken steps to gauge staff confidence and understanding following training
- staff were able to describe the child protection procedures they should follow if they had a concern
- staff showed confidence in identifying causes of concern and when they should escalate the concern in order to safeguard children. They were able to describe their role in identifying, reporting and referring any concerns and what they would expect from managers
- staff showed awareness of the impact of inappropriate comments or behaviour and how to manage situations that may occur in a nurturing manner.

#### Met - outwith timescales

### Requirement 2

By 14 October 2024, the provider must ensure children's health and safety needs are met through the safe storage and administration of medication. To do this, the provider must, at a minimum:

- ensure information about children's medical needs are clearly recorded and easily accessible
- ensure medication is stored safely
- ensure that medication records are fully completed, regularly reviewed and promote staff knowledge and understanding of the safe administration of medication.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meet my needs and is right for me' (HSCS 1.19).

**This requirement was made on 30 October 2024.**

## Action taken on previous requirement

Medication records and discussions with staff showed that children's health was promoted as;

- information was clearly recorded and accessible to staff while maintaining safety and confidentiality of children and their families
- medication was stored safely while ensuring it was accessible
- medication care plans were fully completed and reviewed with parents. Staff were aware of medication process and individual children's needs.

## Met - within timescales

### Requirement 3

By 17 January 2025, the provider must ensure that children experience positive outcomes by ensuring the service is well managed. To achieve this, the provider must at a minimum;

- ensure that quality assurance is undertaken and leads to improvement for children and families
- implement the service improvement plan in practice.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I use a service and organisation that are well led and managed' (HSCS 4.23); and

'I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This requirement was made on 30 October 2024.**

## Action taken on previous requirement

Review of records and discussions with managers and staff showed that positive experiences and outcomes for children were supported as;

- quality assurance has been undertaken to promote positive experiences and outcomes for children. This included weekly visits by an interim manager and input from social work and other stakeholders. Although a permanent manager had not yet been appointed managers from other services were providing support and implementing improvements. There were weekly visits to the service by the management team to support staff. Quality assurance processes were also being carried out such as an audit of care plans and medication procedures.

- improvements had been planned and implemented with some evaluation beginning. Staff were being involved in changes and giving feedback on impact. For example, a new format for recording information in children's personal plans was promoting an accuracy of detail and staff access to the information. Although no formal evaluation of the impact of this on children's care had yet taken place, staff feedback had been sought and their views considered for further changes.

### Met - within timescales

#### Requirement 4

By 30 November 2024, the provider must ensure that there are enough staff in place to meet children's individual needs.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs are met by the right number of people' (HSCS 3.15).

**This requirement was made on 30 October 2024.**

#### Action taken on previous requirement

Children's overall wellbeing and engagement was promoted as there were enough staff to meet the needs of individual children. The senior member of staff was no longer included in the adult to child ratio. This meant they were able to support staff and children as was needed throughout the session, promoting positive experiences for children.

### Met - within timescales

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

In order to promote positive outcomes for children, the manager should ensure that personal plans are used to support children's individual wellbeing. This should include but not be limited to:

- ensuring personal plans are fully completed and regularly reviewed with parents/carers

- ensuring plans contain sufficient detail of strategies to be used to support children to enable staff to provide consistent care
- ensuring that staff have access to the information in the children's personal plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

**This area for improvement was made on 30 October 2024.**

### Action taken since then

The plans we sampled now contained information needed to keep children safe and promote their health and wellbeing. They had been reviewed with parents since the last inspection, ensuring that information was up to date and relevant. The manager should ensure that continued regular reviews take place.

The plans had detail of strategies being used to support children. This enabled staff to provide a continuity of care for each child. Paper copies of plans for each child were now held securely on the premises. This meant that staff could access the relevant information to support children and meet their needs. It also promoted the information held to be relevant as staff could easily add updates.

Emergency contact details were held for all children digitally. For some of the plans we sampled this information was also held on the paper copy. Staff should continue with actions to incorporate this information into all paper copies of plans. This will enable them to access the information quickly should it be necessary.

**This area for improvement has not been met.**

### Previous area for improvement 2

In order to promote positive experiences and outcomes for children, the manager and staff should ensure that they experience high quality play, learning and development opportunities. This should include but not be limited to:

- planning activities and learning opportunities which are child centred and responsive to children's interests and life experiences
- developing the use of skilled interactions from staff to extend children's experiences and promote children's creativity and curiosity.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1.31).

**This area for improvement was made on 30 October 2024.**



**Action taken since then**

The introduction of individual planning sheets for children meant that staff were able to provide experiences which more accurately reflected children's interests. Staff had started to use floorbooks to record children's experiences. Once embedded this system of planning responsively should help staff in extending children's experiences and learning where appropriate.

While interactions between children and staff were kind and caring only some staff were confident in using skilled interactions to promote children's engagement. The senior staff and managers should continue to support staff to develop skills and confidence in this.

**This area for improvement has not been met.**

**Previous area for improvement 3**

To promote children's health and wellbeing the manager and provider should ensure that there is enough space to safely meet the needs of children and staff attending the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have enough physical space to meet my needs and wishes' (HSCS 5.20).

**This area for improvement was made on 30 October 2024.**

**Action taken since then**

During the follow up inspection the service was delivered from a different area of the school. On this occasion there was ample space for children and staff in order to promote positive experiences and meet children's needs.

However, at times, the service is delivered from the smaller room where the original inspection visit was held. Staff told us how they were trying to use this space more effectively to promote positive experiences for children while they make arrangements for additional space. We were not able to assess the effectiveness of these changes during the follow up inspection.

**This area for improvement has not been met.**

**Previous area for improvement 4**

To promote children's safety, the manager and staff should ensure that specific risk assessments are in place which identify hazards and any actions to be taken to reduce the risk to individuals.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My environment is secure and safe' (HSCS 5.17).

**This area for improvement was made on 30 October 2024.**

**Action taken since then**

Specific risk assessments were in place for individual children and for outings and activities. Those we sampled took account of children's needs indoors and while out in the community and most specified strategies to support the children and keep them safe.

Risk assessments had been reviewed and were used to identify hazards, benefits and mitigating actions to lower the risk. However, some of those sampled would have benefitted from more detail to support staff in knowing what actions to take to promote children's safety. The manager took this on board and we were sent reviewed and amended risk assessment following the visit.

The manager and staff should ensure that these are now embedded into practice and that the quality of risk assessments is maintained.

**This are for improvement has been 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).

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

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