

Greycoat Lumleys Scotland Child Care Agency

1 Hill Street
Edinburgh
EH2 3JP

Telephone: 01315 565 139

Type of inspection:
Unannounced

Completed on:
22 May 2025

Service provided by:
Greycoat Placements Limited

Service provider number:
SP2013012107

Service no:
CS2013318705

About the service

Greycoat Lumley's Scotland is a childcare agency which is registered to introduce child carers to parents. The service will introduce child carers to parents to look after a child or young person up to the age of 16 wholly or mainly in the child's parents' home.

The Care Inspectorate does not regulate the element of a childcare agency that supplies or introduces childcare workers to a day care of children's setting.

About the inspection

This was an unannounced inspection which took place on Thursday 22 May 2025 between 09:45 and 13:30. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- invited staff and families to send written feedback
- spoke with staff and management
- reviewed documents.

Key messages

To support relationship building, children had opportunities to meet staff before they started working with their family.

Childcare booklets should be developed to include information in line with Scottish guidance and legislation. This should help to ensure that staff are able to reflect on their practice and follow their professional and organisational codes.

The agency had put a good system in place to check that recruitment had been carried out thoroughly in line with their current procedures and legislation. This helped to keep children safe.

The agency gathered valuable information about individual children. This information was then used to match staff skills to children's needs to positively impact on outcomes for children.

There was a supportive three-month guarantee period, to be sure that children, families, and nannies were settled and happy. Moving forward, the agency should keep written records of all meetings and check in calls during the guarantee period.

The manager had introduced an action plan based on the areas for improvement identified at the previous inspection. As a result, planned changes provided better opportunities to improve outcomes for children and families.

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 well do we support children's care, play and learning?	4 - Good
How good is our leadership and staffing?	4 - Good

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

How well do we support children's care, play and learning? 4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children and outweighed areas for improvement.

Quality Indicator: 1.1 Staff nurture and support children's care, play and learning

The agency gathered valuable information about individual children's needs, likes and preferences through completing a childcare client job form. Parents shared this information when initially applying to the agency to be introduced to a nanny. This information was then used to match staff skills to children's needs which could positively impact on outcomes for children. Staff could then use this information to initiate a plan when they started working with the family.

The agency had only placed two nannies since the last inspection. We reminded the agency to ensure that all forms are completed to a consistent standard to ensure that all relevant information has been included for each child. We suggested that the agency could introduce a care plan for each child to be completed at the point of staff induction into the family home. This would be an additional step to ensure that all information about children's care and wellbeing needs were up to date, and that no changes had occurred since the initial application was made.

Families benefited from introduction meetings with potential nannies. Children were given an opportunity to meet the nanny before they started caring for them. This provided an opportunity to begin to develop respectful and nurturing relationships.

The service had a supportive three-month guarantee period, to be sure that children, families, and nannies were settled and happy with the working arrangement. This included check in calls at the end of weeks one, five and nine with the family and nanny. At the last inspection we made an area for improvement for the provider to keep written records of the check in calls during the guarantee period. Written records would show what had been discussed and could be used to reflect on what went well and what could be developed. This would help to enhance effective partnerships and support children to have the best possible experiences. This area for improvement was not met. We have reworded and restated it (**see area for Improvement 1**).

Quality Indicator: 1.2. Children are safe and protected

The agency had reviewed and improved childcare booklets for clients and staff. The booklets provided valuable information to support children's care. For example, information about how to effectively manage medication procedures, safety, and child protection and wellbeing. The booklet provided links to online resources, such as the Care Inspectorate Improvement website called the hub. Similarly, there were links to a range of useful websites to support children's care, play and learning. However, most of the linked websites provided information which was not specifically in line with Scottish guidance and legislation. This was because the organisation provides a service throughout the United Kingdom. We provided the service with links to Scottish guidance and legislation which they should incorporate into their booklets (**see area for improvement 2**).

The manager had completed an advanced child protection and safeguarding course. New staff were signposted to guidance contained in the childcare packs provided. The manager confidently told us about the steps they would take if a child protection concern arose. to keep children safe and protected from harm.

Areas for improvement

1. To enhance effective partnerships and support children to have positive experiences, the provider should keep written records of all meetings and check in calls during the guarantee period.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

2. To enhance overall outcomes for children where their play, care and learning needs are being met through high quality experiences, the provider should improve the childcare booklets.

This is to ensure that they provide information in line with Scottish guidance and legislation.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

How good is our leadership and staffing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children and outweighed areas for improvement.

Quality Indicator: 2.1. Quality assurance and improvement are led well

The manager had introduced an action plan based on the areas for improvement identified at the previous inspection. Improvements included safer recruitment procedures. Similarly, management had enhanced their knowledge about safeguarding and child protection procedures. This helped to keep children safe and protected from harm. There were also improved procedures to gather important information about children's needs, interests, and preferences. As a result, planned changes offered better opportunities to improve outcomes for children and families.

The manager had introduced a number of ways to create opportunities for families to give feedback about the service provided. This was in addition to the regular check in's during the three-month guarantee period. The organisation had introduced a formal approach to gather and use feedback effectively. However, due to only placing two nannies since the last inspection feedback received had been minimal. The agency could continue to consider different ways to seek the views of children, families, and staff, which would help them to reflect on and improve the service provided.

Quality Indicator: 2.2. Staff are used effectively to meet the needs of children and families

The safer recruitment procedures were in line with current best practice guidance and legislation. This meant that appropriate staff checks were in place before staff started working with children and families. Similarly, the manager had implemented a procedure to check new staff details on the Scottish Social Services Council (SSSC) website. This was to ensure that staff had not been reported to the SSSC, currently under investigation, or had been dismissed from another care service. The good procedures in place helped to ensure that the welfare and safety of children was not compromised.

The nanny induction pack supported nannies and families to agree shared expectations about the nanny's role and responsibilities in delivering quality outcomes for children. This could be enhanced though incorporating policies, such as diversity and inclusion and emotional wellbeing into the induction pack. These policies could support nannies to value diversity and inclusion and challenge discrimination if this is needed. It could also support them to understand the importance of children's rights and to ensure this is reflected in their practice.

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

To ensure that children's individual needs, interests and preferences are well supported, the provider should introduce a consistent information gathering and recording process, to gather valuable information about children.

This should include but is not limited to:

Statutory and significant information about individual children in line with best practice guidance: Guide for Providers on Personal Planning Early Learning and Childcare (Care Inspectorate, 2021).

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

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 8 November 2023.

Action taken since then

The agency gathered important information about individual children's needs, likes, and preferences through completing a childcare client job form. Parents shared this information when initially applying to the agency to be introduced to a nanny. This information was then used to match staff skills to children's needs to positively impact on outcomes for children.

We suggested that the agency could introduce a care plan for each child to be completed at the point of nanny induction into the family home. This would be an additional step to ensure that all information about children's care and wellbeing needs was up to date, and that no changes had occurred since the initial application was made.

This area for improvement has been met.

Previous area for improvement 2

To enhance overall outcomes for children where their play, care and learning needs are being met through high quality experiences, the provider should improve staff packs to ensure that they provide clearer information.

This should include but is not limited to:

Guidance when introducing themselves to families; codes of practice; links to current best practice guidance; and improved and effective policies and procedures; which could include, safeguarding and child protection, whistleblowing, management of medication and promoting positive behaviour policies.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 8 November 2023.

Action taken since then

The agency had reviewed and improved childcare booklets for clients and nannies. The booklets provided valuable information to support children's care. For example, information about how to effectively manage medication procedures, safeguarding, and wellbeing. The booklet provided links to online resources, such as the Care Inspectorate Improvement website called the Hub. Similarly, there were links to a range of useful websites to support children's care, play, and learning.

However, most of the linked websites provided information which was not specifically in line with Scottish guidance and legislation. This was because the organisation provides a service throughout the United Kingdom.

While we could see progress in the communication of important information, improvements are still needed to ensure that information accurately reflects Scottish guidance and legislation.

This area for improvement has not been met and has been reworded and restated.

Previous area for improvement 3

To enhance effective partnerships and support children to have positive experiences, the provider should improve record keeping.

This should include but is not limited to:

Written records of all interviews and introductory visits, meetings and check in calls during the guarantee period.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 8 November 2023.

Action taken since then

The service is now keeping written records of all interviews and introductory visits. They were requesting written feedback on the introductory meeting between clients and staff. Check-in calls during the guarantee period were verbally recorded with consent or recorded by email. To enhance effective partnerships and support children to have positive experiences, the provider should introduce a more formal process to be able to see a clear overview of the service provided and outcomes for children within each family.

This area for improvement has not been met and has been re-worded and restated.

Previous area for improvement 4

For all children to be safeguarded from harm, the provider should ensure that all staff are knowledgeable about safeguarding and child protection procedures.

This should include but is not limited to:

Staff accessing appropriate training for their roles, policies, and procedures, providing clear direction about what to do if there is a child protection concern.

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

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 8 November 2023.

Action taken since then

The manager had completed an advanced child protection and safeguarding course. New staff were signposted to guidance contained in the childcare packs provided. The manager confidently told us about the steps they would take if a child protection concern arose.

This area for improvement has been met.

Previous area for improvement 5

For all children to be kept safe and healthy, the provider should improve the management of medication policy and procedures and support staff to apply this in practice.

This should include but is not limited to:

The medication policy being reviewed to bring it in line with current best practice guidance: Care Inspectorate guidance, Management of medication in day care of children and childminding services (2014). 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.

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 is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

This area for improvement was made on 8 November 2023.

Action taken since then

The improved childcare booklets for clients and nannies provided valuable information to support children's care. This included information about how to effectively manage medication procedures.

This area for improvement has been met.

Previous area for improvement 6

For children to get the best care and play experiences, the provider should develop quality assurance processes to include comprehensive self-evaluation and improvement plans. This is to demonstrate the impact that planned changes have on improving outcomes for children and families.

This should include but is not limited to:

Management ensuring that high-quality care, play and learning experiences are at the heart of improvement planning and in line with current thinking and developments in best practice.

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

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

This area for improvement was made on 8 November 2023.

Action taken since then

The manager had introduced an action plan based on the areas for improvement identified at the previous inspection. Improvements included safer recruitment by checking that staff had not been reported to the Social Services Council (SSSC) and improved knowledge about safeguarding and child protection procedures. Similarly, there was an improved procedure to gather important information about children's needs, interests, and preferences. As a result, planned changes offered better opportunities to improve outcomes for children and families.

This area for improvement has been met.

Previous area for improvement 7

To enhance experiences for children and families, the provider should ensure that communication is effective and inclusive and involves children and families when planning for their care, play, and learning experiences.

This should include but is not limited to:

Introducing a formal approach to show how the views of children and families are used to inform the planning and development of the service.

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

'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8).

This area for improvement was made on 8 November 2023.

Action taken since then

The manager offered several opportunities for families to give feedback about the service provided.

In addition to the regular check-in calls during the three-month guarantee period. The organisation had introduced a formal approach to gathering and using feedback effectively. Due to only placing two nannies since the last inspection, feedback received had been minimal.

This area for improvement has been met.

Previous area for improvement 8

For children to be well cared for by trusted and skilled staff the provider should check with the Scottish Social Services Council (SSSC) before accepting staff into their service, to identify if staff have been reported to the SSSC, are currently under investigation or have been dismissed from another care service.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 8 November 2023.

Action taken since then

The manager had implemented a system to check new staff details on the Scottish Social Services Council (SSSC) website. This was to ensure that staff had not been reported to the SSSC, currently under investigation, or had been dismissed from another care service. This information was then recorded in staff recruitment files.

This area 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.

Detailed evaluations

How well do we support children's care, play and learning?	4 - Good
1.1 Staff nurture and support children's care, play and learning	4 - Good
1.2 Children are safe and protected	4 - Good

How good is our leadership and staffing?	4 - Good
2.1 Quality assurance improvement are led well	4 - Good
2.2 Staff are used effectively to meet the needs of children and families	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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