

Touch Trust Day Care of Children

St. Margarets Parish Church
Abel Place
Dunfermline
KY11 4JJ

Telephone: 07961828007

Type of inspection:
Unannounced

Completed on:
13 June 2025

Service provided by:
Touch Trust (Dunfermline)

Service provider number:
SP2024000565

Service no:
CS2024000386

About the service

Touch Trust is a daycare of children service situated in a residential area in Dunfermline, Fife. The service is registered to provide care to a maximum of 48 primary school aged children at any one time. Within the maximum number of 48 children, care may be provided for up to four children who are due to start school after the summer break.

The service is located within a church, close to local amenities and public transport. Children have access to three play spaces, toilet facilities and an outdoor space. The service operates over three different levels within the building.

About the inspection

This was an unannounced inspection which took place at various times between the hours of 07:45 and 18:00 on 10 June 2025 and 12 June 2025. We gave feedback on 13 June 2025. This was a joint visit to carry out an inspection and complaint investigation. This visit took place as a response to a serious incident and was carried out by four inspectors from the Care Inspectorate. As part of our inspection and complaint investigation, we assessed the issues that led to the incident and the actions taken by the service since. To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered. In making our evaluations of the service we:

- spoke with children using the service
- received questionnaire feedback from 12 families
- spoke with five families
- spoke with staff and management
- observed practice and children's experiences
- reviewed documents.

As part of this inspection we undertook a focus area. We have gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

- staff deployment
- safety of the physical environment, indoors and outdoors
- the quality of personal plans and how well children's needs are being met
- children's engagement with the experiences provided in their setting.

This information will be anonymised and analysed to help inform our future work with services.

Our inspection raised significant concerns in relation to how children's health, welfare and safety needs were met. As a result, we issued the service with an improvement notice on 20 June 2025. For further details of this enforcement see the service's page on our website.

Key messages

- A serious concern letter detailing a requirement to urgently improve staff deployment and effective supervision to meet children's needs, was issued to the provider on 10 June 2025. This requirement was not met within the set timescale.
- Our inspection raised significant concerns in relation to how children's health, welfare and safety needs were met. As a result, we issued the service with an improvement notice. For further details of this enforcement see the service's page on our website.

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?	1 - Unsatisfactory
How good is our setting?	1 - Unsatisfactory
How good is our leadership?	1 - Unsatisfactory
How good is our staff team?	1 - Unsatisfactory

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

How good is our care, play and learning?

1 - Unsatisfactory

We assessed the service to be performing at an unsatisfactory level, and we were very concerned about the health, safety and welfare of children. We issued the service with an improvement notice connected to these concerns. For further details of this enforcement see the service's page on our website.

Quality Indicator 1.1: Nurturing care and support

Children were put at serious risk of harm as medication was not safely managed. There was a significant lack of understanding and knowledge regarding the management and administration of medication. We found expired medication and a lack of permission and administration information to support safe management of medication. This put children's health at risk and increased the potential for children to receive the incorrect medication or dosage. Medication was not safely stored and as a result, there was the potential for children to access this without staff being aware. An unknown liquid substance had been accepted as a form of medication into the service which posed significant risk to children and had the potential to seriously impact on children's health, safety and welfare. This is now subject to an improvement notice which was issued on 20 June 2025.

Personal plans contained basic information which impacted upon the quality of children's care and play experiences. Whilst staff had some understanding of children's needs, they were not confident in how to meet these. As a result, children experienced an unsatisfactory level of care. It was unclear if personal plans had been reviewed with children and families to ensure information was current and reflected what matters to them. This meant there was the potential for a lack of continuity and consistency in care to meet children's needs (**see area for improvement 1**).

Most children told us they felt safe at the club and spoke positively about the staff. They told us that staff were "very sweet", "very kind" and "nice". Most families told us they had positive relationships with staff and that they were friendly and approachable.

Staff were aware of their roles and responsibilities in responding to safeguarding concerns. However, there was a lack of knowledge and understanding of how to use chronologies to support children's overall wellbeing. As a result, significant events which could impact on children's protection and wellbeing were not recorded. This limited staff in being able to identify when children may benefit from additional support. We signposted them to 'Guide to Chronologies' to develop these.

Children were not always effectively supported through nurturing interactions from staff. Staff lacked knowledge and understanding in approaches to supporting children's emotional wellbeing. As a result, children did not always experience interactions which respected their needs, rights and choices (**see area for improvement 2**).

Children had some opportunities to be independent during meals and snacks. For example, they self served food and washed the dishes. Children told us they enjoyed the food choices. They had some healthy options to choose from however, meal choices were not always well balanced and nutritional. Children were not encouraged or supported to eat safely. For example, children walked around the room eating whole frozen grapes, which increased the risk of choking (**see requirement 1**).

Quality Indicator 1.3: Play and learning

Children experienced some positive interactions from staff during play which supported them to feel included. However, there were many missed opportunities for staff to spend time with children to support their play and interests. As a result, some children appeared passive and disengaged.

Children lacked choice, stimulation and excitement in play as they had access to very limited resources. For example, during one morning session, staff only offered children the choice to watch television or play with balls. This meant that children were not engaged in play experiences that were personalised or sufficiently enjoyable or challenging for their stage of development. Whilst most children told us they liked coming to the club, some children told us they would like more resources. Their comments included, "I'm bored sometimes and want more craft stuff", "The toys are fun but breakable" and "More toys that aren't baby toys" (**see area for improvement 3**).

Children's wellbeing was not fully supported as there was a lack of cosy spaces to rest and relax. Children and families told us they would like quiet spaces. They would benefit from the environment being softened and more homely.

Children had opportunities to share their ideas on the children's committee. However, not all children were included. There were missed opportunities to genuinely listen and value children's thoughts, views and interests to empower them to be actively involved in leading their play.

Children had some opportunities for active and physical play which supported their gross motor skills. They had some connections to their local community which provided them with opportunities to explore parks and green spaces. Children told us they enjoyed going on day trips and that they were fun.

Requirements

1. By 25 July 2025, the provider must ensure that children are protected from harm. To do this, the provider must, at a minimum ensure:

- a. staff are competent, skilled and knowledgeable in relation to 'Good practice guidance: prevention and management of choking episodes in babies and children'
- b. staff apply their learning into practice.

This is to comply with Regulation 4(1) (Welfare of users) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

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) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

Areas for improvement

1. To ensure children's care and wellbeing needs are met, the provider should develop children's personal plans and ensure staff use this information effectively. To do this, the provider must, at a minimum, ensure:

- a. personal plans set out children's current needs and how they will be met
- b. all staff are aware of and understand the information within the personal plans, including support strategies, and use this to effectively meet each child's needs
- c. personal plans are regularly reviewed and updated in partnership with children, families and other agencies where appropriate.

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

2. To ensure children's care and wellbeing needs are met, staff should develop their knowledge and understanding of nurturing approaches to support children's emotional wellbeing and implement this in practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I am enabled to resolve conflict, agree rules and build positive relationships with other people as much as I can' (HSCS 2.15).

3. To enable all children to be cared for in an environment that supports them to reach their full potential, the leadership team and staff should as a minimum ensure play spaces offer a range of resources and materials to effectively challenge and stimulate children and reflect their current interests and curiosities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

How good is our setting?

1 - Unsatisfactory

We assessed the service to be performing at an unsatisfactory level, and we were very concerned about the health, safety and welfare of children. We issued the service with an improvement notice connected to these concerns. For further details of this enforcement see the service's page on our website.

Quality Indicator 2.2: Children experience high quality facilities

Arrangements for security within the setting were not well considered or managed. There was the potential for children to exit the setting unnoticed and unaccompanied and for members of the public to enter the setting when children were present. This exposed children to risk of harm. This is now subject to an improvement notice which was issued on 20 June 2025.

Children's safety was compromised when accessing the outdoor area as staff did not assess the area for risks and implement measures to minimise these. For example, the outdoor area was not checked and dog faeces were found where children played. Staff did not effectively supervise children outdoors which meant they were unable to account for them at all times. This increased the risk of children leaving the setting unnoticed or coming to harm. Children played in a car park where there were moving vehicles. Poor staff deployment and supervision put children at serious risk of harm. This is now subject to an improvement notice which was issued on 20 June 2025.

Infection, prevention and control measures were inconsistent. Some children were encouraged to wash their hands when entering the setting after school. However, children and staff did not wash their hands before preparing food, eating or after mealtimes. This increased the risk of infection **(see requirement 1)**.

Information was not securely managed as staff used personal devices to take photographs of attendance registers for school pick up. On one occasion, we observed a staff member using their personal mobile device when caring for children. This had the potential to compromise children's safety **(see requirement 2)**.

Requirements

1. By 25 July 2025, the provider must ensure children are safe and healthy. To do this, the provider must ensure that correct hand washing routines are established and maintained, according to infection prevention and control guidance.

This is to comply with Regulation 4(1)(d) (Welfare of users) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

This is to ensure that infection prevention and control practices are consistent with the Public Health Scotland guidance: 'Health protection in children and young people settings, including education'.

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 based on relevant evidence, guidance and best practice' (HSCS 4.11).

2. By 25 July 2025, the provider must ensure that children's dignity and privacy is respected. In order to achieve this the provider must, as a minimum:

- a. ensure that the arrangements for the storage and processing of children's personal information is safely and securely managed
- b. personal mobile devices are not used when caring for children to maintain professional boundaries and keep children safe.

This is to comply with Regulation 4(1)(a) and (b) (Welfare of users) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

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?

1 - Unsatisfactory

We assessed the service to be performing at an unsatisfactory level, and we were very concerned about the health, safety and welfare of children. We issued the service with an improvement notice connected to these concerns. For further details of this enforcement see the service's page on our website.

Quality Indicator 3.1: Quality assurance and improvement are led well

As a result of the potential risks to children's safety and wellbeing, we issued a serious concern letter to the provider on 10 June 2025. The letter outlined the immediate improvements we required the provider to make. A further visit to the service was carried out on 12 June 2025 to evaluate whether improvements had been made. We found this requirement had not been met. We were very concerned that the manager and staff did not appear to recognise the seriousness of children not having their basic needs met. This subsequently formed part of an improvement notice. For further details of this enforcement see the service's page on our website.

Children were put at serious risk as a result of poor leadership. Prior to the inspection, a serious incident took place whereby children were not safely transported on the minibus. This was not acceptable practice which placed children's health, safety and wellbeing at risk. This is now subject to an improvement notice which was issued on 20 June 2025.

Quality assurance processes were not in place. As a result, serious concerns which have been highlighted in the inspection report, had not been identified by the leadership team. This significantly compromised children's health, safety and wellbeing.

The service did not operate within their conditions of registration in relation to meeting the minimum adult to child ratios. The processes in place to record children's attendance were ineffective. As a result, staff were unable to fully meet all children's needs, which put them at risk of harm. This is now subject to an improvement notice which was issued on 20 June 2025.

Children were put at risk as safer recruitment procedures had not been followed. Key elements of the process had not been carried out including Protecting Vulnerable Groups (PVG) checks and references not being obtained prior to staff working in the service. In addition, two staff were not appropriately registered with a professional body. As a result, children's welfare and safety was compromised (**see requirement 1**).

Requirements

1. By 22 August 2025, the provider must ensure that children are safe and protected. In order to achieve this the provider must ensure that staff are recruited in a safe manner in line with best practice and that all relevant checks are carried out timeously.

This is to comply with Regulation 9 of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I am confident that people who support me have been appropriately and safely recruited' (HSCS 4.24).

How good is our staff team?**1 - Unsatisfactory**

We assessed the service to be performing at an unsatisfactory level, and we were very concerned about the health, safety and welfare of children. We issued the service with an improvement notice connected to these concerns. For further details of this enforcement see the service's page on our website.

Quality Indicator 4.3: Staff deployment

Children were not supported by a sufficient number of staff to keep them safe. At times, the service operated out with the minimum adult to child ratios which meant staff were unable to effectively meet children's needs. There was no contingency plan in place to manage staff absences which meant that children were not appropriately and safely supervised. Staff did not have sufficient skills, knowledge and experience to effectively support children. For example, children were not well supervised during school drop off and pick up. As a result, there was the potential for children to leave unnoticed or come to harm. This is now subject to an improvement notice which was issued on 20 June 2025.

Ineffective planning and poor management of staff deployment resulted in staff, including the manager, being unclear on the number of children in attendance. Staff were not confident about the number of children being dropped off or collected from school. On one occasion, staff collected one more child than was on the register. This had the potential to cause children distress or to place children at risk of harm, should a child be left behind. This is now subject to an improvement notice which was issued on 20 June 2025.

Staff did not work together or communicate effectively. Throughout the sessions, staff were not aware of how many children should be present and could not account for children at all times. This increased the risk of children becoming lost or leaving the setting unnoticed. This is now subject to an improvement notice which was issued on 20 June 2025.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How good is our care, play and learning?	1 - Unsatisfactory
1.1 Nurturing care and support	1 - Unsatisfactory
1.3 Play and learning	2 - Weak

How good is our setting?	1 - Unsatisfactory
2.2 Children experience high quality facilities	1 - Unsatisfactory

How good is our leadership?	1 - Unsatisfactory
3.1 Quality assurance and improvement are led well	1 - Unsatisfactory

How good is our staff team?	1 - Unsatisfactory
4.3 Staff deployment	1 - Unsatisfactory

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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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