

# Touch Trust Day Care of Children

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Telephone: 07961828007

**Type of inspection:**  
Unannounced

**Completed on:**  
25 August 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 follow up inspection which took place on 29 July 2025 between 08:15 and 11:45 and 25 August 2025 between 08:00 and 10:00. We gave feedback to the service following each of the visits. The inspection was carried out by two inspectors from the Care Inspectorate. The inspection focused on the requirements and areas for improvement made during the previous inspection which took place on 13 June 2025. We evaluated how the service had addressed these to improve outcomes for children and have re-evaluated each of the key questions.

Our inspection on 13 June 2025 raised significant concerns in relation to how children's health, welfare and safety needs were met. We carried out a monitoring visit on 2 July 2025. We assessed compliance with the improvement notice during the follow up inspection and found that significant progress had been made. Detailed information can be found on the Care Inspectorate's website.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration 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
- received feedback from three families
- spoke with staff and management
- observed practice and children's experiences
- reviewed documents.

## Key messages

- We assessed compliance with the improvement notice during the follow up inspection and found that all required improvements had been met. Detailed information can be found on the Care Inspectorate's website.
- Improvement was evident in all required areas made during the previous inspection. As a result, children's needs were being met.

## 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 setting?                 | 3 - Adequate |
| How good is our leadership?              | 3 - Adequate |
| How good is our staff team?              | 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**

During this follow up inspection, we increased the evaluation for Quality Indicator 1.1: Nurturing care and support and Quality Indicator 1.3: Play and learning to adequate because the service had made progress by building on key strengths.

An improvement notice was issued on 20 June 2025. We assessed compliance with the improvement notice during the follow up inspection and found that significant progress had been made. Detailed information can be found on the Care Inspectorate's website.

One requirement and three areas for improvement were made at the inspection on 13 June 2025 under this key question. The service met the requirement regarding prevention and management of choking episodes and one area for improvement in relation to personal planning (see 'what the service has done to meet any requirements we made at or since the last inspection').

## How good is our setting?

**3 - Adequate**

During this follow up inspection, we increased the evaluation for Quality Indicator 2.2: Children experience high quality facilities to adequate because the service had made progress by building on key strengths.

An improvement notice was issued on 20 June 2025. We assessed compliance with the improvement notice during the follow up inspection and found that significant progress had been made. Detailed information can be found on the Care Inspectorate's website.

Two requirements were made at the inspection on 13 June 2025 under this key question. The service met both requirements. They made improvements to infection, prevention and control measures and the storage and use of information (see 'what the service has done to meet any requirements we made at or since the last inspection').

## How good is our leadership?

**3 - Adequate**

During this follow up inspection, we increased the evaluation for Quality Indicator 3.1: Quality assurance and improvement are led well to adequate because the service had made progress by building on key strengths.

An improvement notice was issued on 20 June 2025. We assessed compliance with the improvement notice during the follow up inspection and found that significant progress had been made. Detailed information can be found on the Care Inspectorate's website.

One requirement was made at the inspection on 13 June 2025 under this key question. This requirement was met. The service had made improvements to ensure staff were safely recruited (see 'what the service has done to meet any requirements we made at or since the last inspection').

**How good is our staff team?****3 - Adequate**

During this follow up inspection, we increased the evaluation for Quality Indicator 4.3: Staff deployment to adequate because the service had made progress by building on key strengths.

An improvement notice was issued on 20 June 2025. The service had made improvements to staff deployment which helped to keep children safe. We assessed compliance with the improvement notice during the follow up inspection and found that significant progress had been made. Detailed information can be found on the Care Inspectorate's website.

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

### Requirements

#### Requirement 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).

**This requirement was made on 13 June 2025.**

#### Action taken on previous requirement

Staff demonstrated an understanding of the guidance in relation to choking prevention. They were aware of potential choking risks and how to minimise these. For example, they encouraged children to sit down when eating and supervised them appropriately.

**This requirement has been met.**

**Met - within timescales**

## Requirement 2

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).

**This requirement was made on 13 June 2025.**

### Action taken on previous requirement

Infection prevention and control measures were not effective during our first visit. For example, children did not wash their hands before eating at breakfast or when on an outing at the park until prompted by inspectors. This increased the risk of infection and had the potential to impact on children's health.

During our second visit, we observed children handwashing at key times, including when they arrived at the service. Children were supported by staff and as a result, they were more confident in handwashing as part of their daily routines.

**This requirement has been met.**

**Met - outwith timescales**

## Requirement 3

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).

**This requirement was made on 13 June 2025.**

**Action taken on previous requirement**

Improvements had been made to the storage and processing of children's information. Mobile phones for the club had been purchased and were used effectively by staff to minimise risks to children.

**This requirement has been met.**

**Met - within timescales**

**Requirement 4**

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).

**This requirement was made on 13 June 2025.**

**Action taken on previous requirement**

We sampled recruitment information and found that the recruitment process had been carried out in line with guidance. This included appropriate checks being completed which helped to keep children safe and protected.

**This requirement has been met.**

**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**

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).

**This area for improvement was made on 13 June 2025.**

### Action taken since then

Personal plans had been improved and set out children's current needs. This included support strategies which were tailored to individual children's needs. Staff were confident in using these which meant children experienced care and support which was right for them. Personal plans were regularly reviewed with families which meant information was up to date to reflect children's changing needs. Staff recognised the value of children being involved in developing their personal plan and were in the early stages of implementing this.

**This area for improvement has been met.**

### Previous area for improvement 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).

**This area for improvement was made on 13 June 2025.**

### Action taken since then

Children experienced warm and kind interactions. Staff had begun to explore how to support children's emotional wellbeing and worked together to try out different strategies of support. There was scope for this to be further developed, for example, considering restorative practice and ensuring the approaches taken are consistently inclusive.

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

### Previous area for improvement 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).

**This area for improvement was made on 13 June 2025.**



**Action taken since then**

Children did not experience play spaces which were consistently challenging and stimulating. During one session children had access to a wider range of resources and materials such as construction, drawing and table top games. This meant that children were more engaged in play. However, during another session children had very few resources which limited their choice.

**This area for improvement has not 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 setting?                           | 3 - Adequate |
| 2.2 Children experience high quality facilities    | 3 - Adequate |
| How good is our leadership?                        | 3 - Adequate |
| 3.1 Quality assurance and improvement are led well | 3 - Adequate |
| How good is our staff team?                        | 3 - Adequate |
| 4.3 Staff deployment                               | 3 - Adequate |

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