

Recorded delivery

Little Owls Nursery (Scotland) Ltd
59A South Street
Armadale
Bathgate
EH48 3ET

24 July 2019
2019376916
CS2014333732

Dear Mesdames

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 Little Owls Nursery, 59A South Street, Armadale, Bathgate, EH48 3ET is not operating in accordance with the requirements of Regulations made under the Act. 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 31 July 2019 you must demonstrate that you the provider are fit in that you are a person of integrity and good character.

This is in order to comply with the Social Care and Social Work Scotland Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 6(2)(a).

2. By 31 July 2019 you must ensure the service is well led and managed. In particular, you must submit relevant notifications in respect of the current management arrangements at Little Owls Nursery. This should include:
 - a notification providing information regarding the order placed on an identified member of staff by their professional regulatory body; and
 - a notification detailing interim management arrangements and, if appropriate, an absence of manager notification. Interim management arrangements should evidence the qualification, skills and experience of any interim manager(s).

This is in order to comply with the Social Care and Social Work Scotland Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulations 7(1) and 17.

3. By 22 November 2019 you must ensure that children using the service, their parents and carers, can have confidence that the people looking after them are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. In particular, the manager(s) must have the skills, knowledge and experience necessary to perform their duties effectively.

This is in order to comply with the Social Care and Social Work Scotland Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 7.

4. Children using the service, their parents and carers must be confident that the people who support and care for them, have been appropriately and safely recruited and are registered with an appropriate professional body. In particular: -
 - (a) By 22 November 2019 national best practice with regards to employment checks must be taken account of in relation to all new employees prior to them taking up post. This should include:
 - PVG checks
 - Obtaining two work references, one of which should be the current or most recent employer
 - Check of identity
 - Verification of qualifications; and
 - (b) By 22 October 2019 all staff must be registered with the relevant body in relation to their job role.

This is in order to comply with the Social Care and Social Work Scotland Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 9(1) and (2).

5. By 9 August 2019 you must ensure that children experience high quality care and support based on relevant evidence, guidance and best practice and that they are respected and treated with dignity. In particular you must: -
- (a) ensure that staff have the ability to provide rich play and learning experiences which are developmentally appropriate, balanced, wide ranging and supported by sensitive interactions and interventions;
 - (b) ensure opportunities for outdoor play are maximised;
 - (c) have a range of resources suitable for all the developmental stages of children;
 - (d) implement a robust system of staff support and supervision to monitor progress of professional development and to identify any issues and additional support required; and
 - (e) review the service's behaviour management policy to ensure it reflects current best practice.

This is in order to comply with the Social Care and Social Work Scotland Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulations 4(1)(a)&(c), 9(2)(b) and 15(a).

6. By 19 August 2019 every child's health, welfare and safety needs must be assessed and recorded in their personal plan which must also set out how these needs will be met.

In particular: -

- initial personal plans must be completed within 28 days of the start of the child's placement
- plans must reflect the needs of individual children
- plans must set out how needs will be met, timescales for this and who has responsibility for implementing strategies for support
- plans are reviewed in line with legislation i.e. within six months or earlier if there is a change in the child's circumstances
- the views of parents (or carers) and the voice of the child are evident in all plans.

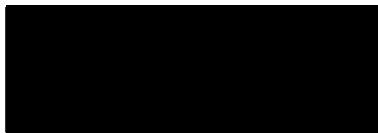
This is in order to comply with the Social Care and Social Work Scotland Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 5.

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



Margaret Faye
Team Manager
Sending Office: Paisley
Direct: 0141 843 6928
Email: margaret.faye@careinspectorate.gov.scot

cc: West Lothian Council, West Lothian Civic Centre, Howden South Road,
Livingston EH54 6FF