

Giggles and More Childcare Services Child Care Agency

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Type of inspection:
Unannounced

Completed on:
1 July 2025

Service provided by:
Giggles and More Ltd

Service provider number:
SP2024000193

Service no:
CS2024000220

About the service

Giggles and More Childcare Services is a childcare agency which is registered to introduce or supply child carers to parents to look after a child or young person up to the age of 14 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.

The agency is responsible for ensuring that staff have the necessary skills and experience for the work that they are to perform and are vetted in accordance with regulatory requirements.

The agency operates from premises in West Lothian and operates mainly in Edinburgh and the Lothians.

About the inspection

This was an unannounced inspection which took place on Wednesday 18 June, Friday 20 June, and Tuesday 24 June 2025 between the hours of 12:00 and 16:30. 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- gathered feedback from families using the service
- gathered feedback from staff and management
- reviewed documents.

Key messages

- All children had personal plans which were developed with their families, helping staff to keep children safe. These should be further developed to ensure that information is current and shares how children will be supported.
- Families told us they felt happy with and supported by the agency.
- The staff and manager were professional and enthusiastic about further developing their knowledge and practice to ensure children had quality care and support.
- The agency must further develop their practices to ensure that staff do not start to work with children before all safer recruitment checks have been completed.
- The agency should further develop their policies and practice in line with current best practice guidance to ensure children's safety and promote wellbeing and development.

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?	3 - Adequate
How good is our leadership and staffing?	3 - Adequate

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? 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses. While the strengths had a positive impact, key areas need to improve.

Quality indicator 1.1- Staff nurture and support children's care play and learning

Children and their families had opportunities to meet staff before they start working with them which helped them to develop positive relationships. To support consistency of care and relationship building, the agency allocated regular staff to families. This helped children to feel safe.

Personal plans were developed with families when children registered at the service. For most children, this included, all about me information to help staff get to know children and plan for their care. Key details like dietary and medical needs were recorded to help to keep children safe. The agency should ensure that all details are always gathered for all children to ensure that care is consistent. The service should now develop a way for changes and children's development to be recorded in the personal plans. This would ensure that information is accurate as things change. The plans should detail any strategies of support for children, highlight any concerns and track actions taken, for example where other agencies have been

contacted. The personal plans should also be reviewed with families whenever there is a significant change and at least every six months in line with legislation (see area for improvement 1).

Staff had attended some health and safety training as part of their induction, for example first aid, and food hygiene training which helped to keep children safe. Staff training should be further developed to ensure that they have knowledge of current best practice guidance. Consideration should be given to child development, quality play experiences and how to support children who have additional support needs (see area for improvement 2). As the staff team grows the agency should continue to build on how they match staff skills to children's needs to ensure that matches are effective and will have a positive outcome for children.

Quality indicator 1.2- Children are safe and protected

All staff had attended online Child Protection training during their induction period which supported them to know what to do if they had concerns about a child. The agency manager was the child protection lead and had accessed further training to support their understanding of how to keep children safe from harm. We discussed some scenarios and we were confident that the agency manager would know what actions to take if they had concerns about a child. The child protection policy supported staff with actions to take if they have identified concerns about a child. The policy would benefit from further development to include referral agency contact details for all areas the staff work in and guidance for staff to support them to keep children safe online. Further developing how the service record significant information for children would help them to better identify patterns and concerns. Consideration should be given to developing care and welfare records which show what actions have been taken to ensure children get the support they need at the right time (see area for improvement 3).

The service had developed a checklist to support staff to identify and record risks to keep children safe in their homes. For most records no risks had been identified. This practice should be further developed to ensure that staff are identifying appropriate risks and helping to keep children safe. Consideration should also be given to assessing risk in the community and supporting staff to develop risk benefits approaches to play (see area for improvement 4).

Areas for improvement

1. To promote children's overall wellbeing, personal planning should be further developed to ensure that all children are supported to achieve their full potential. This should include, but is not limited to:

- ensuring that all individual needs are detailed
- tracking and sharing children's progress, any concerns, accessing support where needed
- sharing strategies used to support individuals
- formally reviewing personal plans whenever there are significant changes and at least every six months with families.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.14) and 'My care and support meets my needs and is right for me' (HSCS 1.19).

2.

To ensure children have positive quality play experiences to enhance learning and development, staff knowledge in child development and current national best practice guidance should be further developed.

This is to ensure 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) and '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).

3. To ensure that children get the support they need at the right time to keep them safe and promote their wellbeing the service should further develop their practice and policies. This should include but is not limited to:

- including referral agency contact details for all areas the staff work
- developing guidance to support staff to keep children safe online
- developing how the service record significant information for children, to support them to better identify patterns and concerns
- developing records to show what actions have been taken to ensure children's safety and that they get the support they need at the right time.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

4.
To ensure that staff have the skills to keep children safe, the service should further develop their risk assessment practices. This should include but is not limited to developing staff understanding to ensure that:

- staff are identifying appropriate risks when caring for children in their homes
- staff are confident developing risk assessments for making use of resources in the community
- staff can develop risk benefit approaches to play to support children to have high quality experiences.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.19) and 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

How good is our leadership and staffing?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses. While the strengths had a positive impact, key areas need to improve.

Quality indicator 2.1: Quality assurance and improvement are led well

The policies and procedures highlighted that the families using the service were central to developing the service. Staff and leaders were positive about building relationships with children and their families to provide quality experiences for them. Families told us that they were happy with the care provided by the staff team and agency. The agency gathered informal feedback from families through discussions which helped them to meet children's needs. The agency should formalise the feedback gathered from children and their families to show how they have used it to develop the service. Consideration should be given to providing opportunities for families to share their views anonymously. This will support them to review and develop their practice to suit children and families currently using the service.

Staff told us they felt supported by the agency through regular meetings and one to one chats with the manager. The manager should now develop how they record team meetings and one to one meetings to show what has been discussed, identifying any areas for action, which can be reviewed at the next meeting to show progress. This will support the service to develop staff skills and knowledge.

Self-evaluation and quality assurance was at an early stage. The manager had identified some areas for improvement which would support them to develop. However, it was not clear how they would implement this or how they would measure progress. The agency had not yet developed monitoring systems for their practice. Developing this would support them to ensure that they are following their policies and procedures and national guidance. For example, looking at personal planning, child development, play and self-evaluation guidance to support them to develop this. Consideration should be given to how they will measure the impact of any changes they plan and how they will evaluate progress (see area for improvement 1).

Quality indicator 2.2- Staff are used effectively to meet the needs of children and families

The families told us they are happy and confident with the quality of care provided by the staff team and that they have positive relationships with them. No staff in the service had any formal childcare qualifications. However, staff were positive about developing their skills and knowledge of childcare and current best practice. The service should continue to support staff to build their skills and knowledge to ensure that children have positive experiences which will promote their wellbeing and development. The service should also review the policies and procedures in line with current best practice to ensure that these support staff to be confident in their roles following current best practice guidance effectively. For example, the behaviour management policy should be reviewed to ensure that this supports practice which promotes children's wellbeing (see area for improvement 2).

All staff are expected to complete mandatory health and safety training online as part of their induction. The service should further develop their induction procedures to ensure that this is tailored to individual staff and supports them to develop new skills, know what is expected of them in their role and meet the needs of children effectively. Consideration should be given to using national induction resources 'Early learning and childcare: national induction resource' (Scottish Government 2023) to support the further development of the induction processes. This could also support the agency to develop an overview of training requirements for the staff team.

We reviewed the recruitment practices in the service. The agency had developed some systems in line with national best practice guidance. However, we shared some areas where improvements were needed to ensure children's safety. For example, checking the validity of all references. The agency had started staff in the service before Protection of Vulnerable Groups checks had been completed in the service. The manager had considered previous membership of the scheme to be satisfactory until their own checks were completed. This does not safeguard children effectively (see requirement 1). The service should continue to develop their recruitment records to ensure that these are effective in tracking all checks and actions to ensure children's safety.

Requirements

1. By 31 August 2025, to ensure that children are safe and protected, the provider must ensure recruitment practices are safe and effective. To do this, the provider must, at a minimum ensure that all checks have been completed and are satisfactory before staff start working with children.

This is in order to comply with section 7(1)(b) of the Health and Care (Staffing)(Scotland) Act 2019. 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 and care for me have been appropriately and safely recruited (HSCS 4.24).

Areas for improvement

1. To further develop the quality of the service and enhance outcomes for children, the provider should ensure that quality assurance processes, improvement planning and self-evaluation are further developed and embedded. The processes should:

- reflect on current best practice guidance and national frameworks
- consult with and share outcomes with children and their families
- identify strengths and areas for improvements
- develop improvement plans with measurable outcomes
- have planned monitoring to ensure progress to support positive outcomes for children and families
- formalise records around staff skills, training and support to drive improvement and monitor progress.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

2. To further develop the quality of the service and enhance outcomes for children, the provider should review current policies in line with best practice and develop further information for staff to give clear guidance about practice and support them in providing high quality play experiences.

This is to ensure that care and support is consistent with 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).

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?	3 - Adequate
1.1 Staff nurture and support children's care, play and learning	3 - Adequate
1.2 Children are safe and protected	3 - Adequate

How good is our leadership and staffing?	3 - Adequate
2.1 Quality assurance improvement are led well	3 - Adequate
2.2 Staff are used effectively to meet the needs of children and families	3 - Adequate

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