

Pandas Nanny Agency

Service name

Pandas Nanny Agency

Service address

Doune Cottage
22 Durham Place

Bonnyrigg EH19 3EX

Type of care service

Child Care Agency

Provider name

Pandas Nanny Agency

Service number

CS2004081058

Date Inspection Completed

08/10/2008

Type of inspection

Announced

Care Commission Office

Stuart House

Eskmills

Musselburgh

EH21 7PB

Local Tel No 0845 600 8335

Period since last inspection

18 months

Introduction

Pandas Childcare Introduction Agency was registered with the Care Commission in October 2003 to provide an introduction agency for families and child carers. The service offers permanent or temporary nannies, nanny shares, emergency childcare cover, maternity nurses and a baby-sitting service.

The agency operates on Monday to Friday between the hours of 9 am and 6.30 pm and on a Saturday between 9.30 am and 1.00 pm.

Aims as stated by Pandas:

"The agency provides clients (generally parents) with experienced child carers who have excellent references, no criminal records and pleasant personalities. The agency assists clients in the process of employing a child carer, from checking all possible references, arranging the interview and helping with interview questions to helping with contract. I answer any queries and give advice when required. I find suitable matches between the family and their child carer that will be mutually beneficial to all parties."

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 6 - Excellent

Quality of Staffing - 6 - Excellent

Quality of Management and Leadership - 6 - Excellent

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

The report was written following an announced inspection which took place on 8 October between the hours of 1.30 pm and 3.00 pm.

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The provider stated that they had not submitted this because it had been their intention to relocate and when their plans changed it was too late to submit this document.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Views of service users

Of the ten parent/carer questionnaires issued, three were returned to the Care Commission. Of the ten child carer questionnaires issued, three were returned to the Care Commission.

The Officer spoke with one parent by telephone.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

The inspection was carried out by Linda Smith, Care Commission Officer.

Evidence

During the inspection evidence was gathered from a number of sources including:

- A review of service documentation
- Fit person checking information
- Thank you letters from parents
- Care Commission questionnaires

All of the above information was taken into account during the inspection process and was reported on.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

No requirements were made at the last inspection.

Comment on Self-Assessment

The Self Assessment document was completed by the service and returned to the Care Commission before the inspection. The service had completed this to a satisfactory standard.

Views of Service Users

Three service users returned the 'How happy are you with the Child Care (Introduction) Agency response. These were supportive of the service offered. The Officer spoke with one service user by telephone and they were supportive of the service also. Representative comments included:

"I also use Pandas services to source baby-sitters. I'm also delighted with their services in this area."

"I have seen detailed references for all nannies/baby-sitters provided by Pandas."

Views of Carers

Three nannies returned the 'Childcare (Introduction) Agency questionnaire. These were supportive of the service. Representative comments included:

"Gael has and is providing an excellent service."

""She is always trying her best to place you with a family which suits their and your needs."

"I have used Pandas nanny agency for many years and have always been 100% happy with the service."

"Gael runs her service with excellence."

Quality Assessment Framework Themes and Statements

Theme - Quality of Care and Support

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 1.1 **We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

Strengths:

Participation by service users and carers in the service was evidenced as very good. The views of families and stakeholders were actively sought and integral to the service's development and improvement of the quality of the care and support.

Service users were provided with an information pack advising of the service provided. The provider initially speaks with parents over the telephone. A parent confirmed that they had been given all the information they required at this time. The provider had met with parents whenever they wished to discuss their individual needs at length. The Officer viewed evidence to confirm this.

Evidence was viewed as to the extent that the provider assists families in the assessment of their childcare needs and on appropriate questions to ask prospective nannies.

Child carers introduced to families are also given an information pack advising them of the service provided by Pandas.

The Officer viewed letters of support from parents to the service in which parents thanked the provider for the continued support they had received. In a Care Commission questionnaire a parent indicated that they had experienced "a very positive experience at the outset and also on follow up matters".

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 1.1, 6 - Excellent

Areas for Improvement:

The provider showed commitment to maintaining and improving the service in relation to this statement. They should continue to seek ways to evidence service user involvement in assessing the service.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Care and Support

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 1.3 We ensure that service user's health and wellbeing needs are met.

Strengths:

As an introduction agency the provider had systems in place for fit person checking all child carers. The Officer viewed the processes and sampled evidence of references and other checks carried out on the child carers. These were found to be robust.

Information gathering and consultation with families was used to effectively plan appropriate care. Evidence was provided to highlight that the service endeavours to find suitable matches between the family and child carer that was mutually beneficial to both parties. This was confirmed to the Officer by a parent and by a child carer.

In a Care Commission questionnaire a parent commented that the agency provided them with a selection of carers to meet their individual needs and that "the arrangement worked very well".

Based on the findings of this inspection the service has been awarded the following grade for this statement: 1.3, 6 - Excellent

Areas for Improvement:

The provider was committed to maintaining and improving the service in relation to this statement.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Staffing

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 3.1 We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Strengths:

The provider of the service is a sole trader and therefore does not employ any staff. The role of the service is to fit person check the day carer and place them with suitable families. The individual families are solely responsible for the employment of the carer.

Robust evidence was viewed by the Officer that confirmed the all who contact the agency are assisted throughout the whole process so that each individuals needs are met.

Comments made in Quality Statement 1.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 3.1, 6 - Excellent

Areas for Improvement:

The provider is committed to maintaining and improving the service in relation to this statement.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Staffing

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 3.3 We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Strengths:

The agency does not employ any staff. The provider encourages child carers to complete a comprehensive curriculum vitae to include all aspects of training undertaken. In Care Commission questionnaires child carers indicated that they were aware of the National Care Standards for Early education and Childcare up to the age of 16 and that they had obtained a copy.

In Care Commission questionnaires parents indicated that they were happy with the quality of care provided by the carer with one parent commenting "Quality of nanny is excellent. Very professional."

The provider had received legal advice to ensure that all terms and conditions of the service were of a high standard.

Based on the findings of this inspection the service has been awarded the following grade: Quality Statement 3.3, 6 - Excellent

Areas for Improvement:

The provider was committed to maintaining and improving their service in relation to this statement.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Management and Leadership

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 4.1 **We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

Strengths:

The provider was in regular contact with families and child carers to ensure that their individual needs were being accommodated. A parent and a child carer confirmed to the Officer that they found the provider to be very approachable and attentive.

Comments made in Quality Statement 1.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 1.1, 6 - Excellent

Areas for Improvement:

The provider was committed to maintaining and improving the service in relation to this statement.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Management and Leadership

Overall CCO Theme Grading - 6 - Excellent

Quality Statement 4.4 **We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

Strengths:

The provider was forward thinking in the running of the service.

In Care Commission questionnaires child carers highlighted on how well run they felt the agency was and on how committed the provider was to ensuring the high quality of service provided.

Based on the findings of this inspection the service has been awarded the following grade in relation to this statement: 6 - Excellent

Areas for Improvement:

In discussion with the Officer the provider agreed to research quality assurance systems with regard to the service provided.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

There was no other information.

Requirements

A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

There were no requirements made at this inspection.

Recommendations

A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, codes of practice and recognised good practice.

There were no recommendations made at this inspection.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as Unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

This report was written by

Linda Smith

Care Commission Officer

Date: 27/10/2008

Further information about the Regulation of Care (Scotland) Act 2001, can be found on the Care Commission web-site, under the section 'The Law'.
www.carecommission.com