

Care service inspection report

Mobile Play Team Day Care of Children

Adelphi Centre
12 Commercial Road
Glasgow
G5 0PQ

Inspected by: Jacque Fee

Type of inspection: Unannounced

Inspection completed on: 28 April 2014



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Service provided by:

Jobs and Business Glasgow

Service provider number:

SP2003001314

Care service number:

CS2011285819

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The Mobile Play Team provides flexible crèche facilities to support various organisations that work with families throughout the Glasgow area. The service enables parents and carers to access a range of support and wellbeing classes.

What the service could do better

In their self-assessment the service identified the following areas for development and should continue with these plans:

- * To seek innovative ways for promoting the involvement of children, families and staff in service improvement;
- * To continue to provide staff training and development opportunities in keeping with the service provider's annual staff development plan;
- * To ensure that the service policy and provision is in keeping with national guidelines and legislation;
- * To continue to review and make available information and marketing materials;
- * For management to continue with monitoring visits to observe staff practice and help identify where support is needed.

Staff should also consider the areas for improvement identified within this report.

What the service has done since the last inspection

The service provider had continued to work with a range of stakeholders in order to promote positive outcomes for families living in Glasgow. For example through the provision of childcare that enables parents/carers to access training and employment.

A new manager had come into post since the previous inspection. Both the service provider and the staff team commented on the positive impact the manager had made on the service. There was a more stable staff group and the manager had been supporting them through a period of change. For example, the manager had begun to implement a system of monitoring all aspects of the service so that everyone could see how children's needs would be met.

Conclusion

The Mobile Play Team work hard to build trusting relationships with families during children's short placements with the service. This provides reassurance to parents/carers that their children will be well looked after and makes it more likely that children will also feel safe and secure.

The service should take account of areas for improvement and recommendations from this report to make further improvements.

Who did this inspection

Jacque Fee

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website www.careinspectorate.com. This service registered with the Care Inspectorate on 19 September 2011.

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is located within the east end of Glasgow and provides mobile crèche facilities to organisations throughout the Glasgow area enabling children and families to access a wide range of support and well being classes.

The maximum number of children attending will be defined by the space available at the crèche venue. The input standards on adult:child ratios as detailed in the National Care Standards Early Education and Childcare up to the age of 16 require to be met at all times.

The service aims are:

"To provide an enjoyable, relaxing atmosphere in a safe, secure and stimulating environment where parents/carers are confident that their children are being cared for to a high standard and by an experienced and qualified staff team."

The service is part of Jobs and Business Glasgow child care facilities.

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by Inspector Jacqué Fee on Tuesday 22 April 2014 between 9.30 am and 3.55 pm and Monday 28 April 2014 between 10 am and 11.30 am. We gave feedback to the provider's operation manager and service manager together.

As part of the inspection, we took account of the completed annual return and self assessment forms that we had asked the provider to complete and submit to us.

We sent 12 care standard questionnaires to parents/carers who use the service and received 2 completed questionnaires before the inspection visit.

During this inspection process we gathered evidence from various sources, including the following -

We spoke with:

- * Representative of the service provider
- * Manager of the service and three other members of staff
- * Representative of the service contractor

We looked at:

- * Registration certificate
- * Insurance certificate
- * Policies and procedures for the provider and service
- * Parent/carer policy folder
- * Manager's monitoring records
- * Registration information about children
- * Observations of how staff work with children
- * Questionnaires for children and for parents/carers
- * Staff files and training records
- * Service provider's survey of staff

- * Records kept for accidents and incidents, risk assessments and the administration of children's medication
- * Measures in place to support the prevention and control of infection
- * Provider's Childcare Strategy

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

The service is provided across a range of venues to different service users. We based our evaluations on observations within Reidvale Community Centre crèche, Courtyards crèche and from collation of evidence from the service provider.

We made six recommendations at the last inspection based on findings from crèche provision in the Easterhouse area of Glasgow.

The recommendations:

Recommendation 1

The service should continue to develop meaningful methods to gain children, parent, carer and staff views on assessing and improving the quality of the care and support provided.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13: Improving the Service.

We looked at parent/carer and children's questionnaires from the TOFFEE Club crèche provision and saw that the format was user friendly. For example using emoticons for children to record how they felt about different aspects of the service. Children had added drawings or comments depending on their ability. The service had shared these with both the organisation that had requested the crèche and with families. This made sure that everyone knew that their views, issues or concerns had been listened to and acted upon.

The manager told us about other ideas that the staff had for using the findings to help with planning of activities and developing the service as a whole. This development is on-going and practice is not consistent across all crèche facilities. Please refer to area for improvement under Quality Theme 1, Statement 1 of this report.

The recommendation remains current.

Recommendation 2

The manager of the service should review all aspects of the information required for children, parents and carers attending the Toffee Club.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14: A well-managed service.

A review of all paperwork and recording systems was carried out for the Geezabreak crèche following the last inspection. This was collated in partnership with the organisation that had contracted the crèche and helped ensure that up to date information was recorded for all children attending the service. The service is provided in more than one crèche therefore management needs to ensure that there is consistency in the information collated for individual children wherever they are being cared for. Please refer to area for improvement under Quality Theme 1, Statement 3 of this report.

The recommendation remains current.

Recommendation 3

The manager should ensure children's care plan/profile information is reviewed prior to the commencement of the Toffee Club, behaviour interventions should be written and take best practice guidance into account. All information should be reviewed and signed by parents and carers.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing.

The service had reviewed their recording systems in partnership with Geezabreak (see above). This was now undertaken in advance of the children joining the crèche and included proposed behaviour interventions. Parents/carers had been asked to sign and date the information to confirm that it contained relevant information for their child.

The children's plans that we sampled in the crèches at Reidvale and Courtyards contained basic registration information although the staff we spoke to could tell us about children's individual needs and advice that parents/carers had given them about their care. The service need to ensure that all crèches prepare a written plan for how individual children's health, welfare and safety needs will be met. Please refer to recommendation under Quality Theme 1, statement 3 of this report.

The recommendation remains current.

Recommendation 4

A monitoring system for records of conversation, diary entries, senior and external management review meetings regarding outcomes of concerns regarding children attending the service should be implemented.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing.

All crèche staff had attended refresher Child Protection Training. We saw that there were templates for crèche staff to record conversations with parents/carers. The sample we looked at contained relevant information and had been dated and signed. There were also templates to track any child protection concerns. Staff kept a daily checklist to ensure appropriate records had been kept for the crèche and this was monitored by the service manager. The Manager took the Child Protection folders to fortnightly Managers' meetings to be signed off by the provider's Childcare Operations Manager.

This system helped ensure that the outcome of any concerns regarding children using the service could be monitored.

The recommendation had been met.

Recommendation 5

The manager of the service must ensure robust risk assessment procedures are in place for children's trips and outings. Risk assessment information must be specific to the trip organised. The manager of the service must ensure risk assessments are audited prior to trips and outings.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3. Health and Wellbeing.

The manager told us that Risk Assessment documentation had been reviewed and staff made aware of the related procedures. We discussed how risk assessments could be further enhanced, for example by including a checklist of resources that staff could take with them on trips - such as map, first aid kit. The manager planned to monitor risk assessments across all crèche provision and should continue with these plans. Please refer to area for improvement under Quality Theme 4, Statement 4 of this report.

The recommendation had been met.

Recommendation 6

The manager of the service should introduce a monthly auditing system for accident, incident and medication records.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing.

We saw that there were templates for staff to record accident and incidents and the administration of children's medication. Staff kept a daily checklist to ensure appropriate records had been kept for the crèche and this was monitored by the service manager.

The recommendation had been met.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self-assessment document from the service. We were satisfied with the way the service completed this and with the relevant information included for each heading that we grade services under.

The service identified what it thought it did well, some areas for development and any changes it had planned. The service told us how the views of families had been taken account of in the self-assessment process.

Taking the views of people using the care service into account

During the inspection we observed 7 children aged between 10 months and 3 years and their interactions with staff within one crèche and 1 child aged 3 years in another. Children of all ages were free to make choices from a range of resources that were age and stage appropriate. Staff seemed to know children's individual personalities and were responsive to their needs. All of the children present were settled in their environment which showed us that children were familiar with how things were done at the crèche, what was expected of them and when things would happen.

Taking carers' views into account

Twelve Care Standard Questionnaires were sent out by the Care Inspectorate and 2 were returned before the inspection. Both responded positively to all questions related to the quality of care provided by the service.

We visited 2 of the crèches provided by the Mobile Play Team where all of the mothers of the children were attending a course on the premises. We asked for their permission to be contacted by telephone to discuss their experiences of using the service however this offer was not taken up.

Parents' /carers' views have been incorporated in the relevant sections of this report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

At the inspection we found the performance of the service was good for this statement. We looked at evidence for how the service had progressed in meeting a recommendation made at our last inspection about seeking the views of families.

The service had a Parent Participation Policy and this ethos was reflected in the welcoming procedures and observed practice during the inspection visit. We saw that there was a communication diary where staff logged conversations with parents so that everyone was aware of changes to individual routines or other information such as forthcoming absences. Staff completed daily information slips that let parents/ carers know about their child's routine through the day, for example what they had eaten or whether they had slept. This two way communication meant that everyone felt their opinions were respected but also ensured there was continuity in children's care.

Information about service policies and procedures were readily available for parents/ carers so that they understood how the service operated and be reassured that their child would be well cared for. The provider had a website where families could find out more about other childcare support that was offered or complete an online questionnaire to share their views about the service.

We looked at some of the paper questionnaires that had been used with children and adults for one of the crèches. We saw that the format was user friendly. For example, children's questionnaires asked three simple questions:

'When I'm at the club I like to...'

'When I'm at the club I don't like to...'

'When I'm at the club I wish I could...'

Children had responded with comments or drawings depending on their age and ability. The manager told us that findings were discussed in staff meetings, with the crèche contractor and with families in order to make improvement to future crèches.

We observed that staff in both crèches took time to listen to children's wishes. Staff used eye contact, facial expressions and encouraging phrases to let children know they were listening. We could see that children's ideas had been added to the weekly plan for one crèche while in another children at circle time were singing a child's favourite song that their parent had shared with staff. Taking account of children's suggestions made it more likely that children would participate in activities and be motivated by them.

Both parents who returned questionnaires to the Care Inspectorate strongly agreed that they received clear information about the service before their child started. They also confirmed that they continued to be kept informed about what was happening in the service. One parent strongly agreed and the other agreed that staff shared information about their child's learning and development and used this to plan their next steps.

Areas for improvement

The service had stated their intention to explore innovative approaches to promote service user participation. They should continue with those plans. At feedback we discussed how management could ensure that there was consistency in their approach to promoting participation across all the crèches that they provided. For example by using a portable noticeboard and suggestion box for venues where there was no facility for displaying information. Core information could include the aims of the service, their Care Inspectorate registration certificate, Child Protection information, Complaints procedure and Infection Prevention and Control measures. This would help parents/carers understand how the service operated and be encouraged to ask questions or make suggestions. We also talked about the importance of monitoring how the involvement of families in service evaluation was recorded and fed back to them. Please refer to Recommendation 1.

The children's questionnaires that we sampled had mainly been completed by older children. We referred the service to the materials that have been developed by Scottish Children's Commissioner for Children and Young People (SCCYP) to support the involvement of the youngest children (aged under 3 years). For example there are best practice materials available to download from their website on 'a RIGHT wee blether', which could help staff to document very young children's ideas for improving the quality of their experience at the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should consult with children, parents and carers to assess their performance against all four Care Standard quality themes, analyse the findings and publish them.

National Care Standards Early education and childcare up to age 16: Standard 13: Improving the Service.

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

At the inspection we found the performance of the service was good for this statement. We considered the service's progress in meeting the five recommendations made under this statement at the last inspection. Please refer to section 2 of this report for evidence of what the service had done to meet those recommendations.

The service provider had policies and procedures in place to promote children's health and safety, and meet their individual needs. These included infection control, risk assessments, medication and incident/accident reporting. We saw that staff kept daily records of these and an evaluation of the quality of care and support children had received. The manager monitored these logs to help identify areas for improvement and where staff would benefit from additional support or training.

There was personal information recorded in individual confidential files for children when they registered, such as medical conditions, allergies, consent forms and emergency contact details. This formed the basis of children's personal plans. Despite the short term nature of some of the children's attendance at the crèches provided by the service, staff worked hard to build relationships with families and plan for how best to meet children's individual needs.

We saw that staff were using national curricular guidance as a basis for child observations and then to plan activities and learning experiences for children. Providing children with stimulating activities can encourage them to be curious and explore the world around them.

The service manager and staff liaised with colleagues from the crèche contractor to help ensure the family's whole needs were met. This made it more likely that children would receive additional support when they needed it. There was a Child Protection policy and evidence of related staff training so that everyone was aware of staff responsibilities for safeguarding the children in their care.

We observed warm and affectionate interactions between staff and children. Staff drew attention to children's positive qualities such as sharing and being kind to each other. This made it more likely that children would have high self-esteem as well as respecting the needs of others.

Both of the care standard questionnaires returned confirmed that staff encouraged children to form positive relationships with others and that the service had a clear code of behaviour for children.

Areas for improvement

Crèches provided by the service operated for various time periods throughout the year, in a range of venues and for children that could be aged between 6 weeks and 16 years. We acknowledged that the systems that the provider had put in place were designed to be proportionate to children's attendance patterns at the service however at feedback we talked about how there needed to be a more consistent approach to how the crèches were delivered.

The Scottish Statutory Instruments 2011, No 210 regulation 5 outline the requirement for all care services to make appropriate provision for children's personal plans, including their regular review. We discussed the minimum type of information that would be expected to be recorded for children who attended an occasional service. Staff always recorded this type of information. We observed two crèches and in both cases children had attended for more than 6 months. In one the children were attending 3 days a week for more than 4 hours. We therefore discussed the benefits of staff working with families to complete 'all about me' templates that encompass children's personal preferences and how their on-going development will be supported. All about me templates were already in use in some of the crèches provided by the service. Please see Recommendation 1.

Lunchtimes were a sociable experience for children however did not reflect the service provider's healthy eating policy. Children in one of the crèches brought their own lunch with them. Three of the 7 children had brought sugary drinks and snacks such as chocolate and crisps. Two children had toast for their lunch. Staff told us of their limited success in encouraging parents to provide healthier foods but should continue with this endeavour so that they can help children understand what foods keep them healthy.

We referred management to the new national guidance 'Setting the Table: Nutritional Guidance and Food Standards for Early Years Childcare' (2014). This document combines and replaces the 2006 Nutritional guidance for early years and 'Adventures in Foodland' (2004). This guidance could offer ideas for staff to discuss healthy lunch options with families.

Due to the time of children's arrival at the 2 crèches we visited there were no snacks provided. In one crèche children had access to their own drink while in the other there was no access to fresh water and children only had the drink that they brought with their lunch. Staff explained that children could ask for a drink if they were thirsty therefore we suggested that picture prompts displayed around the room would help children make their needs known to staff. Parents/carers could also be asked to provide individual refillable flasks for staff to make drinks readily available. Please see Recommendation 2.

There were other ways in which the service could promote children's healthy lifestyles. For example children should be encouraged to have good personal hygiene routines, such as during hand washing to help prevent the spread of infection. In one of the crèches there was no sink in the playroom therefore staff were over reliant on hand gels to keep their hands clean. At feedback we referred management to Health Protection Scotland's guidance - 'Infection Prevention and Control in Childcare Settings' (revised edition 2014 in press) which advises the use of liquid soap rather than anti bacterial gels. In the other crèche children and staff had easy access to hand washing facilities however children had to ask staff for soap when after they used the toilet, which increased the risk of cross infection. The provider had an infection prevention and control policy and the manager assured us that staff were also familiar with the national HPS guidance. Please see Recommendation 3.

Staff were using Curriculum for Excellence (CfE) and Pre Birth to Three: supporting positive outcomes for children and families to inform their plans for children. CfE is the national curricular guidance for children and young people aged 3-18 years. We noted that in one of the crèches staff had only referred to CfE despite most of the children being aged under 3. This meant that children were being offered experiences that were not suited to their age and stage of development. Staff should be supported in their understanding of how to make appropriate use of national guidance and best practice materials for the context they are working in. Please refer to Quality Theme 3, Statement 3 Areas for Improvement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 3

Recommendations

1. The service should review the format of children's personal plans. Staff should ensure that these are consistently updated and monitored in consultation with families and in line with current legislation.

National Care Standards early education and childcare up to the age of 16:
Standard 3: Health & Wellbeing.

2. The provider should ensure that fresh drinking water is available for children throughout their session at the service. This is to ensure that children are adequately hydrated and to contribute positively to their health and wellbeing.

National Care Standards early education and childcare up to the age of 16:
Standard 3: Health and wellbeing.

3. The service manager should ensure that all staff comply with the provider's infection control policy and procedures at all times. Staff should refer to good practice guidelines for hand washing found in the HPS publication - 'Infection Prevention and Control in Childcare Settings' (revised edition in press 2014).

National Care Standards early education and childcare up to the age of 16:
Standard 2: A safe environment and Standard 3: Health and wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

Please refer to Quality Theme 1 Standard 1 Service Strengths for approaches used by the service to promote participation.

Both crèches that we observed had been laid out so that children could easily move around and choose the resources that they wanted to play with. Children were encouraged to tidy up when they were finished so that they were beginning to learn how to be responsible for their environment.

Both of the parents/carers who returned questionnaires to the Care Inspectorate confirmed that the service was safe, secure, hygienic, smoke free, pleasant and stimulating. They also believed there was enough space for their children to play and get involved in a range of activities.

Areas for improvement

Please refer to Quality Theme 1 Standard 1 Areas for Improvement and related recommendation.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

At the inspection we found the performance of the service was good for this statement.

There was a secure entry system at one of the crèches where visitors were asked to sign in. A register was held in the playroom for parents/carers to sign their child in and out. Parents were attending a course on the premises therefore it was unusual for there to be alternative collection arrangements made for children. However staff kept emergency contact details so that they knew other people who were known to the child and that parents/carers had given consent to be contacted. These measures meant that management could keep track of who was in the building and account for children's presence and safety.

We found the accommodation used for the crèches was attractive, bright and clean. Staff made use of the daily checklists to help them maintain a clean and safe environment for the children. This meant that environmental concerns could be reported to the manager who liaised with landlords to arrange maintenance.

Furnishings and resources were appropriate to the age and stage of children attending the crèches. Staff told us that they planned children's activities in advance so that the appropriate resources could be brought to the crèche. For example heuristic materials for the younger babies that would give them stimulating sensory experiences and encourage them to crawl and explore.

Areas for improvement

In their self-assessment management had stated that they would regularly update risk assessments for the service to ensure that they complied with national guidelines and legislation. At feedback we talked about the need for risk assessments to be dynamic so that staff could identify any new hazards and take action to keep everyone safe.

A secure entry system was in place in both settings visited. However on the day of inspection the entry system for Reidvale Community Centre was not in operation and the reception area was not staffed. We were not asked to sign a visitor's book as we came into the building or when we entered the service. During our visit the floor in the hallway was being lifted for repair which meant that people had to leave the service by a fire exit. The janitor shared this information with staff but it was not recorded. There was also the potential risk of people entering the building by the fire exit and gaining access to the crèche unchallenged. The provider must ensure that appropriate security arrangements are in place for all their crèches in order to help safeguard the children in their care. Please see Requirement 1.

It is a condition of their registration that the provider submits a risk assessment for all new locations used by the service. A focus area for our inspection was how children's health and wellbeing was promoted by improved infection prevention and control within the service. At feedback we discussed with management how infection prevention and control measures could be incorporated in their initial risk assessment of new premises. This linked directly to the 'safe', 'healthy' and 'nurtured' indicators from SHANARRI. For example we have highlighted availability of hand washing facilities under Quality Theme 1, Statement 3 of this report. The provider should also consider whether there are appropriate nappy changing facilities that are proportionate to the operation arrangements of the crèche and the individual needs of children attending. (We referred the provider to pages 6 and 7 of the following Care Inspectorate guidance: 'Nappy Changing facilities in early years, nurseries and childminding services', April 2014). Please see Recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 1

Requirements

1. The provider must make proper provision for the health, welfare and safety of service users. Effective security measures should be in place in all premises used by the service. This is so that the service manager can monitor who has access to the service and account for children's presence and safety.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 4(1)(a).

Timescale: With immediate effect.

Recommendations

1. The provider should continue to risk assess any new locations to be used by the service. Risk assessments should include an assessment of the measures in place to limit the spread of infection among people using the service.

National Care Standards early education and childcare up to the age of 16:
Standard 2: A safe environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

Please refer to Quality Theme 1 Standard 1 Service Strengths for approaches used by the service to promote participation.

The service own questionnaires for parents/carers to be asked for their views about staff qualities and performance. In the Care Standard questionnaires returned, both parents were confident that staff had the skills and experience to care for their child. They also agreed that there was always enough staff to provide good quality of care. The staffing compliment and rotas that we looked at confirmed for us that there was appropriate staff to children ratios.

Areas for improvement

Please refer to Quality Theme 1 Standard 1 Areas for Improvement and related recommendation.

Children and their parents/carers could easily identify staff by their uniforms however we talked about the additional benefit of displaying staff photographs so that people knew who was on duty and their role. The manager told us that plans to do so were already underway. The provider should continue with these plans.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection we found that the performance of this service was good for this statement. For this statement we sampled staff individual files as well as evidence from the service provider's staff development programme and annual staff survey. We spoke to 2 members of staff about their experiences within the service.

Staff confirmed that they were involved in planning and had been provided with access to appropriate training. We looked at the following range of evidence on the quality of staffing and the support systems that the provider had in place for staff:

- * Staff development and training policy.
- * Audit of when staff were due to attend core training, such as child protection and what qualifications they required to meet conditions set by SSSC.
- * Induction procedure.

Staff told us about the core training that they had attended as well as additional training to meet the needs of the children that they cared for. This included:

Child Protection
Autistic children
Infection Prevention and Control
First Aid
Getting it right for every child.

Regular staff meetings and staff development sessions kept staff up-to-date with current developments within the service, from the provider's perspective and at a national level. We saw from records that the manager regularly monitored the environment and staff practice in order to support staff and identify any staff development needs.

The above measures helped staff to be responsive to the individual needs of children and to think about experiences that would support their development and learning.

Through discussion staff acknowledged the importance of reporting a colleague's poor practice, this maintained good outcomes for children in keeping them safe.

Areas for improvement

In their self-assessment management had stated that they would improve the service by reviewing their information and marketing materials for the service. This would help reassure parents/carers that their children were being cared for by staff who were competent and appropriately qualified. They should continue with these plans.

Management should continue to provide staff training that promoted good outcomes for children and families. At feedback we talked about using peer modelling of good practice and also formalising individual supervision of staff to ensure that staff understood the relevance of policy and best practice to their own service context. See for example, Education Scotland's guidance: Pre Birth to Three: Positive Outcomes for Scotland's Children and Families (2010) particularly for staff working with children under. See Recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The appraisal system should be further developed to include regular support and supervision of individual staff. This is to support the effective practice of staff and identify any gaps in training.

National Care Standards early education and childcare up to the age of 16:
Standard 12: Confidence in Staff.

SSSC Codes of Practice, 3.1 & 3.3 (Employers)

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

Please refer to Quality Theme 1 Standard 1 Service Strengths for approaches used by the service to promote participation.

The Care Inspectorate registration certificate, insurance policy and service Complaints' Procedure were on display in both crèches that we visited. This helped people understand how the service was regulated and what to do if they had a concern about how the service operated.

Both parents/carers who returned our questionnaires confirmed that they and their child had been involved in developing the service by sharing ideas and suggestions.

Areas for improvement

Please refer to Quality Theme 1 Standard 1 Areas for Improvement and related recommendation.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

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

Service strengths

At the inspection we found the performance of the service was good for this statement. We considered the service provider's childcare strategy to meet the childcare needs of families in Glasgow as well as supporting parents' /carers' training and employability. There was an on-going review of policies to support the work of the service. For example, staff had been consulted on the development of the new mission statement for the organisation. Staff told us that they felt supported by management and would be comfortable to raise any issues with them about the service.

We saw that the service was in the process of recording feedback from service users so that they could demonstrate their involvement in quality assurance processes. The manager had fostered good relationships with other stakeholders such as the landlords of premises used and crèche contractors so that they could monitor how the service operated. One crèche contractor told us:

"This is the second year that we have used the service. Kids are really happy. Staff give parents daily feedback and encourage parents to provide healthy diets. Relationships are being built all the time. We phone the manager if there are any issues"

We looked at the monthly observations/audits that management tracked and found that these were in line with the records that all registered services must keep. The manager was supported by peers at the provider's area manager meetings. The manager participated in resilience sub groups that were used by the provider to ensure that good practice was being shared across its services and that national policy was being appropriately implemented by staff.

Areas for improvement

We noted that while evidence from families and other stakeholders had been collated there was not a record of the action taken in response. Please refer to recommendation made in Quality Theme 1, Statement 1 of this report.

In their self-assessment management had stated their intention to continue with monitoring visits to the crèches to help identify areas for further development. They should continue with these plans and use their findings to inform an improvement plan for the service. Findings should be communicated in a user friendly format so that people can see their own contribution to the life and work of their service. Please see Recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should continue to monitor existing systems for evaluating the service to ensure consistency in practice and to demonstrate accountability.

For example: regularly updating policies in line with best practice; auditing of children's personal plans; monitoring risk assessments; demonstrating links between planned staff training and the service improvement plan.

National Care Standards early education and childcare up to the age of 16:
Standard 13: Improving the service and Standard 14: Well-managed service.

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

n/a

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 Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
28 Aug 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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