

# Care service inspection report

Quality themed inspection (day care for children)

## Rising Stars Mobile Play Team Day Care of Children

Adelphi Centre  
12 Commercial Road  
Glasgow

Service provided by: Jobs and Business Glasgow

Service provider number: SP2003001314

Care service number: CS2011285819

Inspection Visit Type: Unannounced

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# 1 About the service we inspected

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme.

From April 2016, we are also carrying out a quality audit, to gather information relating to 'How Good Is Our School Aged Childcare'. The audit focuses on the quality of children and young people's play experiences and how their rights to play and have fun are promoted and protected. The Getting it Right for Every Child (GIRFEC) framework - SHANARRI, Playwork Principles and Article 31 will underpin a list of outcome-focused questions developed for inspectors to work from when inspecting. The information gathered will form the basis of an end of year report 2017, along with information on service demand for school aged childcare throughout Scotland. Further information can be found at The Hub at [www.careinspectorate.com](http://www.careinspectorate.com)

Rising Stars Mobile Play Team is one of Jobs and Business Glasgow early learning and child care services. The service base is located within the east end of Glasgow and provides mobile crèche facilities to organisations throughout the Glasgow area.

The maximum numbers of children attending the service 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 is provided across a range of venues to different service users. For this inspection we based our evaluations on observations within the Toffee Club, which is a crèche provided on behalf of Geeza Break for primary school aged children.

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."

A full copy of the aims and objectives can be obtained from the provider.

### What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by an inspector for the Care Inspectorate. The inspection took place on Friday 8 April 2016 between 10am and 4.10pm. We gave feedback to the provider's operation manager service provider and service manager together on the same afternoon.

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 30 care standard questionnaires to parents/carers who use the service and received two completed questionnaires during the inspection process. We also asked the manager to give out six questionnaires to staff and we received three of these back, completed.

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 members of the team.
- Representative of the service contractor.

We looked at:

- Quality assurance systems, including the service's Care Inspectorate registration certificate, insurance documents and complaints procedures.
- Parent/Carer information displays, including service handbook and website.
- Registration and planning information about children, including shared systems with the service contractor.
- Organisation of children's environments and resources.
- Observations of how staff work with children.

- Risk assessments and records kept for accidents and incidents.
- Analysis of questionnaires that were returned from parents/carers, staff and children.

### **Taking the views of people using the care service into account**

During the inspection there were 30 children of primary school age present, all of who were engaged in activities of their choosing. Although it was a holiday time crèche, many of the children had attended the crèche for repeating years therefore staff knew most of the children's individual personalities and were responsive to their needs.

We explained who we were to groups of children and the purpose of our visit and in return children told us what they liked about the service or how it could improve.

Their comments included:

"We made the rules - (to friend) move out of the way so that the lady can read them."

"We can't decide (individual achievements to display), the staff do - but we can tell them about it."

"I like it a lot here, I like everything and I've only been here since Monday!"

"I'd like it if there were more dolls. I'm going to play with them next: there are some over there. We sometimes get things that we've asked for (written on 'wish wall') but there isn't enough money."

The comments demonstrated to us that children knew staff listened to their views and tried to accommodate them. This was confirmed by the responses to children's questionnaires.

## Taking carers' views into account

We spoke to four parents/carers during the inspection process all of who spoke highly about the quality of experiences offered to children. They also appreciated the support and respite the service gave to them and their family.

For example:

"I don't know what I'd do without it - it's helped (children) get their confidence back. Every member of staff is fantastic!"

Thirty Care Standard Questionnaires were sent out by the Care Inspectorate and two were returned before the inspection. Both responded positively to most questions related to the quality of care provided by the service and one had included the following comment:

"As a mobile crèche that I have been using for 3 years I am very happy with the service. There have on occasion been times where there has not been regular staff which has been difficult for my youngest as she was not able to build a relationship with one member. This seems to have been addressed more recently. Most of the staff are warm and friendly. I am very happy with the service."

## 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 their users had taken part in the self assessment process.

## 2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## 3 Quality of care and support

### Findings from the inspection

The planning records held demonstrated that staff evaluated children's engagement in activities and made good use of United Nation Convention of the Rights of the Child (1989) materials as a tool for ensuring children's involvement. This approach made it more likely that activities reflected children's interests and that they would feel respected. We talked to the manager about encouraging staff to make better use of GIRFEC wellbeing indicators within children's personal plans. This was to ensure the process and terminology used aided staff to assess and evaluate children's individual needs holistically and to support good outcomes for them.

All staff understood the importance of working as a team to ensure children were safe and protected. The manager liaised with colleagues from the crèche contractor to make sure the family's whole needs were met. This made it more likely that children would receive additional support when needed. The staff attended child protection training annually and were aware of their responsibilities for safeguarding children.

## Grade

The quality of care and support is graded 5 - Very Good

## Requirements

Number of requirements - 0

## Recommendations

Number of recommendations - 0

# 4 Quality of environment

## Findings from the inspection

Venues for crèches were organised by the service contractor, however we observed that staff made very good use of accommodation available.

Staff told us that they checked children's ages and needs in advance so that they could identify appropriate resources to bring to the crèche. We could see that the crèche had been set up to enable children to easily move around and actively choose the resources that they wanted to play with: thus promoting their independence, inclusion and achievement.

We observed that children could participate in free play and organised activities. The crèche that we visited during this inspection had limited access to outdoor play space, however staff made very good use of one of the rooms to facilitate children's energetic play. We saw children engaging in activities that set physical challenges, helped develop their gross motor skills and promoted co-operation with their peers. The service provider should continue to liaise with contractors to ensure accommodation included access to outdoor play space where children are empowered to be active, healthy and achieving.

## Grade

The quality of environment is graded 5 - Very Good

## Requirements

Number of requirements - 0

## Recommendations

Number of recommendations - 0

# 5 Quality of staffing

## Findings from the inspection

The service provider had an annual training plan to ensure that all staff kept up-to-date with new legislation and best practice. Staff had opportunities to participate in resilience groups to help embed policy and practice in a way that was relevant to the service context.

We could see that the manager monitored the environment and staff practice in order to support staff and identify any training needs.

The above approach had helped create a working environment where everyone's contribution was recognised and respected. We observed very good teamwork during our inspection where respectful relationships were modelled for children.

Staff worked hard to build trusting relationships with families during children's short placements with the service. This provided reassurance to parents/carers that their children would be well looked after by staff and made it more likely that children would feel safe and secure. Parental feedback supported this and through observation of children at play we concluded children were receiving quality experiences from staff that had been informed by guidance such as UNCRC Article 31 - children's right to play.

## Grade

The quality of staffing is graded 5 - Very Good

## Requirements

Number of requirements - 0

## Recommendations

Number of recommendations - 0

## 6 Quality of management and leadership

### Findings from the inspection

In addition to self evaluation of the crèches, there were opportunities for the manager and staff team to discuss how national policy was being implemented across the provider's services. For example, the provider had been rolling out training on 'Building the Ambition' - Scottish Government's guidance on early learning and childcare. This meant new and existing staff had a shared understanding of the service core values and how they would support good outcomes for children.

The service was working in partnership with crèche contractors to record feedback from service users so that they could demonstrate their involvement in quality assurance processes. This was confirmed by the contractor we spoke with who also talked about the importance of having clear systems in place for vulnerable children. They particularly praised the low turnover of staff which meant that they were known to families, had a particular skill set and could signpost parents/carers to where they could find additional support.

The service should consolidate the above quality assurance systems within an improvement plan so that everyone is clear about service priorities, allocated responsibility, resources needed and timescales. (Please see recommendation 1).

### Grade

**The quality of management and leadership is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The service manager and staff team should produce an improvement plan for the service.

The improvement plan should be communicated in a user friendly format so that people can see their own contribution to the life and work of their service. National Care Standards early education and childcare up to the age of 16. Standard 13: Improving the service and Standard 14: Well-managed service.

## 7 What the service has done to meet any requirements we made at our last inspection

### Previous 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.

**This requirement was made on 28 April 2014**

There were janitors on duty at the crèche venue inspected and visitors were required to sign in to the building. Visitors were also required to sign the service visitor register that was kept with the register of staff on duty. A register was held at the crèche entrance for parents/carers to sign their child in and out to the service. The manager told us that they had portable door alarms that could be installed on the doors of crèche venues that did not have existing security measures. These measures meant that management could keep track of who was in the building and account for children's presence and safety.

**Met - Within Timescales**

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

## Previous 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.**

**This recommendation was made on 28 April 2014**

On the day of inspection, there was a 'wish wall' where children could post their ideas about how the service could be made better. There were also user friendly questionnaires that had been developed jointly by the service provider and the crèche contractor to avoid any duplication in effort. The parents/carers we spoke to were confident that their views would be listened to and taken account of by staff.

The recommendation had been met.

**2. 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**

**This recommendation was made on 28 April 2014**

The service provider had convened a working group with representation from all of its children's services to develop a format for children's personal plans that took account of national guidance as well as being more meaningful for children and families. We looked at a sample of all about me booklets that had been introduced and which complemented the registration records that were shared confidentially with the crèche contractor.

The service should continue to implement personal plans that are proportionate to children's individual needs and patterns of attendance.

The recommendation had been met.

**3. 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.**

**This recommendation was made on 28 April 2014**

There was a water cooler available for children and staff at the crèche premises inspected. Part of the service provider's risk assessment for all proposed crèche venues was to check accessibility of fresh drinking water and to assess whether jugs or bottled water would need to be provided.

The recommendation had been met.

**4. 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.**

**This recommendation was made on 28 April 2014**

Good practice guidance was discussed at the service provider's managers' meeting and cascaded to staff. All staff participated in infection prevention and control training as part of the service provider's core training programme.

The recommendation had been met.

**5. 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.

**This recommendation was made on 28 April 2014**

There were appropriate toilet facilities at the crèche premises inspected. The service provider's risk assessment for all proposed crèche venues checked accessibility of toileting, hand washing and nappy changing facilities.

The recommendation had been met.

**6. 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)**

**This recommendation was made on 28 April 2014**

Staff participated in annual performance management reviews which included a quarterly 1:1 review with their line manager. Staff told us that although it was not always as frequently as this, there were opportunities for professional dialogue and support through staff meetings, resilience groups and the provider's whole childcare service meetings. Management should continue to embed the staff appraisal system. Please refer to areas for improvement under Quality Theme 4.

The recommendation had been met.

**7. 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.

### **This recommendation was made on 28 April 2014**

The manager was using the provider's auditing processes to monitor operations within the service. This was enhanced by other systems specific to the context of crèche services, such as management monitoring visits and service evaluation by the crèche contractor, including criteria set by their funders. We noted that there was no improvement plan in place to take forward any issues identified by these systems. This is the subject of a new recommendation under Quality Theme 4.

The recommendation had not been met.

## **9 Complaints**

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

## **10 Enforcements**

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

## **11 Additional Information**

There is no additional information.

## 12 Inspection and grading history

Date	Type	Gradings	
28 Apr 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
28 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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