Rosemount Little Rascals Limited
Day Care of Children
12 Rosemount Road
Arbroath
DD11 2AU

Inspected by: Lorna Black
Type of inspection: Unannounced
Inspection completed on: 26 July 2011
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Service provided by:
Rosemount Little Rascals Limited

Service provider number:
SP2007009109

Care service number:
CS2006138924

Contact details for the inspector who inspected this service:
Lorna Black
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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

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<th>Area</th>
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<tr>
<td>Quality of Care and Support</td>
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<tr>
<td>Quality of Environment</td>
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<td>Quality of Staffing</td>
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What the service does well
There is a strong management team which is very focused on improvement. Despite the changes in the management team, the service has continued to make improvements particularly in the areas of participation and developmental planning and recording.

What the service could do better
The service need to continue to consolidate their work on participation, developmental planning and overall quality assurance. Developing systematic approaches to these will add to overall service improvement.

What the service has done since the last inspection
The service have reviewed the service questionnaires, they have produced more information for parents and have begun to improve their planning processes for children. Staff have been fully involved in these developments.

Conclusion
The service has taken action to improve many aspects of the service. These improvements are at a very early stage and this has been reflected in the grades awarded.
Who did this inspection
Lorna Black
Lay assessor: Not applicable.
1 About the service we inspected

Rosemount Little Rascals is registered to provide a care service to a maximum of 41 children. The numbers and ages are specified on the certificate of registration.

Rosemount Little Rascals is based in the west end of Arbroath, close to the local hospital, beach, shops and other local amenities. The building has been converted to provide play accommodation in 4 rooms, two downstairs and two on the upper floor. A kitchen is to the rear of the property and staff accommodation is on the mezzanine floor. There is a large enclosed garden to the rear which is used daily by the service. The building is well decorated and in a good state of repair.

Before 1 April 2011, this service was registered with the Care Commission. On this date a new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011, this service continued its registration under the new body, SCSWIS.

The aims of the service are displayed on the parent notice board and support the individuality of children, partnership working with parents and generally encompass the ethos of the National Care Standards.

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 - N/A
Quality of Management and Leadership - N/A

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.scswis.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 after an unannounced inspection which took place on 26 July 2011.

As requested by us, the service sent us an annual return. The service also sent us a self assessment form.

We gave 30 questionnaires to the service to distribute to parents and we received 3 completed questionnaires prior to the start of the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

* Evidence from the service’s most recent self evaluation
* Service Newsletters
* Planning information
* Service Questionnaires
* Children’s Special books (Individualised portfolios)
* Parents’ Notice Board
* Discussion with the staff
* Informal discussion with several children
* Observing how the staff interacted with the children present
* Observing the environment.

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.firelaws Scotland.org
What the service has done to meet any recommendations we made at our last inspection

At the time of the last inspection two recommendations were made. The service had addressed the use of the “All About Me” booklets and had developed planning in general. With regard to developing a more systematic approach to Quality Assurance, this recommendation has continued in this report and is currently being addressed by the management team and staff.

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. The self assessment was completed to a satisfactory level and highlighted some areas the service thought they did well and other areas where they thought they should develop more.

Taking the views of people using the care service into account

The inspector spoke informally with a number of children who attended the service and observed staff interactions with the children. All the children appeared to be engaged in different activities and some children told the inspector different things they enjoyed doing in nursery.

Taking carers’ views into account

Three parents completed questionnaires prior to the start of the inspection. All three parents were very happy with the quality of the service. One parent did highlight the fact that the nursery had not yet achieved partner provider status with Angus Council which impacts on funding for children in their pre school year. The manager and the provider advised the inspector that this partnership agreement is still being sought.
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

Children and their parents were routinely involved in assessing and improving care and support within the setting. The service used various methods to ensure participation. Some of these were considered by the Inspector who assessed that:

* The service had significantly developed spontaneous planning in some of the play rooms. For example within the 3-5 room children could determine the interest themes and how these would be explored. For example staff described how one child had brought a book into the nursery entitled "Tiddler". This generated interest in what lived underneath the sea and informed the current theme within the nursery. In the 2-3 room staff made resources freely available to children to pursue their current interests. Staff described how the children had made a tent after visiting the circus.

* Younger children were supplied with resources which encouraged them to explore their environment - treasure baskets which contained resources for the children to use creatively. Babies were also fully encouraged to explore textures and different mediums. On the day of the inspection, children in 0-12 month room had been exploring paint with brushes, sponges and their hands and feet.

* Staff met with parents daily to discuss what the child had been doing each day. The service newsletter kept parents informed about the life and work of the service including any planned changes, staffing and opportunities for parents to have their say.

* Recently the service had introduced Nursery to Home books which explained to parents how the children developed their learning within the nursery. Usefully this document also shared some development theory with parents about how children played at different ages and stages. This followed on from a government initiative about developing parental tool kits and was fully developed and produced by staff.
More formally parents could express their views through the service questionnaire and by putting their comments on the thinking wall in the main hall which directly influenced practice within the setting.

In conclusion parents were well informed about their time in nursery and could express their views which were seen to influence practice. Children could influence activities throughout the day and older children could contribute to planning.

**Areas for improvement**

The service should continue to introduce the participatory planning and initiatives into the setting.

The service was still at the very early stages of developing a more systematic approach to Quality Assurance as recommended at the previous inspection. (See recommendation made under Quality Theme 1, Quality Statement 1)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The management team should adopt a systematic approach to Quality Assurance such that this covers all areas of the service.
   National Care Standards, Early Education and Childcare up to the Age of 16 years, Standard 13: Improving the Service.

**Statement 2**

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

**Service strengths**

The service evidenced important strengths in this area. The SCSWIS Inspector considered some of these and assessed that:

* The service had used Birth to Three: Supporting our youngest children to inform planning in the nursery. For example staff supported children to learn through exploration such as providing treasure baskets and exploring paint.

* Recently the service had introduced the Curriculum for Excellence, Framework for Learning in the 3 - 5 area. Although still at an early stage, the service had made good progress in developing a system through which they could record and celebrate children’s learning. As noted in Theme 1, Statement 1 children were involved in planning themes and activities.
* Portfolios had been introduced for each child. For the older children these tracked their development alongside the curriculum for excellence. For younger children the service had developed a key developmental framework against which they could assess children. All planning was used in a way which celebrated children's achievements. This planning was still at an early stage and had not been fully introduced for all children.

* The service had developed the Nursery to Home book which evidenced staff knowledge of how children could learn through activities and informed parents about different stages of development for children with regard to play.

* Staff had been involved in developing initiatives within the service and told the inspector that they had found this experience very rewarding. In addition staff regularly evaluated the activities in which children took part with a view to supporting their own learning about what worked and what didn’t.

* Observations on the day and discussions with staff evidenced staff knew the children for whom they were caring and the Inspector witnessed good interactions between children and staff.

The grades given for this statement reflect the recent improvements to planning and the need for this to be fully implemented and sustained.

**Areas for improvement**
The service stated in their self evaluation that they needed to continue to implement planning within the setting.

The inspector noted on the day that the medication sheet in the 1-2 room did not afford children sufficient confidentiality. The service should ensure that records of administration of medication are kept in such a way as to support each child’s confidentiality. (See recommendation made under Quality Theme 1, Quality Statement 2)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**
1. The service should ensure that records of administration of medication are kept in such a way as to support each child’s confidentiality.

   National Care Standards, Early Education and Childcare up to the Age of 16, Standard 14: Well Managed Service.
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
Information recorded under Quality Theme 1, Quality Statement 1, has also been taken into account here. Children and their parents had opportunities to assess and improve the environment within the nursery. The SCSWIS Inspector considered some of these and assessed that.

* Children could influence the environment on a daily basis as spontaneous planning was developing within the setting.

* Parents could influence the environment by making comments on the Thinking Wall. Most recently this was asking parents whether it would be useful to have outdoor and indoor shoes for staff and children to maintain cleanliness within the nursery.

* The service questionnaires asked parents about the environment and how it might be improved.

* Parents had been involved in a volunteer group within the nursery. This included a parent who had been involved in developing the garden area.

Areas for improvement
The service should continue to introduce the participatory planning and initiatives into the setting.

The service was still at the very early stages of developing a more systematic approach to Quality Assurance as recommended at the previous inspection. (See recommendation made under Quality Theme 1, Quality Statement 1)

Grade awarded for this statement: 5 - Very 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

The service evidenced important strengths in this area. The SCSWIS Inspector considered some of these and assessed that:

* The three parents who completed a SCSWIS questionnaire prior to the inspection noted they were happy or very happy that the environment was safe, secure, hygienic, smoke free and pleasant.

* Visitors to the building were asked to sign in and asked to wait outside the nursery until the manager or designated member of staff can see them. This supports a safe environment for the children attending.

* Additional safety features aimed at preventing accidents were in place for example stair gates and viewing panels in all the playroom doors.

* Playrooms were well organised and managed. The large garden area is enclosed and provides a safe environment for outdoor play.

* Policies and procedures within the service support the provision of safe practices and a hygienic environment.

Areas for improvement

The stair gate at the top of the stairs requires some attention as it is not closing effectively.

The service is currently reviewing their risk assessments as their current ones are not sufficiently robust to cover all areas. (See recommendation made under Quality Theme 2, Quality Statement 2)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should develop their risk assessments such that they indicate risks, how these are managed and any remedial action needed to protect children who are 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 - NOT ASSESSED
Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED
4 Other information

Complaints
There have been no complaints upheld or partially upheld about this service since the commencement of SCSWIS on 1 April 2011.

Since the service was last inspected there had been no complaints which the Care Commission upheld or partially upheld.

Enforcements
There has been no enforcement action taken against this service since the commencement of SCSWIS on 1 April 2011.

Since the service was the last inspected, there has been no enforcement action taken by the Care Commission.

Additional Information
None

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 SCSWIS 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).
5 Summary of grades

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| Quality of Management and Leadership - Not Assessed |

6 Inspection and grading history

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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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