Care service inspection report

Loanhead After School Club and Community Nursery
Day Care of Children
Loanhead Community Learning Centre
5 Mayburn Walk
Loanhead
EH20 9HG
Telephone: 0131 448 0103

Inspected by: Donna Conroy
Type of inspection: Unannounced
Inspection completed on: 7 March 2013
# Contents

<table>
<thead>
<tr>
<th>Service provided by:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Loanhead Primaries After School Care Club</td>
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<tr>
<th>Service provider number:</th>
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<thead>
<tr>
<th>Contact details for the inspector who inspected this service:</th>
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<tbody>
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<td>Donna Conroy</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Summary</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 About the service we inspected</td>
<td>5</td>
</tr>
<tr>
<td>2 How we inspected this service</td>
<td>7</td>
</tr>
<tr>
<td>3 The inspection</td>
<td>11</td>
</tr>
<tr>
<td>4 Other information</td>
<td>27</td>
</tr>
<tr>
<td>5 Summary of grades</td>
<td>28</td>
</tr>
<tr>
<td>6 Inspection and grading history</td>
<td>28</td>
</tr>
</tbody>
</table>
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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<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
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<td>Excellent</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Management and Leadership</td>
<td>6</td>
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What the service does well
Staff are professional and knowledgeable about their role in the delivery of high quality care.

Children in the nursery were observed to be extremely happy, content, sociable and confident individuals.

What the service could do better
All policies necessary for the running of the service was in place, however the service provider needed to look at the policies and procedures and make sure that they were accurate, up to date and reflected the service provided.

Lunchtimes for the caterpillar and butterfly rooms must be reorganised. The staff must be aware of safety issues when lunches are delivered.

The management team should formalise staff supervision and the monitoring of staff practice.

What the service has done since the last inspection
The community nursery and after school club has continued to provide a very good quality of service to the children and their families who use it.
Conclusion

The community nursery and after school club is welcoming and friendly with good information about the service being made available for parents. There are opportunities in place for parents to give feedback about the service.

The staff are enthusiastic and committed to providing the best quality service with the support and guidance of the management team.

Who did this inspection

Donna Conroy
1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections. The history of grades that services were previously awarded by the Care Commission is also available on the SCSWIS website.

Before 1 April 2011, Loanhead After School Club and Community Nursery was registered with the Care Commission. On this date, the new scrutiny body SCSWIS took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011, Loanhead After School Club and Community Nursery continued its registration under the new body SCSWIS.

The service is registered to provide a breakfast club, nursery, after school club and holiday club.

During term time, the service is registered to provide care to a maximum of 100 children at any one time between the ages of 0-16 years. This number includes a maximum of 40 children between 0-5 years, nine of whom can be aged between 0-2 years, 15 children between 2-3 years and 16 children between 3-5 years. This number also includes a maximum of 5 places for children with additional support needs.

During school holidays and in-service days the service is registered to provide care to a maximum of 115 children aged from 0-16 years. This number includes a maximum of 40 children, whose ages are broken down in the paragraph above.

The individual services are offered at specific times but between 7am and 7pm, Monday to Saturday, 50 weeks each year. They operate from Loanhead Community Learning Centre in Loanhead and are run by a voluntary committee of parents. Allocated managers are responsible for the individual services on a day-to-day basis. Their work is overseen by the manager named on the SCSWIS Certificate of Registration.

We found that all the rooms used by the service were bright, airy and appropriately ventilated.

The service had the following aims: “We aim to provide a high quality, affordable child care service for working parents and those in further education or training.”

Based on the findings of this inspection this service has been awarded the following grades:
Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 6 - Excellent
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 6 - Excellent

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 compiled this report following an unannounced inspection. This inspection was carried out by Care Inspectorate inspector, Donna Conroy. The inspection took place between the hours of 10:30 am and 16:45pm on Thursday 7 March 2013.
As requested by us the service sent us an annual return. They also sent us a self assessment form.

We issued 25 questionnaires to relatives and carers of people who used the service. Fourteen were returned before the inspection.
We gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documentation, including:
- observing how staff work
- evidence from the service’s most recent self assessment
- children’s profiles
- planning information
- accident and incident records
- Parents’ questionnaires
- Risk assessment documentation
- Photographs
- complaints records
- minutes of meetings
- discussion with senior staff, staff and children who were present during the inspection
- observation of the environment, toys and equipment.

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 recommendations made in the previous report are 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 self assessment form for the service prior to the inspection. The service provider had identified what they thought they did well and areas for further improvement.

Taking the views of people using the care service into account

During the inspection visit we spent time observing and talking with children. We saw that the relationships between staff and children were caring, warm and supportive. Most children were occupied and had activities and resources available to them. The children appeared to enjoy their time at the community nursery and LASC. The children all told the inspector they enjoyed coming to the service.

Taking carers’ views into account

We sent out twenty five parent/carer questionnaires and fourteen were completed and returned to us before our inspection. When we asked about the quality of care their child receives in the service all parents indicated that they were happy. Some comments have been used in the main body of the report other comments include:

“"My child enjoys his time with staff and children".
"I can not thank the staff enough as I know my child’s time spent at Loanhead Community Nursery has given her a solid base and equipped her with skills for starting pre-school nursery next year.

"Fantastic flexible service which fits in with changing working patterns. Children still have the opportunity to attend the school nursery once eligible for a place which for a full time working mum is excellent."
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: 5 - Very 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
We found this service was performing well in the areas covered by this statement. We concluded this after we:

* Spoke with the management team and nursery staff.
* Observed staff interaction with the children.
* Reviewed feedback in our questionnaires.

We confirmed that the service had ensured that parents and children had opportunities to assess and improve the quality of care and support provided by staff.

Routine information sharing at drop off and pick up times ensured that children experienced continuity in the care, because parents were encouraged to pass over information, which they felt could influence the support that their child would need on that particular day. Staff described how they would use this information to ensure that the support they provided for children reflected any changes in their care needs.

Parents and children were routinely asked for their ideas and suggestions about all aspects of the nursery. An annual questionnaire asked for views about the nursery as a whole. This information was collated and used to inform the quality improvement plan. Parents were asked for their opinions regularly throughout the nursery year. This covered different aspects of the nursery that staff wished parents to comment on. This information was regularly collated and fed back to parents via their newsletter. The manager told us that any reasonable request from a parent would be acted upon. Parents’ comments to the nursery about the recent newsletter included:
• “I really appreciate receiving the newsletter. On the technical side, the format was easy to read both on my phone and on PC. As a parent, I welcome regular email communication with the nursery and it is wonderful to hear about the developments in the Bumblebee room in addition to the helpful verbal and written daily handover”.
• “Please pass on that I think the newsletter is super. It is lovely to hear the themes and associated activities the children have been enjoying. It is useful to know this so we can expand on this at home. Brilliant!”
• “Great way to communicate with parents as I don’t always have the time to read the signs/ notices - usually too busy blethering!”

The nursery has an informative website with information on each of the services, staffing and general updates. This allows parents to read information on the service in their own time. A facebook page which parents could sign into, provided parents with information regarding the service. We found that processes were in place to ensure that only those who had children attending the service were invited to join.

The service is managed by a Board of Directors and parents are encouraged to join. This means that board members are kept fully informed of all decisions relating to the nursery and LASC. Board meeting minutes were available to all parents using LASC services.

Children in the LASC were consulted on choice of activities, snacks, layout of the play space and new toys and equipment. Children we spoke to confirmed that they were included in a range of discussions about activities and what they could do in 'their club'.

Younger children in the community nursery had an information diary completed by staff to tell parents what their child had participated in during nursery. This included information on how the child had eaten, slept, toileting and any activities they had participated in. A comments box was available for the parents to complete. This could be used to inform staff of the children’s daily needs allowing them to care for that child in an individual way.

We looked at planning sheets in the playrooms. After speaking with staff and from the information contained in the planning sheets, it was clear that most staff took children’s interests, views and observations of them at play into account. In most rooms there was a link between the planning and children’s profiles. The planning ensured that the children’s needs and interests were being met. Parents confirmed in our questionnaires:
• Staff have worked with me and my child to develop an individual education and support programme for my child.
• Staff regularly assess my child’s learning and development and use this to plan their next steps.

Parents commented:

• “Staff feedback and information sharing enables us to continue positive experiences at home. Ideas and information from home are valued and pursued by staff”.
• “My child’s personal development is recognised and encouraged”.

Areas for improvement
In their self assessment, the service informed us about their planned improvements:

• Reassess feedback forms from parents to ensure all concerns and comments are taken on board and addressed in the most appropriate manner.
• expand written feedback questionnaire for activities in holiday club for parents as well as the children, introduce questionnaire for 3-5 room
• Continue to gain feedback from staff on the activities undertaken in holiday club. What worked and what didn’t?
• "You said we did" and Speech bubbles regularly updated in 3-5 room
  Update visual spot checks on room to be formalised and recorded in tick box checks

We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The butterfly room were in the process of updating their planning in line with the Curriculum for Excellence. The management team should ensure that staff are supported through this.
The nursery should continue to monitor and maintain this standard of quality. They should ensure they continue to identify areas of improvement and implement an action plan to address these.

Grade awarded for this statement: 6 - Excellent
Number of requirements: 0
Number of recommendations: 0
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
We found this service was performing well in the areas covered by this statement. We concluded this after we:
* Spoke with the management team and nursery staff.
* Observed staff interaction with the children.
* Reviewed feedback in our questionnaires.
We confirmed that staff had continued to ensure that they were meeting children’s health and wellbeing needs.

When parents registered their child to attend the service a range of information was collected to ensure that care needs could be met and that parents and carers could be contacted in an emergency. Information was updated yearly although parents were reminded to inform staff of any changes in circumstances when they happened.

Staff confirmed that children who needed additional support in the service had a care plan to ensure that there was a consistent approach to their care. Throughout the organisation there was evidence that the manager and staff had worked closely with other local agencies, such as social work, local schools and Children 1st, in order to identify and meet the needs of local children and their families.

Policies to promote infection control were in place. The policy for the administration of medication was contained within the health and safety policy. All policies were available for parents in the handbook.

Snack time followed good practice guidelines and provided children with a healthy snack. Milk and water was available for the children attending the community nursery. Diluting juice or water was available for the children attending the LASC. We saw that a snack menu was planned for the week and suggestions by children had been used in its development.

The service had a separate kitchen area. Environmental Health Officers from the Local Authority had inspected the community centre and gave food preparation areas a pass grade. Staff had completed a food hygiene course.

Physical and outdoor play was offered to children on a daily basis. On the day of our visit children had the opportunity to use the soft play area or the large community hall for physical activity.

Staff members’ knowledge of child protection meant that they understood the importance of observing the children and monitoring their behaviour to identify any changes that may cause them concern. The staff all knew what procedures to follow if they had a concern regarding a child in their care. All staff had undergone child protection training.
Staff told us that the transition of children between each playroom was child orientated. This meant that children did not move rooms until they were feeling confident and settled.

Parents confirmed in our questionnaires:

- My child has the opportunity to experience fresh air and exercise.
- I am confident that the staff will protect my child from harm, abuse, bullying and neglect.

Parents commented:

- "When my child started the staff were extremely patient and took the time to settle a very shy little girl (and mum) into a completely new environment. Since then she has come on leaps and bounds, her confidence and skills have grown tremendously and I have put this down to the time that the team spend with her."
- "Children are treated equally although their individual needs are still met".
- "In particular, I enjoyed reading about you and your colleagues' observation of the children's exploration of the enveloping schema. It's something that I recognise at home with my child- as well as his enjoyment of the rotation schema (all wheels and repetitive rhymes and the washing machine!). I think including information around early years development like schema's is very helpful and reminds me as a parent that you and your colleagues are really investing time and energy with the children- which I already know from my experience of meeting and talking with you all.
I really look forward to hearing what my child and the other children have been up to when I collect him on a Tuesday afternoon, and when there is time to see photographs too. I also appreciate the efforts you make to ensure that they get lots of fresh air and outdoor play".

Areas for improvement

In their self assessment, the service informed us about their planned improvements:

- All policies within the policies and procedures document relating to health and wellbeing is currently going through annual review.
- Monitoring and evaluating Forest schooling with it being a new concept of play within the organisation.
  Access Nature Nurture training for staff in each setting. Trained staff reflecting on practice with each other at staff meetings.
• Continual review of training needs
• Further implement healthy eating & wellbeing by involving nursery children in the planning, procurement & preparation of snacks while visiting their local shops.

We agree that these areas of improvement would further enhance the good practice carried out in relation to this quality statement.

We saw that lunch times in the caterpillar room had the potential to cause harm. Lunch was carried in on a tray while the children were playing in the room. When staff tested the temperature of the food they said it was “boiling hot”. Once staff had dished the food onto plates they then positioned the food on a window sill to “cool down”. The children were at risk of burning if the food was dropped on top of them. Cooling food at an open window was an infection control issue. The inspector informed the manager at once that this practice was unsafe.

The staff in the butterfly room provided limited opportunities for children to develop independent living skills. Children did not set the table or pour their own drinks.

The management team must ensure that lunchtimes are reorganised to ensure the health, safety and independence of the children attending the nursery. (See recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. We recommend that the nursery ensure that the children are reorganised to ensure the health, safety and Independence of the children attending the nursery.

   National Care Standards 6 Early Education and Childcare up to the age of 16:
   Standard 2: A safe environment
   Standard 3: Health and wellbeing
   Standard 6: Support and development
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Grade awarded for this statement: 6 - Excellent

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
We found this service was performing well in the areas covered by this statement. We concluded this after we:

* Spoke with management team and nursery staff.
* Observed staff interaction with the children.
* Reviewed feedback in our questionnaires.

We confirmed that staff were making sure the environment was safe and children were protected.

There were robust procedures in place to ensure the children were safe and that visitors could not enter the buildings without staff being aware. A buzzer was in place on the entry doors. All visitors signed in and out of the building. This meant that the staff were aware of all visitors in the nursery.

The entrance into the service had well-placed information boards throughout, which provided parents with information relating to their child’s learning. The staff had continued the excellent practice of keeping parents up-to-date with a variety of useful information.

Encouraging children to help keep their environment clean and tidy gave them a sense of responsibility and helped them to develop an awareness of the importance of looking after the toys and equipment that they were using. Throughout the inspection visit we noted that tidying up was routine for many of the children.

Policies to ensure that children health and welfare needs were met were in place. Policies included behaviour management, healthy eating, health and safety and infection control. Policies were available for parent’s information to ensure that they were aware of the nursery’s procedures.

In our questionnaire, all parents confirmed that:

- The service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- There was enough space for the children to play and get involved in a range of activities.

A parent commented:

- “My child benefits from a range of interesting activities and outings.”
Areas for improvement

In their self assessment, the service informed us about their planned improvements:

- Regular staff training (in house via team meetings) reinforcing good practice and identification and reduction of hazard

We agree that these areas of improvement would further enhance the very good practice carried out in relation to this quality statement.

The service was in the process of compiling separate policies and procedures for the community nursery. We discussed that the policies should be robust, detailed and refer to current good practice and regulations. (See recommendation 1)

As previously discussed in quality theme 1, statement 3 the staff should ensure the children are safe when lunches are brought into the playroom. (See recommendation 1 in quality theme 1, statement 3)

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. We recommend that the community nursery compile their own policies and procedures. The policies should be robust, detailed and refer to current good practice and regulations.

   Care Standards for Early Education and Childcare up to the age of 16: Standard 14: A well managed service.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
We found this service was performing well in the areas covered by this statement. We concluded this after we:

* Spoke with the management team and nursery staff.
* Observed staff interaction with the children.
* Reviewed feedback in our questionnaires.

We confirmed that the service had a professional, trained and motivated workforce, which operated to National Care Standards, legislation and best practice.

There were policies and procedures in place to ensure that good quality staff were recruited into the service. There was a recruitment and selection policy, appraisal and professional development policy and staffing polices regarding professional conduct. All policies were found to reflect good practice and current legislation.

A suitable induction procedure was in place to ensure that new staff were aware of their role and responsibility.

Staff confirmed that they received regular appraisals from the manager. Those we spoke to said that the process was helpful in encouraging staff to examine their professional practice and look at what they wanted to do to develop as a childcare professional.

All staff had completed their registration with the Scottish Social Services Council, which is a body responsible for the registration and professional development of childcare workers. Each staff member had a training file in which they recorded their training and progress in meeting the registration requirements for the SSSC.

When staff had attended a training event they were then asked to evaluate the training experience and share it with their colleagues. This was achieved at the staff meeting or providing the course documents for others to read.

We saw during our visit and through discussion with staff, children and parents that the staff team were very motivated to provide a high quality service to both children and parents. Staff provided a warm, calm and fun environment for children.

Parents confirmed in our questionnaires:
I am confident that the staff have the skills and experience to care for my child and support their learning and development.

I am confident that there are always enough staff to provide a good quality of care.

Parents commented:

- "The staff are inventive, flexible and supportive. My child enjoys his time with his keyworker".

Areas for improvement

In their self assessment, the service informed us about their planned improvements:

- Continue to encourage staff to develop their individual CPDs

We agree that these areas of improvement would further enhance the very good practice carried out in relation to this quality statement.

The 'whistle blowing' policy told staff about the importance of being confident to report any concerns they might have about other staff practice or behaviour. Staff confirmed to us that they did feel able to speak to the manager about anything they were concerned about. However, neither the policy nor the staff stated what their responsibility towards the SSSC was. The whistle blowing policy should be updated to reflect staff responsibility to the SSSC. This should be discussed with staff to ensure they understand their responsibility in reporting poor practice or concerns.
(See recommendation in quality theme 2, statement 2)

Although the Manager stated that she monitored staff practice, this needs to be done formally and recorded. This will allow management to identify areas for practice improvement. Any training needs arising from this should be included in the training plan for the following year.
(See recommendation 1).

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. We recommend that the management team formalise staff supervision and monitoring sessions. These sessions should be documented and this information should be used to inform staff development and training needs.

National Care Standard 14, Early Education and Childcare up to the age of 16:
Standard 12: Confidence in Staff.
Standard 14: Well-managed service.
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

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
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Grade awarded for this statement: 6 - Excellent

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

We found this service was performing well in the areas covered by this statement. We concluded this after we:

* Spoke with the management team and nursery staff.
* Observed staff interaction with the children.
* Reviewed feedback in our questionnaires.

We confirmed that the service had quality assurance systems and processes, which involved children, parents, staff and stakeholders in assessing the quality of the service provided.

A range of quality assurance systems were in place to monitor practice and gather feedback from families, staff and stakeholders.

Parents and children were encouraged to give regular feedback about the service. A summary of action taken by the service was shared with parents. This information contributed to the quality assurance process by enabling their views and ideas to influence the service provided for them. Approaches to gathering information are identified under Quality Theme one, statement one. This helped instill confidence that suggestions and comments would be taken on board.

The service had achieved a level three award, the highest award available, through the quality assurance scheme ‘Aiming High Scotland’. This award is designed specifically for out of school care. This was the second time LASC had been award a level three. The work involved in carrying out this quality assurance ensured that all areas of the service were monitored and evaluated. Children, parents, staff and Board members had been included in the evaluations and action plans had been developed.

The overall manager of the service is a qualified Scottish out of School Care Network (SOSCN) mentor for other local after school clubs in the local authority area.

The overall manager of LASC worked closely with the local authority development worker in the further development of the service.

There was an operational plan for LASC which outlined the current standard of provision and the planned improvements to the organisation. Through discussion with the manager of the club it was clear that she knew the objectives and what staff and children wanted to do to further improve the service.

There was a clear organisational structure which was shared with parents and staff. Parents had opportunities to become a member of the Board and influence the direction of the service.
The staff team in the club was small but the manager ensured that team meetings took place along with general daily discussion. Staff meetings were minuted to ensure all staff had access to shared information.

Parents confirmed in our questionnaires:

- The service has involved me and my child in developing the service, for example asking for ideas and feedback.

Parent commented:

- "I would not normally put “strongly agree” on a questionnaire, however, in the case of Loanhead community nursery, I make an exception”.
- "This is an excellent service”.
- "Fantastic flexible service”.

Areas for improvement

In their self assessment, the service informed us about their planned improvements:

- Continue with good practice identified above.
- revalidation of Aiming High and achievement of Healthy working lives gold award as external measurements of quality of service.
- The Nursery Manager to conduct spot checks which are recorded and discussed with room supervisor.

We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0
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

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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<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 3</td>
</tr>
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<table>
<thead>
<tr>
<th>Quality of Environment - 6 - Excellent</th>
</tr>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<table>
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<tr>
<th>Quality of Staffing - 5 - Very Good</th>
</tr>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 3</td>
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<table>
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<tr>
<th>Quality of Management and Leadership - 6 - Excellent</th>
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<td>Statement 1</td>
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<tr>
<td>Statement 4</td>
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6  Inspection and grading history

<table>
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<tr>
<th>Date</th>
<th>Type</th>
<th>Care and support</th>
<th>Environment</th>
<th>Staffing</th>
<th>Management and Leadership</th>
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<tr>
<td>29 Jul 2011</td>
<td>Unannounced</td>
<td>5 - Very Good</td>
<td>6 - Excellent</td>
<td>5 - Very Good</td>
<td>Not Assessed</td>
</tr>
<tr>
<td>3 Feb 2010</td>
<td>Unannounced</td>
<td>6 - Excellent</td>
<td>6 - Excellent</td>
<td>5 - Very Good</td>
<td>6 - Excellent</td>
</tr>
</tbody>
</table>

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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