Mossneuk Out of School Service
Day Care of Children
Mossneuk Parish Church
Eden Drive, Mossneuk
East Kilbride
Glasgow
G75 8XX
Telephone: 07964461089

Type of inspection: Unannounced
Inspection completed on: 29 May 2014
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## Service provided by:
Mossneuk Out of School Service

## Service provider number:
SP2004006922

## Care service number:
CS2003039637

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at enquiries@careinspectorate.com
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: 5 Very Good
- Quality of Management and Leadership: 4 Good

What the service does well

There were very good consultation and participation activities in place. The manager had recently been on a training course for GIRFEC (Getting It Right For Every Child). She had shared this with staff, sought staff and children’s views on how the service met the eight wellbeing indicators highlighted within this document and had displayed this information within the service. The manager planned to expand on this and share this further with parents.

What the service could do better

The service should address the recommendations and areas for development highlighted within this report.

What the service has done since the last inspection

The service stated that they have become more established within the area and their numbers of registered children has increased. They feel they now offer a good balance of activities, outings and experiences especially over the holiday periods.
Conclusion
Mossneuk Out of School Service provides a reliable, local service to primary school children and their families before and after school and over school holiday periods in the Mossneuk area of East Kilbride. The established staff team know children and families well and seem enthusiastic in developing the service further.
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could 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 but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- 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 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Mossneuk Out of School Service is provided by Mossneuk Out of School Service Management Committee and is registered to provide an out of school service to a maximum of 40 children of primary school age. It operates Monday to Friday term time 7.30 to 9.00 and 3.00 to 6.00 hours. During holidays and in-service days it operates 7.30 to 6.00 hours. The service is provided from Mossneuk Parish Church, Mossneuk, East Kilbride, South Lanarkshire. During operating times the service will have the exclusive use of church premises - main hall, ante-room, toilets and kitchen. During school holidays and in-service days, the service may also be operated from a main hall in Mossneuk Primary School.

The service aims include:
“This to offer breakfast club, after school, in-service days and holiday care to children of primary school age. We aim to offer play and educational opportunities that are both fun and challenging. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff of the service.”
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 5 – Very 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 inspection following an unannounced inspection. This was carried out by one Inspector. The inspection took place on Thursday 22 May 2014 between 2.00 and 6.00 hours. It continued on Thursday 29 May 2014 between 3.00 and 6.00 hours, when we also gave feedback to the manager and the depute manager.

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

We sent 30 care standards questionnaires to the manager to distribute to the parents/carers of children who use the service. Thirteen parents returned the questionnaires before the inspection.

We also asked the manager to distribute five questionnaires to staff. All five questionnaires were completed and received before the inspection.

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

We spoke with:

• the manager
• the depute manager
• 3 members of staff
• small groups of children (approximately 15 children)
• four parents/carers

We looked at:

• staff/child interaction
• the premises, indoors and outdoors
• the registration certificate
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

One recommendation was made at the last inspection in July 2011.

PVG checks kept for each member of staff should contain the date when the checks were completed and a date of renewal.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 14: Well-Managed Service.

This recommendation has now 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.

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

The manager identified what she thought the service did well, some areas for development and any changes that were planned.

Taking the views of people using the care service into account

We observed the children taking part in a variety of activities over the course of the inspection. We spoke with approximately 15 children in small group settings during snack and while participating in activities.
All the children we spoke to were very happy attending the service. Their comments are included within the relevant sections of this report.

**Taking carers' views into account**

Thirteen parents/carers returned the Care Inspectorate’s Care Standards Questionnaires. These were completed and returned before the inspection. Six contained written comments. On the second day of the inspection, we spoke to four parents, of whom two were mothers and two were fathers of children attending the service. Parental comments and some 'ticked' responses to questions in the questionnaires are included throughout 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

The service provided very good opportunities for children, parents and staff to participate in assessing and improving the quality of service over all four quality themes: care and support, environment, staffing, management and leadership. We gathered information from a variety of sources including: questionnaires issued by the Care Inspectorate, newsletters and information displayed on the wall friezes. We discussed initiatives which are in the early stages of development such as the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible and included) health and wellbeing board, the social networking page for parents and the children’s committee. We also spoke to children and parents and observed interactions between the staff and children over the course of the inspection to assess this statement.

Policies were in place which highlighted ways in which parents, carers and children could become more involved in the service. An Information Booklet issued to parents when their child first started the service informed parents of opening times, staff, activities and snacks. The recent Spring/Summer newsletter informed parents of upcoming events, safety measures and ways to share their ideas and suggestions by email and through a social networking site.

The children’s committee had recently been re-introduced. Children chose roles and responsibilities within the committee such as, snack monitors, hall monitors, toilet/tap monitors and library monitors. We saw their notebooks with the written notes they had made to inform the agenda of the next meeting. Older children were given the roles of chairperson and vice-chairperson and were in charge of setting agendas, leading and chairing meetings.
The children we spoke to seemed keen to volunteer for these roles, told us what these duties entailed and said were looking forward to having more meetings. Their comments included:

“Sometimes I help to pour out the drinks for everyone for snack.”

“If you went to the toilets and noticed the tap was on, then you would tell the ladies. Then they would tell the children to remember to turn the taps off and not to make a mess in the toilets. Just things like that.”

“We have a wee book and you can write in it.”

“We haven’t had proper meetings yet. But we are going to soon. The older ones are showing us what to do for after the summer holidays. I’ll be going into primary seven soon and can have more jobs here.”

“Sometimes we vote and decide what games to play in the big hall. We all get a chance to decide. But we have to remember to be fair because sometimes the wee ones don’t get a chance and we have to make sure that everyone gets a chance.”

Recently, the manager had been on GIRFEC (Getting It Right for Every Child) training. GIRFEC is the national approach to reforming children’s services to improve outcomes for children and is important for everyone who works with children, young people and families. The wellbeing of all children and young people is at the heart of GIRFEC and the manager had shared the importance of this and the associated eight wellbeing indicators SHA-NARRI with the staff team and children. Children and staff had shared their thoughts of what these indicators meant for the children using the service and these were added to a wall display. The manager planned to consult with parents to get their views and input to extend this further.

Over the course of the inspection we saw informal, verbal interactions between the children and staff with regards to activities and the structure of the day. Staff and parents spoke about upcoming events and their child’s behaviour in the service. The noticeboard had a copy of the week’s activities for parents to view and comment on. A page on a social networking site had been developed recently. The manager and staff felt this was accessed more frequently by parents and more user-friendly for staff and parents than the service website which was developed previously.

Thirteen parents/carers completed the Care Inspectorate’s Care Standards questionnaires. All 13 ‘strongly agreed/agreed’ that the service kept them informed about what was happening in the service, for example, through newsletters and information boards.
Eleven ‘strongly agreed/agreed’, one ‘disagreed’ and one ‘didn’t know’ if the service had involved them and their child in developing the service, for example, asking for ideas and feedback.

**Areas for improvement**

Although consultations had taken place with children and parents/carers, these were not routinely fed back to the people who use the service. (See Recommendation 1)

The Information Booklet and newsletters could be further developed to highlight ways in which children and parents could become involved in assessing and improving the development of the service over all four quality themes. As identified by the manager in the self-assessment: ‘Introducing a tear-off slip at the bottom of the parents’ newsletter focussing on only one area may become useful.’

The use of the comments books and comments cards could be further developed to find out the views of people who use the service in specific areas and their comments and suggestions audited, collated and feedback to parents and children.

Floor plan books were used to record children’s ideas and drawings. These could be extended to record consultations with children, their suggestions for topics, associated planned activities and childrens, staff and parents’ evaluations, where relevant.

**Grade awarded for this statement:** 5 - Very Good  
**Number of requirements:** 0  
**Number of recommendations:** 1

**Recommendations**

1. A system should be devised whereby the results of consultations are collated, audited and feedback to the children and parents who use the service.

   National Care Standards Early Education and Childcare up to the age of 16: Standard 13: Improving the Service.
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
At this inspection, we found the performance of the service was good for this statement. We looked at relevant policies and procedures including child protection, infection prevention and control, healthy eating, medication storage and administration of medication procedures. We observed the children taking part in activities and having snack. We sampled six children’s personal plans. We spoke to children and parents regarding children’s health and wellbeing needs and referred to responses in the care standards questionnaires to assess this statement.

The child protection policy contained relevant information for staff, parents and visitors to the service. The relevant contacts and contact telephone numbers were included. All staff we spoke to knew of their individual roles and responsibilities in this area should a concern arise. Over a two-year period, all staff had attended an intensive child protection training course of ten sessions. The manager felt that child protection was a very important area for staff to be aware of and was pleased that all staff had the opportunity to take part in this.

The service had a copy of best practice guidance ‘Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings).’ This document was referred to in the policy and practice within the service.

Staff encouraged the children to wash their hands before snack and after using the toilet. We saw staff washing their hands when required and using food handling gloves and aprons when preparing and serving food. The children were enjoying a snack of wraps, spread, cooked meat and cheese with a selection of fruit. Children assisted in pouring drinks of water or diluting juice for the group. Drinks were freely available throughout the session.

Children told us:

“We get lots of things for snack like crackers, crisps and fruit.”

“I’m a snack monitor. You get to help if it’s like crisps or something easy like that.”

(younger child)

“We come in, put our coats in and then we wash our hands before snack.”

“We sit in the same seats at snack tables and then it’s much fairer as there’s no fighting to sit beside the same person or leave anyone out. Then when your finished you can play with anybody. Sometimes there’s a choice of things, sometimes free play.”
Twelve of the 13 parents who completed the care standards questionnaires ‘strongly agreed/agreed’ that their child could experience and choose from a balanced range of activities. One parent stated this was ‘not applicable.’ Comments included:

“As a user of the am, pm and holiday services, I am completely happy and confident to leave my son in the care at MOSS. He looks forward to holiday days as he gets to spend more time playing with friends and utilising the many and varied resources MOSS have on offer each day. He particularly enjoys the many outings both local and further away. 100% satisfied.”

Areas for improvement
On the first day of the inspection it was apparent that not all information held for individual children in their personal plans was current or had been reviewed since the child had started using the service. Specific care plans for children with additional support needs were not in place. By the second visit a slip had gone out to parents to remind them of the need to inform the service of any changes regarding their child’s health, circumstances or contact details. We provided the manager with a copy of ‘Personal Planning and Review - Guidance for Service Providers’ to assist the service with the development of each child’s personal plan. (See Recommendation 1)

One member of staff we spoke to was unsure of who may require medication while in attendance at the service and thought no medication was stored for anyone. On checking, one inhaler was found, but the medication consent form was dated 2009. We discussed the correct storage, records to be checked and completed and the procedures for the administration of medication procedures. We provided the manager with a copy of health guidance - ‘The Management of Medication in Daycare and Childminding Services’ to assist the service with the development of their policies, procedures and practice within the service. (See Recommendation 2)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations
1. Personal plans must be put in place for all children when they start using the service and information updated and the plan reviewed with parents in line with legislation.

   National Care Standards for Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing.
2. Medication storage, practice and procedures must be improved in line with current guidance. All staff should be aware of all children’s health and medication needs.

National Care Standards Early Education and Childcare up to the age of 16: 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
Methods to involve children, parents and carers in assessing and improving the quality of the environment are included under Quality Theme 1, Statement 1 of this report.

Areas for improvement
Please also refer to Areas for Improvement under Quality Theme 1, Statement 1 of this report.

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
At this inspection we found that the performance of the service was good for this statement. We looked at access into the building, security measures and risk assessments while the children were in attendance, the areas accessed by the children, toilet facilities, registers, accident and incident records, first aid arrangements and maintenance records.

The service operated from a hall within church premises. Staff accompanied children from one local primary school during term-time. The hall was situated nearby the church and the staff had risk assessed the route from school to ensure this was the safest route to walk. On the first day of the inspection parents/carers had dropped the children off at the service, as it was an in-service day and their children were attending for a half or a full day.

A register was in place which recorded the planned and actual numbers of children in attendance. We saw parents signing their child out when they collected them. Parents notified the service by telephone if their child was not attending the service, as planned. Staff would enquire with staff at the school and the child’s parents if they did not receive a call about a child they were expecting to attend. This ensured that staff were aware of who was in attendance and the reasons for any absences.

All 13 parents who completed the care standards questionnaires 'strongly agreed/agreed' that the service was a safe, hygienic, smoke free, pleasant and stimulating environment.

The hall was in use on the first day of the inspection. The hall was spacious, clean and laid out with a variety of activities which the children had chosen to play with. The main church area was also used one day a week to allow the children access to energetic, physical play indoors. We saw this on the second day of our inspection. Outings to the local park took place frequently to allow the children to get fresh air and further physical activity. On occasions the outdoor car park area was cordoned off and children could take part in games and physical play.

82% of parents who completed the care standards questionnaires ‘agreed’ that the staff asked for their child’s views about activities and outings and used them to plan future activities.

Parents comments included:
"The children are involved in a range of activities from arts and crafts and baking to physical play in the larger hall. They are encouraged to participate in the Christmas and summer shows, but are never forced to take part. There is a wide range and mix of age groups from P1 to P7 and this helps develop their relationships with other children. The Spring and Summer programmes provide a good opportunity for the children to go on day trips to new places."

"Would be better if there was an outside play area, especially when the children attend for full days."

The manager stated in her self-assessment 'We do not have an outside area for the children to play in which is safe and secure as we are in a church building and the only outside space is the car park. We have to ensure no cars are parked and we cordon off the area prior to using it.'

**Areas for improvement**

The Registration Certificate states that "during the operating times the service will have the exclusive use of: church premises - main hall, ante hall, toilet and kitchen. School premises - main hall and toilets." On arrival at the service, there were members of the public freely accessing the main church and foyer area all day, as it was an in-service day for the children and a polling day for the general public. We saw that staff were vigilant in checking the toilets prior to children accessing them and supervised the children between the hall and the corridor area. We discussed the arrangements in place for using the school on holidays and in-service days, as happened previously. By the second day of our inspection, the manager had already approached the church board to discuss additional security measures for the service. (See Recommendation 1) and also Recommendation 1 under Quality Theme 4, Statement 4 of this report.

There were risk assessments in place for all areas accessible to the children and for local outings and outings further afield. We discussed the need for these to be more detailed and representative of what was in place at the service. (See Recommendation 2)

The register and mobile phone with emergency contact details for children should be taken with the group when they are all using the main church area or outdoors in order that the staff have the current totals of children present and children’s contact information to hand, in the event of an emergency evacuation of the premises.
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The service must ensure that access to the premises is secure and access to the premises is monitored by staff at all times while the children are in attendance.

   National Care Standards Early Education and Childcare up to the age of 16: Standard 2: A Safe Environment.

2. Risk assessments for the premises, both indoors and outdoors, school pick-ups, outings and arrangements in place for particular children should be reviewed and updated as required, to include hazards identified, actions taken and be representative of what takes place in 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: 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
Methods to involve children and parents in assessing and improving the quality of staffing are included under Quality Theme 1, Statement 1 of this report.

Additionally, when a candidate was successful at interview, they came for a trial visit to meet the children and parents which offered an opportunity for families to get to know the new member of staff and to ask and answer questions.

Areas for improvement
Please also refer to Areas for Improvement under Quality Theme 1, Statement 1 of this report.

Grade awarded for this statement: 5 - Very 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 the performance of the service was very good for this statement. We spoke to the children, individual members of staff and four parents. We referred to parental questionnaires, sampled staff files, staff training records, observed staff practice and staff interaction with the children over both days of the inspection, to assess this statement.

There were appropriate staff/child ratios in place on both days we attended to meet the needs of the children in attendance. Staff signed in and out daily on a staff register and an information board displayed their photographs, roles and qualifications for parents and visitors.

Staff we spoke to were enthusiastic and in discussions it was clear they knew the needs of individual children and families very well. Staff interacted well with children during activities and supported children who required assistance in a kind and caring manner. The children told us the staff were all ’really good’ and ’great fun’ and it was apparent they had a very good relationship with the children. Some of the children’s comments included:

’I like (named staff member) best because she joins in all the games in the hall and she’s really good at dodgy ball.’

’The staff make you follow the rules. But that’s good because it’s fair and we all have to be fair to each other and share and wait your turn. We’re all good friends.’

’Sometimes they (staff) have a chat with you, if say, you weren’t being really good. But they are nice about it and I really like them.’

The manager and all members of staff who were required to, were registered with the SSSC (Scottish Social Services Council). This body is responsible for registering people who work in care services and regulating their education and training. A staff handbook informed staff about their role in the service and an induction programme was in place for new members of staff to both inform and support them and identify any training needs.

Most members of staff had appropriate qualifications for their role in the service. Three members of staff were doing modules in the BA in Childcare Practice and two members of staff had received funding to help towards completion of this course. One member of staff was in the process of completing an SVQ qualification and one member of staff was due to apply for a relevant SVQ qualification.
In discussions with staff and through viewing staff training records, it was clear that staff were given some opportunities to attend relevant training, both for their own professional development and to meet the needs of the children using the service. Recently this had included Child Protection, GIRFEC, First Aid and Food Hygiene.

Five members of staff had completed and returned staff questionnaires prior to the inspection. All five ‘strongly agreed/agreed’ that they were confident they had the skills to support people using the service, they were asked for their opinion on how the service could improve and that overall, the service provided good care and support to people who used it.

100% of parents who completed the care standards questionnaires and all parents we spoke to, ‘strongly agreed/agreed’ that they were confident staff had the skills and experience to care for their child, their child appeared happy and confident with staff and that staff treated their child fairly and with respect. Parents comments included:

“Both girls love their time at the out of school care. Staff are always energetic and very hands on with activities when you enter the building. Cannot praise staff enough.”

“My son has only been using the service since August, and him asking to be picked up as late as possible tells me he loves being there. The staff were great at settling my child in at the start.”

“Fantastic service. Couldn’t do without it. Staff are really good. If they have any concerns about your child they let us know and likewise we share information with them. Good communication about what is happening in the service. We get information about trips, holidays etc in advance so we can plan ahead.”

“We’ve been using the service for some time now for both our children. We are very happy with the care shown and the children really enjoy it, which is the main thing. Staff are approachable and it seems really safe and well run. Nothing is too much for them. We didn’t expect the same level of care at an afterschool as our children were shown at nursery level, but we are just as happy with the amount of time given to our children, the activities planned, the variety of outings available during the school holidays and the general day-to-day things. We are asked to sign the children out when we pick them up and staff always make a point of having a quick chat with you. Couldn’t fault it.”
Areas for improvement
Staff had highlighted that regular monthly staff meetings were no longer planned. They stated that this was a disadvantage as at times, matters had to be discussed while the children were in attendance, important issues were not recorded and no agenda could be set.
(See Recommendation 2 of Quality Theme 4, Statement 4)

We directed the manager to the SSSC website where pro-formas are available for staff to record their post registration training, evaluations of training attended and development information.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
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
Methods to involve service users and carers in assessing and improving the quality of the management and leadership of the service are included under Quality Theme 1, Statement 1 of this report.

Areas for improvement
Please also refer to Areas for Improvement under Quality Theme 1, Statement 1 of this report.

Grade awarded for this statement: 5 - Very 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 this inspection we found that the performance of the service for this statement was adequate. We looked at a range of documentation, including the Registration Certificate, Insurance Certificate, relevant policies and procedures and discussed monitoring and quality assurance systems with the manager and depute manager.

Parents were encouraged to share their ideas and suggestions for the overall development of the service. This was mainly done verbally but other opportunities to record their suggestions was offered through a suggestion box, comments cards, a newly introduced social networking page, text, email and questionnaires.

A new system of supervision and appraisal for staff had been adopted and records were now kept electronically. We viewed two examples of recent staff appraisals. Four of the five staff members who completed the care standards ‘strongly agreed/agreed’ that they had regular individual supervision sessions with their line manager. One person ‘disagreed’.

In previous years, monthly staff meetings were arranged. Staff stated that this was no longer the case and general discussions now had to take place during the session, while the children were in attendance. They felt that this was not appropriate. Staff comments included:

“We previously had monthly staff meetings which gave each staff member the opportunity to discuss all aspects of the service and have input into activities etc. This was also an opportunity to discuss any issues staff may have or also any further support or information they required. I feel this was both beneficial to both staff and the service, with the children benefitting from good and regular communication among staff, the manager and the management committee.”

PVG and relevant enhanced disclosure numbers were listed with the dates these checks had been completed and relevant dates for renewal. This was a recommendation made at the previous inspection and has now been met.
We raised a few issues with the manager at the end of the first day of the inspection process. We were pleased that any issues we raised were addressed promptly and the manager periodically kept us informed of progress made.

**Areas for improvement**

The Registration Certificate states that "during the operating times the service will have the exclusive use of: church premises - main hall, ante hall, toilet and kitchen, school premises - main hall and toilets. "On arrival at the service, there were members of the public freely accessing the main church and foyer area all day, as it was an in-service day for the children and a polling day for the general public. We saw that staff were vigilant in checking the toilets prior to children accessing them and supervised the children between the hall and the corridor area.

We discussed the arrangements in place for using the school on holidays and in-service days, as happened previously. If the conditions are no longer representative of how the service is provided, a variation eform should be submitted requesting changes to be considered.
(See Recommendation 1)

The provider should provide a set time for staff meetings on a regular basis, to enable staff to have meaningful and purposeful discussions with regards to the needs of the children and the overall development of the service. The agenda and minutes of all meetings should be recorded.
(See Recommendation 2)

The manager and depute manager explained that an informal monitoring programme was in place, whereby staff interaction, staff practice, activities, snack choices, systematic review of policies etc were looked at, but no formal records were kept. The service should formalise and extend monitoring procedures to include eg monthly audits of medication required and stored in the premises, audits of accident/incidents in the service, the format/structure of the day, resources, staff practice, review and update of polices as required, to further develop the quality of the service.
(See Recommendation 3)

There was no formal improvement plan in place which showed previous plans for the overall development of the service or areas currently planned for development. Written records should be devised and should include areas planned for development, who is responsible, any training if required, timescales, outcomes and evaluations.
(See Recommendation 4)
Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 4

Recommendations

1. The provider should ensure that the service meet the conditions stated on the Registration Certificate at all times.

   National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well-Managed Service.

2. The provider should ensure that staff have regular staff meetings. A record of the agenda and minutes of all meetings should be kept.

   National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well-Managed Service.

3. Monitoring systems should be further developed by management to address the areas highlighted above.

   National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well-Managed Service.

4. An improvement plan should be devised to show the planned development of the service.

   National Care Standards Early Education and Childcare up to the age of 16: 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

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

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
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<td>11 Jul 2011</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
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<td></td>
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<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
</tr>
<tr>
<td>29 Oct 2009</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 5 - Very Good</td>
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<td>Staffing 4 - Good</td>
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<td>Management and Leadership 4 - Good</td>
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</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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