

## Care service inspection report

# Quarriers Family Resource Centre

## Day Care of Children

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Ruchazie

Glasgow

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Telephone: 0141 774 8202

Type of inspection: Unannounced

Inspection completed on: 21 October 2014



HAPPY TO TRANSLATE

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### Service provided by:

Quarriers

### Service provider number:

SP2003000264

### Care service number:

CS2003014363

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## Summary

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

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

### We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

### What the service does well

Quarriers Family Resource Centre staff had established very strong relationships with children and families. Parents and carers of children attending the service were provided with a range of opportunities to participate in assessing and improving the quality of the service. The parents we spoke to commented very positively about these processes and felt that their contribution to the life and work of the service was valued.

### What the service could do better

Management were in the process of reviewing service procedures to ensure that they followed best practice guidance. They had identified the following areas for improvement and should continue with those plans:

- \* To make service documents including web based information such as handbook and policies more user friendly.
- \* To develop self-evaluation tools for children to monitor the quality of the service.
- \* To continue to develop and review our nursery planning in conjunction with the Pre-birth to Three guidance and GIRFEC.

## What the service has done since the last inspection

The service had introduced new systems to address any child protection concerns which included ensuring staff training was regularly refreshed and took account of the most recent guidance from Scottish Government. In this way everyone understood their role and responsibilities for safeguarding children.

## Conclusion

Quarriers Family Resource Centre is confident about involving parents/carers in all decisions related to the quality of the service delivered to families. Parents confirmed this in the responses they gave us within the Care Standards questionnaires and during the inspection.

The service should take account of areas for improvement from this report to continue to develop the service.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website [www.careinspectorate.com](http://www.careinspectorate.com). This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

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

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

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

Quarriers Family Resource Centre is a service provided by Quarriers. The service operates from purpose built accommodation in the east end of Glasgow. The service has sole occupancy of the building and has secure outdoor play areas.

The service is registered to provide a care service to a maximum of 29 children aged from birth to under three years in the following age groups:

- 9 aged under 2 years
- 20 aged 2-3 years

The service operates between 8.30 am and 5.30 pm, Monday to Friday 52 weeks per year.

The service aims include:

- \* To create a warm welcoming home from home environment where all children and their families feel comfortable and valued.
- \* To develop a positive partnership between families and staff where everyone feels their contributions to their children's learning is valued.
- \* To respect and value children's preferences and opinions through observation and consultation.
- \* To support children and adults as learners.

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

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 5 - Very 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](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

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

### What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by an Inspector on behalf of the Care Inspectorate. The inspection took place on Tuesday 21 October 2014 between 8.45 am and 4.30 pm. We gave feedback to one of the service managers and a representative for the provider on the same day.

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

We sent 15 care standard questionnaires to parents/carers who use the service and received eight completed questionnaires before the inspection visit.

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

We spoke with:

- \* The manager of the service
- \* Three members of staff
- \* Two parents
- \* Children

We looked at:

- \* Registration certificate
- \* Insurance certificate
- \* Evidence from the provider's self assessment
- \* Policies and procedures
- \* Observations of how staff worked with children
- \* Registration information and personal planning records about children
- \* Parent information displays handbook and website
- \* Staff training and supervision records
- \* Administration and storage of medication
- \* Audit of accidents and incidents

- \* Risk assessments
- \* Questionnaires for children, parents/carers and other stakeholders

### **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](http://www.firelawscotland.org)



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

#### The requirement

The service should review its procedures for infection control.

This is to comply with the Social Care and Social Work Improvement Scotland / Requirements for care services regulations 2011 SSI 210, Section 4, Welfare of Users.

Timescale: Upon receipt of this report

#### What the service did to meet the requirement

The service had reviewed the following measures to minimise the risk of cross infection among its users and staff had been informed of these changes:

\* The service did not have any generic nappy cream for children's use. Staff only applied nappy creams that had been brought into the nursery by an individual child's parents. Creams were administered when an appropriate medication form had been completed, signed and dated by the parent.

\* Management had made the decision to remove all spare clothes, nappies and wipes from the nappy changing area. These items were now stored in sealed boxes in a cupboard within the individual playrooms. Families supplied nappies and wipes for their child and these were stored in the child's individual bag and removed by staff when required.

**The requirement is:** Met - Within Timescales

### **The requirement**

The service should implement procedures for reviewing children's personal plans with parents. The dates of the six monthly reviews should be recorded and any updated information included in children's personal plans.

This is to comply with the Social Care and Social Work improvement Scotland/ Requirements for care services regulations 2011 SSI 210, Section 5, Personal Plans.

Timescale: To commence upon receipt of this report and be up to date within 4 months of receipt of report.

### **What the service did to meet the requirement**

Management had added an end of month review section that included 'next steps' to children's Individual Learning Stories. Parent/carers were asked to sign this section to confirm that they had read about their child's experiences and development. Quarterly home visits had been arranged for keyworkers to discuss children's individual Learning Story with their parent/carer. Staff were using this opportunity to review all the child's records with the parent/carer and to discuss next steps. The visits were recorded on the child's review sheet and monitored by the service manager. When we sampled children's personal plans we found that the 'all about me' information was not always current therefore have carried this forward to a new recommendation under Quality Theme 1, Statement 3 of this report.

**The requirement is:** Met - Within Timescales

### **The requirement**

The provider must ensure the service's complaints procedure includes the timescale for the service to respond to complaints.

This is to comply with the Social Care and Social Work Improvement Scotland/ Requirements for care services regulations 2011 SSI 210, section 18 complaints.

Timescale: Upon receipt of the finalised report.

### **What the service did to meet the requirement**

The complaints policy had been updated and copies distributed to parents/carers and staff. The timescale within which complainants could expect a response was displayed on the service noticeboard.

**The requirement is:** Met - Within Timescales

### **The annual return**

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

**Annual Return Received:** Yes - Electronic

### **Comments on Self Assessment**

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

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

The service identified what it thought it did well, some areas for development and any changes it had planned. The service told us how their users had taken part in the self-assessment process.

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

There were up to 13 children present at different times throughout our visit. Children of all ages were free to make choices, including who they played with and where. We observed caring and respectful staff interactions with children as they went about their daily routines, such as nappy changing.

### **Taking carers' views into account**

Fifteen Care Standards Questionnaires were sent out by the Care Inspectorate and eight were returned by parents/carers before the inspection. Seven of the respondents had taken time to add constructive comments, which included:

"I think we are getting the best service for our child. She is developing so quick. Thanks."

"The service I get from Quarriers has helped my child develop and grow, learning lots from the service."

"Quarriers is a great environment for my daughter. She was very shy and has taken to the staff and other kids really well, they also have lots of clubs and day trips through the summer and weekly events also, she will really miss everyone when she moves to Elmcroft Nursery next month."

"The staff are always happy and approachable. You can always tell they love their jobs and are happy to be in. They are really patient with the kids (took my son 5 months to settle in but they didn't mind) and try to help them come out their shell and speak/join in with other kids."

"My child has come on loads since been here. Her speaking has come on loads and she loves going to nursery here."

Other views from parents/carers have been incorporated in the relevant sections of this report.

### 3 The inspection

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

#### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

##### Statement 1

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

##### Service strengths

At the inspection we found the performance of the service was very good for this statement. We looked at evidence for how the service had progressed in ensuring that all parents/carers had opportunities to become involved in assessing the quality of the service. This was an area for improvement that had been identified at the previous inspection. We read the service participation strategy and it was clear that this ethos was embedded in staff practice. We concluded this after we observed practice, sampled relevant documentation and spoke with children, parents, management and staff.

Management had a genuine open door policy. The parents we spoke to told us that managers and staff were always available to listen to any problems or offer advice and ideas for supporting their children's development. Parents/carers had been invited to join the Voices for Change Group and to participate in keyworker meetings, parents' week and other events that let them know how the service was provided and to involve them in decision making about the life and work of the service.

There were noticeboards throughout the corridors and playrooms that displayed information on various aspects of the service, including a copy of their registration certificate and Inspection Report from the Care Inspectorate and also details about local and national initiatives that might be of interest to families. There were lots of ways that parents could find out more or add their suggestions and ideas for the service, these included:

\* Social networking (Facebook) site with protected access to promote parent involvement whilst also ensuring children's confidentiality.

- \* 'What we do well' and 'How can we improve?' wall with slips for people to give feedback on what they felt the service did well or could do better.
- \* Service newsletter highlighting information related to the care standard quality themes, such as encouraging recycling of materials.
- \* Policy Wall with invitation asking parents/carers to review service policies.
- \* 'I can tree' where staff and families could celebrate children's most recent achievements, for example we read one from a parent that said "I now sleep in my big boy car bed."
- \* Topic based newsletter explaining benefits of tooth brushing and asking for parent consent for their child to participate in the tooth brushing programme 'Child smile'. There was a linked display wall with leaflets, food ideas and staff training certificates for delivering the Child smile programme.
- \* Care slips to ensure that there was a two way flow of information between staff and parents about each child's daily routine or changes such as someone new picking the child up from the service.
- \* Question of the month that asked parent/carers their views on issues linked to the care standards that could then be used by staff to inform service improvement.
- \* Digital photo frame highlighting children's activities so that families could find out how their child spent their time at nursery and be reassured that their child had settled.

The above information kept everyone informed of the child's immediate and wider world however picture prompts, photographs and children's artwork were evident throughout the playrooms and were used as tools for involvement, allowing parents to see what children had been experiencing, to stimulate discussion and to help children choose what they would like to do next.

The service had compiled user friendly questionnaires for parents/carers to complete with their child that had helped staff find out children's preferences for snack foods as well as the friends that were important to them at nursery. This demonstrated to us that children's views were respected and taken account of when staff were planning activities. We saw further evidence of this within the short term plans that were on display within the playrooms. These plans included a section for staff to record spontaneous activities based on children's choices each day. Parents were encouraged to add their views to help staff evaluate the activities and identify next steps for supporting children's learning and development.

Parents and carers had clearly taken time and effort to complete the Care Standards questionnaires and had included detailed comments. All responses confirmed that they had received clear information about the service before their child started using it. Most parents strongly agreed that they continued to be kept informed about what was happening in the service, for example through newsletters.

### Areas for improvement

The service should continue to build on their very good practice of promoting the participation of children and their families. In their self-assessment the service had stated their intention to organise workshops and information sessions for parents/carers informed by their responses to questionnaires. They should continue with these plans.

We had looked at the folder of evidence of parent/carers involvement within the service. One of the managers told us that staff took this information into consideration in their planning for children and to make improvements to the service.

However at feedback we talked about how these findings could be collated more effectively so that people could see how their contributions had been used to improve the quality of the service. Management should ensure that all methods of participation are monitored. Please see Areas for Improvement under Quality Theme 4, Statement 4 of this report.

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

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

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

#### Service strengths

At the inspection we found the performance of the service was good for this statement. For this statement we looked at the progress the service had made in meeting two previous requirements regarding infection prevention and control and also reviewing children's personal plans. These requirements had been overtaken; please refer to information in section 2 of this report.

There were appropriate policies and procedures in place to support children's all round needs, for example Child Protection, Risk Assessments, Accidents/Incidents and the Administration of Children's Medication. A particular focus for this inspection was how the service had promoted children's health and wellbeing through infection prevention and control measures. We could see that there were measures in place to prevent cross infection and to help keep children and staff healthy. These included:

- \* Safe storage, preparation and serving of food, such as fridge temperature monitoring;
- \* Personal hygiene routines, such as hand washing and tooth brushing;
- \* Cleaning schedules and colour coded clothes and boards to prevent cross contamination between different areas;
- \* Waste management procedures that ensured bins in areas used by children were lined, lidded and pedal operated.

Children's healthy lifestyle was further promoted through regular access to the enclosed outdoor area, where there was a range of resources that supported children to develop their gross motor skills as well as stimulating their curiosity and imagination. We observed children participating in energetic physical play indoors to as the accommodation included a soft play room.

We could see that staff were supporting children's emotional wellbeing. All of the playrooms had areas with soft furnishings where children could relax and take time out from the bustle of nursery life. Parents told us how impressed they were by the relaxation techniques offered by the service which included children were learning about yoga and parents being offered classes in baby massage. Children had access to a sensory room and staff told us that they had found this resource particularly beneficial for children that needed some one-to-one time with their keyworker. A keyworker is an identified member of staff who takes a special interest in individual children's care, learning and development and monitors their progress.



The staff we spoke to knew the individual children in their care well and had built trusting relationships with the families where there was a two way flow of information. This helped ensure there was continuity in children's routines between home and the service. For example staff were aware of safe sleeping practices and had agreed sleep routines with parents/carers. We saw that there were sleeping mats for children who needed to sleep and there was individual bedding that was laundered within the premises. Staff logged the temperature of the room and monitored sleeping children carefully to ensure their health and safety.

Keyworkers spoke about how they worked in partnership with project staff from the Family Centre where the service was based and had additional links with colleagues from Health, Education and Social Work. This helped ensure that the child and their family's wider needs were supported. The approach was also in keeping with Scottish Government's vision for Getting it right for every child (GIRFEC). GIRFEC aims to ensure that everyone works together to give children the best start in life.

We sampled children's personal files and learning stories for further evidence to support how children's health, wellbeing and safety needs were being met. There was personal information, consent forms and observations of children linked to 'Pre Birth to Three: supporting positive outcomes for Scotland's children and families', which is the relevant national curriculum guidance for children of that age group. Good practice was followed by involving parents in collating some of this information and we saw that there were monthly review forms for parents/carers to share additional information about their child's learning and development. This made it more likely that staff planned activities that took account of individual children's needs and interests.

All of the parents/carers who responded to the Care Standard questionnaires strongly agreed that their child could experience and choose from a balanced range of activities. Respondents also strongly agreed that staff regularly assessed their child's learning and development and used this when planning the next steps.

### **Areas for improvement**

The service should continue to build on their good practice of capturing meaningful information within children's personal plans. However staff should be more vigilant about ensuring that the 'all about me' information for individual children is kept up-to-date. When we sampled children's 'all about me' records we found that they did not always reflect children's current needs. For example changes to their dietary needs and preferences. Taking children's individual needs into consideration can help them to feel safe, secure and nurtured in their environment. Please see Recommendation 1.

The service had a clear infection control policy and copies of Health Protection Scotland (HPS) guidance on 'Infection Prevention and Control in Childcare Settings' were made available for staff. We acknowledged that we had observed staff modelling good hand hygiene with older children however in the baby room clothes were used to wash babies' hands before snack and their hands were not dried. HPS guidance states that best practice would be to use running water and liquid soap to wash children's hands with paper towels for drying. This is to help reduce the likelihood of any cross infection among people using the service and to keep everyone healthy. Please see Recommendation 2.

An appropriate policy was in place for the administration and storage of children's medication and the staff we spoke to understood these measures. However the paperwork we sampled had missing information, such as dates and signatures. At feedback we spoke to management about the need for them to audit the systems for the administration of children's medication in order to ensure children's safety. Please see Recommendation 3.

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

**Number of requirements:** 0

**Number of recommendations:** 3

### Recommendations

1. Management and keyworkers should ensure that all elements of children's personal plans are consistently updated and monitored in consultation with families.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 3: Health & Wellbeing and Standard 7: A caring environment.

2. Staff should support children to follow the good practice guidelines for hand washing found in the HPS publication - 'Infection Prevention and Control in Childcare Settings' (2011).

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 2: A safe environment and Standard 3: Health and wellbeing.

3. Management should review the procedures for the administration of children's medication and incorporate best practice. The service should refer to the Care Inspectorate guidance: Management of Medication in Daycare and Childminding Services.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 3: Health and Wellbeing and Standard 14: Well-managed service.

## Quality Theme 2: Quality of Environment

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 environment within the service.

#### Service strengths

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

We observed that the environment was child friendly and was organised in a way that promoted children's choice, independence and curiosity. Parents/carers had been involved in fundraising for the service and had been invited to make suggestions for resources to purchase that would enhance their child's experiences.

The service was an integral part of the provider's family centre where there were lots of facilities to support the whole family for example by space for training and support groups. There was signposting to other initiatives within the wider community that could be of benefit to families.

#### Areas for improvement

Please refer to Quality Theme 1 Statement 1 Areas for Improvement.

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

Access to the service was by a door entry system with additional security throughout the service. There were signing-in procedures for all visitors that were overseen by the janitor. We saw that comprehensive registers were kept for children in each of the playrooms and staff noted any changes to collection arrangements for children. In this way management could monitor who was in the service at any given time and who they needed to account for in an emergency, thus keeping children safe and secure.

The building was purpose built and we found it to be warm, bright, spacious and inviting for children and families. The service accommodation and children's resources were clean and well maintained. The service had its own secure outdoor playing area. The janitor was responsible for overseeing the daily upkeep of the premises however the provider had an online system in place for management to report any maintenance issues. We could see from records that these were dealt with in good time. Risk assessments were in place for all of the areas accessed by children. We were able to see an appropriate accident and incident policy was in place and accident records were kept that included information about what had happened to the child and action taken by staff. These measures gave parents reassurance that staff were making sure of the continued safety of their child.

During the inspection, children could participate in free play and organised activities. We observed children making different use of the resources available depending on their ability, needs and wishes.

All parents/carers who returned questionnaires to the Care Inspectorate strongly agreed that the service was safe, secure, hygienic, smoke free, pleasant and stimulating. They also strongly agreed that there was enough space for their children to play and get involved in a range of activities. Seven respondents strongly agreed that the service had a suitable range of equipment, toys and resources for children; the other agreed.

### Areas for improvement

The service should continue to build on their very good practice of providing a safe and stimulating environment for children.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## 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

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

There were photo boards to help families identify who the staff were and their roles, such as which staff worked in their child's playroom and who their child's keyworker was. Information about staff training and Scottish Social Services Council (SSSC) registration was also on display. The SSSC is responsible for registering people who work in social services and regulating their education and training. Families were kept up to date with more recent staff training and achievements in the service newsletter. In this way parents/carers could be reassured that their children were being cared for by competent staff that were continually looking for new ways to support children's care and learning.

In the Care Standard questionnaires returned, all parents/carers strongly agreed that staff had the skills and experience to care for their child. They also strongly agreed that their child appeared happy and confident with staff and similarly that the staff treated their child fairly and with respect. Their comments included:

"I find Quarriers nursery really good and enjoyable for my son. He loves his teachers and has good communication with them and play. I always trust the staff knowing they can provide best care and attention for him. They have also guided me and giving best advice for tantrums and my son hitting and biting other children, these exercises are working."

"My child has autism and was diagnosed when at Quarriers. The staff were great as a lot of 3rd parties were involved with my child like Speech Therapy. Staff were taught on how to interact and bring out the best in my child. My son has now started nursery as he has turned 3 and I think if my son had not been in Quarriers from a young age he would have not been able to cope with other children and people in his new nursery. I cannot fault the staff and management they have been so helpful and caring toward me and my family."

**Areas for improvement**

Please refer to Quality Theme 1 Statement 1 Areas for Improvement.

**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 that the performance of this service was very good for this statement. Staff records showed that staff had been recruited using safe recruitment practices. For example Scottish Social Services Council (SSSC) registration was documented for all staff and management kept an audit to ensure this was up-to-date. We saw that management had an induction programme in place and new staff confirmed that the induction process had been very positive.

Despite recent staffing changes staff were a strong team and we observed they were supportive to one another and communicated effectively to ensure positive outcomes for the children. Staff acknowledged the importance of reporting a colleague's poor practice in order to safeguard the children in their care.

There was a reflective practice diary in each of the playrooms to inform staff planning for children and help identify any staff development needs. Staff told us that management were very responsive and that the provider gave them very good access to training as well as time for planning and research. They also told us about their plans to participate in a range of collegiate visits to give them ideas for embedding the national Pre-birth to Three guidance into their own planning.

From looking at samples of children's learning stories, room plans and displays we could see that staff used children's ideas together with observations to plan the next steps to support children's learning and development. Information about national policy guidance such as 'Pre Birth to Three: Positive Outcomes for Scotland's Children and Families' and GIRFEC were on display to help explain the relevance for children attending the service. This kept parents/carers informed about some of the approaches that guided the work of staff and meant everyone could work together and support children to do their best.

The provider had established staff appraisal systems which offered opportunities to discuss practice issues and training needs. Staff told us that they also met regularly as a team to discuss issues relating to the service and the children. Staff were able to contribute to the agenda for these meetings and a note of the meeting was recorded and made available to them for reference.



Management had made good use of staff expertise and staff had participated in training to support designated responsibilities. For example the Child Protection Co-ordinator took part in meetings and training organised by their local authority which had helped them ensure that appropriate measures were in place within the service to safeguard children. They had shared their learning with the staff team through providing in-house refresher Child Protection training and developing a flow chart of protocols to follow if they had any concerns about a child's welfare and safety.

We distributed five questionnaires to staff and all of these were returned which demonstrated to us that staff were willing to participate in the self-evaluation process and to contribute to service improvement. Their responses confirmed that they were familiar with the policies and procedures that were in place to ensure the quality of the provision for children and families. All of the respondents strongly agreed that they were confident that they had the skills to support people using the service.

### **Areas for improvement**

The service should continue with its very good practice of supporting staff development.

**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

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

Minutes from the Voices for Change Group were circulated to all families regardless of whether they had attended the meeting. This meant that everyone knew about decisions made and could ask for items to be added to the agenda.

Management had told us that they organised parents' weeks rather than parents' evenings to help parents organise a meeting based around their other commitments, such as work or training. Management took this opportunity to involve parents in the self-evaluation of the service. Management and staff were keen to ensure that information they produced was relevant to the service users. We looked at an example where a questionnaire had been included with the service handbook so that people could let staff know whether they had found the information helpful or if there were ways the handbook could be improved.

The service had a clear Complaints Policy and appropriate procedures were in place to record complaints. This made it more likely that parents/carers would voice their views knowing that they would be taken seriously.

All eight of the parents who returned questionnaires to the Care Inspectorate strongly agreed that they and their child had been involved in developing the service through being asked for ideas and feedback.

### Areas for improvement

Please refer to Quality Theme 1 Statement 1 Areas for Improvement.

**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 the inspection we found the performance of the service was good for this statement. Please refer to Quality Theme 1 Statement 1 Service Strengths for approaches used by the service to promote participation. The service provider had achieved Investors in People status which meant that the quality of the work of the service was monitored by external standards that gave staff targets for maintaining and improving on their practice. The provider's 'Building for Excellence Manual' gave management and staff an infrastructure of support for delivering the service.

As part of this the provider's quality manager audited various aspects of the service monthly and shared their findings with the service managers so that they could see what the service were doing well and how the outcomes for children could be improved.

Discussions with management and staff confirmed that they followed the provider's guidance and other national good practice guidance. As a result the service's policies and procedures supported staff in providing a very good quality of care to the children and families who used the service.

We looked at the feedback folder from consultations with children, families, staff and other stakeholders. Some of this evidence had been cross referenced to Child at the Centre 2, a standardised quality assurance tool that sets out performance indicators informed by the care standards. We saw evidence of how staff had been involved in the process of self-evaluation within the following activities:

- \* Minutes of staff and management meetings.
- \* Attendance register of children and of staff which demonstrated that staff:child ratios were in keeping with national care standards.
- \* Monthly review of children's learning stories, using development milestones to track children's progress and decide on how best to support their next steps.
- \* Management support and supervision of staff.
- \* Formal monitoring of the playrooms undertaken fortnightly by management.

Feedback from the above activities was used to assess and improve the quality of the service. Management were also supported in their monitoring and evaluation role through two local sector networks: The North East Children and Family Forum and the Children and Young People Forum. These forums provided staff with access to training and sharing best practice with colleagues thus giving them ideas for improving the quality of the service provided to children.

### Areas for improvement

Management should continue to build on their good practice of involving everyone in the quality assurance of the service as a whole. In their self-assessment the service had identified some of the ways that they might achieve this, such as:

- \* Managers continuing to review service procedures to ensure they follow current guidance and best practice.
- \* Staff allocated time for research including good practice visits to local nurseries.
- \* Develop self-evaluation opportunities for children, to monitor the quality of the service.

They should continue with these plans. At feedback we talked about how there was already lots of evidence of the service consulting with families but it had not been collated effectively to highlight how evidence was used to help improve the quality of the service. We also suggested that the service would find it beneficial to archive some of their older evidence to help ensure that their work was informed by current practice and guidance. We referred management to the HUB section of the Care Inspectorate website where they would be able to access the most recent editions of policy and best practice guidance. The service had already begun this process within their review of policies. Please see Recommendation 1.

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

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The manager of the service should continue to implement a robust quality assurance system and ensure that all stakeholders have been involved in the process.

This is to make sure that monitoring and evaluation is continuous and takes account of relevant national and local advice.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 13: Improving the Service and Standard 14: Well managed service.

# 4 Other information

## Complaints

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

## Enforcements

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

## Additional Information

n/a

## Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 4	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings
12 Dec 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
7 Sep 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 5 - Very Good
19 Jan 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership 4 - Good

## Inspection report continued

11 Dec 2008	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate

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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