

Care service inspection report

Hawthorn Children and Families Centre

Day Care of Children

2f Bogwood Road

Mayfield

Dalkeith

EH22 5DQ

Telephone: 0131 271 3116

Type of inspection: Unannounced

Inspection completed on: 23 January 2015



HAPPY TO TRANSLATE

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Service provided by:

Midlothian Council

Service provider number:

SP2003002602

Care service number:

CS2003015176

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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	6	Excellent
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The centre provides a safe, secure and welcoming environment for parents, carers and children. Older children help to make decisions about the activities and play materials provided by the staff team.

The staff team are committed to addressing the needs of families using the centre.

The staff team support children's transitions within the playrooms or to other educational establishments very well.

Parents and carers have excellent opportunities to become more confident and skilled in supporting their child's early learning through play.

What the service could do better

We made three recommendations at this inspection.

The recommendations relate to:

- ensuring the medication policy and procedures reflect current good practice guidance
- improving nappy changing facilities in the Tigger bathroom and
- further developing risk assessment procedures.

The manager will submit an improvement action plan to the Care Inspectorate. This

will show the action the service will take to address the recommendations made during this inspection. We have included further information in the main body of the report.

What the service has done since the last inspection

Parents and carers have helped to improve the children's outdoor play area.

The service has recently secured the use of a local authority flat. This will help staff to facilitate contact with parents and promote good parenting skills in a more realistic setting. Parents and carers have been involved in the refurbishment of the flat.

Conclusion

We found Hawthorn Children and Families Centre continues to provide a highly valued facility for families in need of the service.

The manager in collaboration with the staff intends to continue to build on the centre's strengths and address the recommendations and areas of improvement we identified during this inspection.

1 About the service we inspected

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, 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.
- A requirement is a statement that sets out what is required of a care service to comply with the Public Services Reforms (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 Inspectorate.

Hawthorn Children and Families Centre is a registered day care of children service operated by Midlothian Council. The centre is located in a residential area of Mayfield, in Dalkeith.

The accommodation comprises of a large open plan playroom, a number of smaller playrooms including a soft play area and a sensory room, a parents/carers room, offices, meeting rooms, a kitchen and an enclosed outdoor play area.

The centre can operate Monday to Friday between the hours of 8.00am and 6.00pm. At the time of inspection, 58 families and 62 children were using the centre.

The centre works in partnership with the local authority to provide early learning and childcare placements.

The aims and objectives of the service are as follows:

Hawthorn Children & Families Centre offers a quality preventative service to protect the most vulnerable children across Midlothian. We aim to offer support to children pre birth to 5 years of age and their families. We do this through the delivery of an integrated family learning approach, working in partnership with families and with a

range of other professionals i.e. speech and language therapists, education, physiotherapists, health visitors, social workers, occupational therapists, music and art therapists, etc. This is to ensure that children's basic needs and early learning needs are met. In addition to improving the lives of vulnerable children we also work with children who have a disability or affected by Disability.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very 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 0345 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 completed this inspection over three visits. On 13 January 2015, we carried out an unannounced inspection visit to the service that took place between 8:15am and 4pm. On 15th and 16th January 2015, we carried out announced visits to complete the inspection process and give verbal feedback to the centre manager and the Midlothian Council service manager (resources).

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

We sent twelve care standards questionnaires to the manager to distribute to families who used the service. We received two completed questionnaires.

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

We spoke with:

- eight parents/carers
- the manager
- the service manager (resources)
- the senior nursery officer
- the group worker
- ten members of staff
- the cook
- the bus driver
- the bus escort and
- the caretaker.

Throughout this report, we will refer to the manager, the deputy manager and the senior nursery officer as the management team. We will refer to the management team and the staff as the staff team.

We looked at:

- a sample of the policies, procedures, records and other documents related to the

quality statements inspected

- certificates of registration and insurance
- information provided to families who use the centre
- the methods used to communicate with families using the centre
- examples of consultation with families using the centre
- children's records and personal plans
- medication records
- risk assessments and safety checklists
- the Standards and Quality Report 2013-14 (Tiggers)
- self-assessment and performance monitoring documents
- Hawthorn Children and Families Centre Service Review June 2014
- Hawthorn Children and Families Centre 14/15 Action Plan
- the workplace learning and development needs summary 2014/15
- staff training records and
- staff supervision records

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 requirements we made at our last inspection

The requirement

It is required that the toilet, hand washing sinks and nappy changing facilities should be suitable for use by the children. They should be well maintained and kept in a good state of decoration and repair.

This is in order to comply with The Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011, SSI 2011/210, regulation 10, (2) (a)- requiring the premises to be suitable for the purpose of achieving the aims and objectives of the care service as set out in the aims and objectives of the care service; (b) - are of sound construction and kept in a good state of repair externally and internally and (d) - are decorated and maintained to a standard appropriate to the care service.

Timescale: Three months from receipt of this report

What the service did to meet the requirement

The local authority had refurbished the facilities concerned.

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 completed self-assessment document. The manager identified what the service did well, some areas for development and any changes planned. The

manager also told us how the people who use the service had taken part in the self-assessment process.

Taking the views of people using the care service into account

We found that the majority of the children present during our inspection visits were relaxed and settled. Most were keen to take part in the activities provided and confidently followed a relaxed but familiar routine. Some of the older children were happy to talk to the inspecting officer. They spoke about the things they enjoyed doing. Their favourite activities included 'playing outside' and 'playing with their friends'. They also enjoyed books, the computer, the ball swamp and painting.

Staff supported younger children and children new to the service very well.

Taking carers' views into account

We received two completed Care Standards Questionnaires during the inspection. The respondents 'agreed' or 'strongly agreed' that they were happy with the quality of care provided.

We spoke with eight parents and carers during our inspection visits. Overall, they had confidence in the service provided. Their comments included:

'Staff have helped to bring my son out of his shell. They provide an educational, fun, safe learning experience for my son.'

'I've no complaints about the centre or the staff. They do their job well. I can see my child in a safe environment.'

'I look after my child while I'm here. Staff make sure I get the care right.'

'The playroom can be busy but staff don't talk about your personal circumstances in front of other parents. They will ask to speak to you in private.'

'The centre meets our needs completely.'

'If I've any concerns I go to staff or the manager.'

'My child loves coming and is getting on well. I enjoy the parents group. It's a chance to do something and meet other parents.'

'The staff have really brought him on. We try to work the same way at home.'

'Staff gave us photographs. Nice to see the way he has grown up.'

'Using the centre has a stigma attached to it but it's not fair. They do a really good job and they have helped us.'

Parents also commented that:

'The toys are all crammed together so the children don't have enough space to play.'

'Meal times are difficult. I can't do everything the staff ask.'

We discussed these comments with the manager during feedback.

Feedback obtained from the Care Inspectorate questionnaire is contained within the

relevant sections of this report. We considered the views of parents and carers in awarding the grade for each Quality Statement.

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: 6 - Excellent

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

Hawthorn Children and Families Centre was performing to an excellent standard in the areas covered by this statement. We came to this decision after we spoke with the staff team, considered the feedback the centre had received from families using the service and looked at the methods used to consult with parents, carers and children. We also took account of feedback provided by parents and carers and the respondents to the questionnaire issued by the Care Inspectorate.

We found that the staff team effectively consulted with families using the centre. For example:

- Wherever possible the staff team involved children in making decisions about the activities and play materials provided. They achieved this through talking and listening to the children and carefully observing the children's play.
- The centre cook was involving the children in assessing meals and snack. The children recorded their preferences using smiley or sad faces. The cook intends to review the menu taking into account the children's views.
- The methods used to consult with parents and carers reflected the preferences of families using the centre. As a result, the staff team used regular informal conversations and occasional questionnaires to obtain feedback about the service provided.
- Most parents and carers spend time with their child/ren in the playrooms on a planned basis. This enabled parents and carers to get to know how the centre operated and develop working relationships with the staff. Therefore,

parents and carers were in a position to make informed comments about the service they and their child/ren experienced.

- Parents and carers had regular opportunities to get involved with their child's early learning and care. This included attending regular pre-planned meeting to discuss their and their child/ren's progress and next steps.
- The centre provided excellent opportunities for parents and carers to develop parenting skills and life skills through workshops, training course and social events. As a result, parents and carers told us they had improved their cooking skills and become more confident in supporting their children's early learning through play and reading stories. Parents had also undertaken voluntary work, which they hoped would improve their employment prospects.
- We found examples of parents and carers and members of the local community providing the centre with practical help and assistance. This included the refurbishment of a flat that will provided additional space for the centre and building a dry riverbed in the children's outdoor play area.
- Parents and carers were also involved in the recruitment of staff.

The staff team shared effectively a wide range of useful information with families using the centre. The methods used to achieve this included:

- Information leaflets and booklets about the service the centre aimed to provide.
- Noticeboards located in various areas throughout the centre.
- Each playroom issued a regular newsletter. This provided parents and carers with information about any changes and planned events within each playroom.

Overall, the parents and carers we spoke with supported our findings. Some had self-referred on the strength of previous positive contact with the centre. One parent commented 'We've been on a journey. We didn't like coming at first but now we know they are here to help'. The respondents to the questionnaire issued by the Care Inspectorate 'agreed' or 'strongly agreed' that the service asked them to share their ideas and give feedback.

Areas for improvement

While a number of parents and carers were clear about placement expectations and timescales this was not the case across the service. The manager should ensure continuity within the service with regard to sharing this information with parents and carers.

The staff team were developing methods to help children share their views and make choices.

In the Tigger room, staff had recently clearly identified their expectations of children's

behaviour. They were considering how best to share this information with the children and develop a meaningful positive behaviour management tool.

Where appropriate the manager should share feedback obtained through the consultation methods outlined above with families using the service.

Only a limited amount of information about the centre and the service provided was available on the Midlothian Council website. Although the manager had developed an information booklet for parents and carers, the service did not have a centre handbook as in other local Midlothian Council childcare establishments.

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

The staff team had excellent systems in place to help them address children's health and wellbeing needs. We came to this decision after we reviewed the information kept in relation to children, considered the service's policies and procedures and spoke to management and staff. We also took account of feedback provided by parents and carers and the respondents to the questionnaire issued by the Care Inspectorate.

- We found that as per the service's aims and objectives the staff team were committed to addressing the needs of families using the centre.
- Staff briefings and morning meetings enabled the staff team to plan for and respond to the individual needs of parents, carers and children on a daily basis.
- The staff team worked closely with other professionals to identify how best to provide appropriate support for families using the centre. As a result, they provided a flexible service, which made effective use of significant inputs from a number of partnership agencies. This included developing Individual Educational Plans for those children in need of additional support. The centre also provided music and art therapy sessions.
- If necessary the staff team helped parents and carers to develop their childcare skills. For example, they provide a wide range of information and guidance parents and carers told us they found helpful. This ranged from making up formula milk safely to supporting their child's learning and development.
- The staff team had access to Midlothian Councils 'Framework i'. This ensured effective sharing of accurate information between partnership agencies.
- Social workers referring families to the centre complete a risk assessment as part of referral process.
- The staff team had up-to-date information about each child's health and wellbeing, stage of development and individual likes and dislikes. They used this information to develop a personal plan for each child using the centre. Senior staff took responsibility for ensuring children's plans were reviewed within the required timescales. Parents and carers were involved in the review process wherever possible.
- Where necessary the staff team used 'Boardmaker Symbols' to aid children's communication.
- The centre planned for and supported children's transitions within the playrooms or to other educational establishments. We found that as well as completing transition records, staff had made a photo book to help those children moving on to a local primary school.

- The staff team followed the centre's policies and procedures to help keep children safe and promote their wellbeing. This included implementing the local authority's absence monitoring and child protection policies.
- A member of the staff team worked with 'Sleep Scotland' to promote the importance of health sleep. At the time of this inspection, she was working with two families using the centre.
- The group worker had led the centre in successfully implementing the 'Big bedtime read' an Early Years Collaborative initiative. The 'Big bedtime read' aimed to promote attachment and child development as well as improve literacy through the provision of regular reading by parents to children.

Staff ensured that the children had opportunities to learn about and practice healthy lifestyles. For example:

- The children took part in the national tooth-brushing programme for nurseries and schools, 'Childsmile'.
- Most of the children were encouraged to follow good hand washing routines.
- Children were encouraged to develop useful life skills such as putting on their own coats and shoes.
- Parents, carers, children and staff present at lunchtime enjoyed healthy prepared meals.
- Children had regular access to fresh air and energetic play.
- Children could rest and sleep as needed.

Overall, we found that the staff team understood the health and wellbeing needs of the children in their care very well. They interacted warmly with the children and provided appropriate encouragement, reassurance and comfort.

Areas for improvement

As part of this inspection, we looked at records kept in relation to medication. We found that overall the staff team maintained accurate medication records. The manager had obtained a copy of the recently published good practice guidance relating to medication. The manager intends to update the service's medication policy and procedures to reflect this guidance. We asked the manager to ensure that the storage of medication was included in this review. (See recommendation 1 for this quality statement.)

The manager should ensure that wherever necessary risk assessments are in place for children attending the centre.

The staff team intend to improve early learning experiences for children by working with a local authority teacher and a quality improvement officer.

The staff in the Butterfly room intend to reintroduce 'First Words' an Early Years

Collaborative initiative.

The manager intends to use the recently refurbished flat to facilitate contact with parents and promote good parenting skill in a more realistic setting.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should update the service's medication policy and procedures in accordance with current good practice guidance.
National Care Standards for Early Education and Childcare up to the age of 16.
Standard 3.6 Health and Wellbeing.

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

We did not inspect against this statement but we have included relevant evidence on the quality of participation in Statement 1.1.

Areas for improvement

See Quality Statement 1.1.

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

The staff team had very good systems in place to protect service users and make sure that the environment was safe. We came to this decision after we looked at the accommodation and the resources available to children, observed the care of the children present and spoke with management and staff. We also took account of feedback provided by parents and carers and the respondents to the questionnaire issued by the Care Inspectorate.

- We found that overall the staff team worked together to provide a welcoming, nurturing environment for the children in their care.
- A secure entry system helped the staff team to ensure that only authorised persons gained access to the centre.
- We saw that staff supervised the children carefully at all times. Staff ensured that they released children into the care of an appropriate adult at the end of each session.

- Procedures were in place to ensure the safety of those children transported to and from the centre by minibus. This included the use of appropriate car seats.
- A dedicated parent's room provided space for workshops, focus groups and other events. Parents and carers had helped to choose soft furnishing that helped to make the room comfortable and inviting.
- Overall, the staff team made effective use of the space available. As a result, children had sufficient space to play individually and in groups.
- A covered outdoor play area and a variety of play surfaces helped to ensure that children could play outside all year round.
- The staff team used a combination daily visual checks and cleaning rotas to help them provide a safe environment for children. This included ensuring that the children's play materials and resources were in good order. Most of the activities and play materials provided by staff reflected the children's interests and stages of development.
- We observed children choosing toys and play materials independently. The use of shallow trays, open shelves and photographs helped children identify and choose resources.
- The management team had developed written risk assessments for some of the known hazards staff may encounter. The risk assessments we looked at considered the safety of staff working alone and/or outwith the centre.
- As part of this inspection, we looked at how well this service promoted children's health and well-being through infection prevention measures. We found that staff had attended a range of useful training courses including infection control and safe food handling. Overall, they effectively used this training, in conjunction with the service's policies and procedures, to promote children's safety.

Overall, the parents and carers we spoke with supported our findings. The respondents to the questionnaire issued by the Care Inspectorate confirmed that the centre provided a safe, secure, environment for their children.

Areas for improvement

We found that the nappy changing facilities for children in the Tigger room were clearly visible from the playroom. This arrangement compromised children's privacy. (See recommendation 1 for this quality statement.)

During our first visit, we saw that in some areas the layout of resources within the playrooms restricted the children's access to play materials. By our second visit, the staff team had started to plan and implement improvements.

Appropriate seating should be available for staff, parents and carers feeding children in the Butterfly room. Doing so would improve infection prevention measures by offering an alternative to sitting on the floor.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The nappy changing facilities in the Tigger room should be located in an area that ensures children's privacy and dignity.
National Care Standards for early education and childcare up to the age of 16.
Standard 2.4 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

We did not inspect against this statement but we have included relevant evidence on the quality of participation in Statement 1.1.

Areas for improvement

See Quality Statement 1.1.

Grade awarded for this statement: 6 – Excellent

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

The staff team were performing to a very good standard in the areas covered by this statement. We came to this decision after we reviewed staff records, looked at the service's policies and procedures and spoke with management and staff. We also took account of feedback provided by parents and carers and the respondents to the questionnaire issued by the Care Inspectorate.

- We saw that the staff team worked well together and that they treated parents and carers with respect.
- The parents and carers we spoke with had confidence in the skills of the staff team. The respondents to the questionnaire issued by the Care Inspectorate also expressed this view.
- We found that most of the children were comfortable and settled in the care of the staff. Staff treated the children kindly and routinely praised and rewarded the children's achievements.

- The staff team regularly met to plan future activities, share good practice and discuss children's progress and next steps.
- All members of the staff had achieved or had applied for registration with the appropriate professional body.
- All members of the staff team had achieved appropriate childcare qualification. Some members of the staff team were working towards additional qualifications.
- Staff had access to training/learning opportunities on a regular basis. As a result, across the staff team they had accumulated a valuable range of knowledge and childcare skills.
- The management team used staff supervision in conjunction with regular staff meetings to identify individual training needs. Staff confirmed they received helpful feedback about their performance, which enabled them to continue to develop their childcare skills. They also commented that the managers 'open door' policy enable them to raise any concerns quickly and effectively.

In conclusion, we found the staff team were highly motivated and enthusiastic about their work. They strived to develop effective working relationships with the parents and carers and were committed to providing a service tailored to the individual needs of the families using the centre.

Areas for improvement

In the Tigger room staff aimed to enhance their childcare practice by improving communication between management, staff, parents and carers. They had introduced several tools to assist with this such as a communication diary and an 'Evaluation and Review' of playroom practice sheet. Staff commented that this was working well and that they intend to build on progress made so far.

Staff provided younger children with opportunities to use Treasure Baskets and take part in Heuristic Play. Staff could enhance children's experiences of these types of play through training and/or research into effective use of these materials.

The staff team intend to improve their skills relating to children's early learning by working with a local authority teacher and a quality improvement officer.

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: 5 - Very 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

We did not inspect against this statement but we have included relevant evidence on the quality of participation in Statement 1.1.

Areas for improvement

See Quality Statement 1.1.

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

The centre was performing to a very good standard in the areas covered by this statement. We came to this decision after we reviewed the centre's quality assurance processes and spoke with management team and the staff. We also took account of feedback provided by parents and carers and the respondents to the questionnaire issued by the Care Inspectorate.

- We found that the quality assurance systems and processes routinely involved families using the centre. As described in quality statement 1.1 the management team had established effective methods of obtaining feedback from families using the centre.
- The centre worked in partnership with Midlothian Council to provide early learning and childcare placements. The quality improvement officer and the partnership teacher provided useful external evaluations of children's early learning experiences. They assisted staff to take forward suggestions for

improvement by providing written feedback and identifying sources of support.

- The manager had regular opportunities to share information about developments within the local authority that affect the provision at the centre. For example, the manager routinely attended Partnership Centre management meeting.
- The Parenting Strategy Group and the Early Years Collaborative provided opportunities for the staff team to share information about good practice with other professionals. For example, peers had recognised the centre's implementation of the 'Big Bedtime Read' as an example of good practice.
- Team meetings, training events and supervision enabled staff to share their views both collectively and individually. Staff commented that the manager was approachable, enthusiastic and readily available when needed.

The management team, in collaboration with staff, had used information obtained through these quality assurance systems and processes to develop the centre's improvement plan. The improvement plan incorporated timescales for achieving the priorities identified and highlighted the potential benefits for families using the centre.

Areas for improvement

Due to the nature of the service, in addition to staff a number of adults including parents, carers and visitors may be present in the play areas. The staff team are aware of this and took steps to minimise the impact on children's play and learning whenever possible. We have asked the manager to develop a risk assessment in relation to adults in the children's play areas. (See recommendation 1 for this quality statement.)

The management team should continue to develop the procedures used to monitor and evaluate the quality of children's experiences and staff practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. In order to ensure the safety of children the manager should further develop the centre's risk assessment procedures to include adults, other than staff, present within the centre.

National Care Standards for early education and childcare up to the age of 16.
Standard 2.2 A safe environment.

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 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

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
18 Jan 2013	Unannounced	Care and support 6 - Excellent Environment 5 - Very Good Staffing 6 - Excellent Management and Leadership 5 - Very Good
7 Jun 2010	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing 6 - Excellent Management and Leadership Not Assessed
23 Jul 2009	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very Good Management and Leadership 6 - Excellent

Inspection report continued

9 Jul 2008	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

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