

Stepping Stones for Families South Ayrshire Sitter Service Child Care Agency

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Type of inspection: Unannounced
Inspection completed on: 23 January 2017

Service provided by:
Stepping Stones For Families

Service provider number:
SP2003001274

Care service number:
CS2005101465

About the service

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

We wrote this report following an unannounced inspection that took place on 13 December 2016 and 23 January 2017. Between these dates the service provided us with the information we requested and we gathered further information from staff and two parents using the service. We looked at how the service supported children to reach their potential and how they monitored the quality of children's experiences.

The service provides sitters to families for respite purposes.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

What people told us

We did not speak to people who use the service as part of this inspection. We reviewed their feedback through the services paperwork.

We had two Care Standards Questionnaires (CSQs) completed and returned to us during our inspection. We also had feedback from two parents via email. We also had four staff CSQs returned. Overall all parents indicated they were happy with the quality of care their child received.

Some comments from parents included: "Stepping Stones for Families Play and Care has Increased (my child's) confidence, expanded his horizons, improved his social skills. It makes a positive difference to (my child) and the rest of the family" and "I was given all the information needed about the service before it started. I know the procedure and who to contact if there are a concern. I know the worker takes care and supports my child as I am usually in the house and witness this and if I do go out my child can show me what they have been doing and I have faith in the staff. I always have time to chat to the worker and we share a lot of information about my child".

Self assessment

The Care Inspectorate received a fully completed self-assessment from the service. This was completed by the manager. The self-assessment gave examples of improvements they had implemented as well as areas for development. The management team spoke with us about their plans for these improvements.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

The service took the whole families needs into account when tailoring their support to the child. The personal plans were in place for each child. Parents spoke positively about their relationships with staff and how the service had impacted on their lives. This showed that families voices and preferences were valued and responded to by the service.

Staff were matched to families dependent on skills and knowledge this meant that the support provided to children was individualised. This allowed them to use the information they gathered on children as a tool to make sure they were receiving the support that best suited their needs at the time.

There was an acting manager in place. She also provided support for some children. This gave her a unique insight into how service delivery directly affected those who use it. The service had reviewed and updated paperwork and recording systems for medication and training audits. This was good as it meant they were actively keen to improve the service. Through their close work with families they were able to source and ensure staff attended training that met children's needs. This was good as it showed a commitment to promoting positive outcomes for children.

Parents indicated that they knew who the management team were and who to contact if they had any issues or worries. The management team had developed good relationships with families.

What the service could do better

The provider had not met a requirement and two recommendations from the last inspection. These are repeated (see requirement 1 and recommendations 1 and 2). The service was sometimes operating outwith its registration as a childcare agency (see requirement 2). We met with the provider and discussed the way forward regarding this issue. Personal plans were not reviewed within timescales and did not always contain the required information as defined by legislation (see requirement 3). The service's paperwork did not reflect the name identified on the registration certificate. This could cause confusion to people using the service (see recommendation 3). We discussed how the service could be further developed with the acting manager and manager.

Requirements

Number of requirements: 3

1. The provider must ensure that the coordinator with staff undertake personal risk assessments for more demanding practical care needs. Risk assessments should detail appropriate interventions and strategies and agree these with the families concerned.

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 4(1)(a).

Timescale for meeting this Requirement: 1 month from receipt of this report.

2. The provider must ensure that children are supported whether on a day-to-day or on an occasional basis, wholly or mainly in the home of the child's parents.

This is in order to comply with: PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010, SCHEDULE 12 regulation (1)(2)(b)

Timescale for meeting this Requirement: 1 month from receipt of this report.

3. Personal plans must be reviewed and contain the required information as detailed in legislation, including but not limited to:

- meaningful and up to date information
- reviewed every six months unless a significant event occurs
- signed and dated by parents/guardians
- children should also have input where appropriate

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 5(1)(2)(a)(b)(c)(d).

Timescale for meeting this Requirement: 1 month from receipt of this report.

Recommendations

Number of recommendations: 3

1. The provider should ensure that the coordinator checks that all care plans have sufficient detail; reviews be completed at least once in every six-month period, are signed by those contributing, dated and where appropriate include the views of the children.

National Care Standards 4 Childcare Agencies - Quality

2. The provider should ensure that the coordinator schedules robust systematic monitoring of the quality of outcomes for the children, staff practice and record keeping.

National Care Standards 5 Childcare Agencies - Management and Staffing Arrangements

3. The provider should ensure that people using the service have clear information as to the name the service is registered under with the Care Inspectorate.

National Care Standards for early education and childcare up to the age of 16.

National Care Standards 5 Childcare Agencies - Management and Staffing Arrangements

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
31 Jul 2013	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Aug 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
16 Jun 2008	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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