

The Family Legacy Centre

Day Care of Children

301 Springfield Road
Glasgow
G40 3LJ

Telephone: 0141 648 8640

Type of inspection: Unannounced
Inspection completed on: 20 July 2017

Service provided by:
The People's Development Trust

Service provider number:
SP2015012528

Care service number:
CS2015338805

About the service

The Family Legacy Centre was registered by the Care Inspectorate in October 2015. The service is based in the Legacy Hub in Dalmarnock, a new centre which is part of the legacy of the Commonwealth Games. The service provider is 'The People's Development Trust', a registered charity set up to support the long term regeneration of the area. The centre is registered to provide a care service to a maximum of 51 children as follows; 12 children up to 2 years only, 15 children aged 2 to 3 years, 24 children aged 3 years to those not attending primary school. The centre is open plan in design with a designated outdoor play area.

Included in the aims and objectives of the service is:

- parents can access affordable and flexible childcare.
- children can be nurtured and supported in their all round development.
- children have access to an innovative and active early years curriculum.
- families are embraced as partners in the work of the Family Legacy.

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We observed that staff were kind and caring in their interactions with the children. Some of the children had developed close friendships with each other. We sent out 15 questionnaires and three were completed and returned to us before our inspection. All of the parents confirmed that they had some concerns about the quality of care their child receives in the service.

Parents commented:

"Staff at the moment have been going through a few changes which has been uncertain for longer than expected so a lot of agency staff have been in and out and unsettling to myself although my son doesn't seem to be affected by it in any way. I would prefer more information on what my son is learning and what his personal progression is as well as any additional help at home I can do if he is struggling or has a strong interest in."

"I was very concerned, and still am, around the massive staff attrition rates which no doubt contributed to the findings in the recent report regarding one member of staff who had not completed the appropriate checks. What was more concerning is that a parents' night was set up at very short notice with no prior information. This meant I was unable to assess the importance of the meeting and arrange emergency leave to attend."

"Generally I am happy with the service, however there is a couple of things that worries me when I have to leave my child in nursery. I've noticed that a lack of common sense is a big issue. Some staff don't want to see things or it is a lack of care. During cold days my child was in the garden with wet socks or without jacket. Last winter my son was playing in the garden with wet sleeves inside jacket. Outside was -2."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

A child protection policy and procedure was in place, however some staff had not completed training. The service had recently provided a short inservice training session and the head of centre told us she planned to organise a full day Child Protection training. (See recommendation 1).

During our observations we found staff to be caring and responsive. However, for the majority of children, outcomes were not positive. Children were observed to move around the 2 to 5 playroom without engaging in their play and learning. This area was also not set up to provide younger children with support within a nurturing, caring environment.

Children aged under 2 had their own playroom. We found that, in practice, staff were mainly task orientated. This meant that children experienced a lack of meaningful interactions and appropriate stimulation. The outdoor play area was not effectively used to enhance children's learning and development. Experiences for inquiry learning were limited for all age groups of children. (See recommendation 2).

We observed that children had personal plans. These were stored in the playrooms. The head of centre had developed new care plans to support the recording of children's preferences and individual likes/dislikes. The 'All About Me' documents were not updated. Most observations were not dated. The personal plans contained limited observations and next steps in children's learning was not recorded. Previous information recorded about children had been sent home and staff were unable to track children's progress. This meant there was not clear information to share how children's learning was progressing and the specific areas that staff were taking forward with individual children. Observations should reflect children's learning, with clearly identified individual next steps in children's learning. Next steps should be tracked to reflect children's progress. Personal plans were not being reviewed every six months with parents, in line with current legislation. We discussed that staff should take collective responsibility for carrying out observations in order to support children's continued learning. (See recommendation 3).

The head of centre told us that the service was moving towards the use of E Learning journals in the near future.

The service had a medication policy and procedure. Parents had completed consent forms for their child. We found that there was room for further improvement. Parents should clearly identify signs and symptoms for children receiving long term medication. The service should conduct regular audits of medication. (See recommendation 4).

We observed children having snack and lunch in the service. The arrangement for group snack for older children interrupted their flow of play. We saw that some children managed this interruption while others became disengaged. Staff should consider the best way to provide snack to ensure children enjoy a more positive experience. Most children struggled with the use of flat plates for snack. Bowls would have been easier for children to successfully use. All children enjoyed their lunch. Staff should consider how they can promote children's independence when having lunch and snack. (See recommendation 5).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 5

1. The management team and staff should complete child protection training to ensure that the policy and procedure is fully understood and implemented.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 3, Health and wellbeing.
2. The management team and staff should monitor and review how children's learning is taken forward in the playrooms. Children should be actively involved in their learning through spontaneous play opportunities and well planned purposeful play. Learning experiences should extend and sustain children's interest.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 4, Engaging with children; and Standard 5, Quality of experience.
3. The management team and staff should ensure that purposeful individual observations and clearly identified next steps are recorded for each child. Staff should ensure that spontaneous observations are carried out, where appropriate. This will give clear information on children's individual learning and support each child's keyworker in identifying individual next steps in learning for each child in their group. Children's personal plans should be reviewed every six months, or when appropriate with parents. Processes should be developed to encourage children to have ownership of their personal plans.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 3, Health and wellbeing.
4. The management team and staff should ensure that permission forms for medication are appropriately completed, with parents clearly detailing any signs and symptoms for long term medication. These forms should be reviewed termly to ensure accuracy of information. An audit of the medication should be in place to reflect the medication stored in the premises.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 3,- Health and wellbeing.

5. The manager and staff should implement NHS Health Scotland guidance, Setting the Table, during snack and lunchtimes for children. Staff should consider the provision of snack, for example, preparing for snack time, promoting independence for children, involving them in setting the table, helping to prepare food and serving themselves. Suitable utensils should be used. National Care Standards, Early Education and Childcare up to the age of 16, Standard 5, Quality of experience.

Grade: 2 - weak

Quality of environment

Findings from the inspection

Risk assessments were displayed in the service to ensure staff and visitors were aware of any potential risks and any action that had been taken. However, we found that some risk assessments needed to be updated to reflect the current environment, for example sand pit no longer used, office no longer in place, water feature in the garden not operational. (See recommendation 1).

We observed that a significant number of the areas in the service were in need of cleaning. Floors throughout the playrooms appeared dirty. The bin used for food waste in the 2 to 5 playroom did not have a lid. The toilet door in the 2 to 5 playroom was wedged open and the children's snack area was situated immediately outside the toilets. This meant that there was potential for cross contamination. Overall the service was in need of redecoration. (See requirement 1).

We observed children did not have access to a rich learning environment. The head of centre told us that new resources had recently been purchased. However, in each of the areas there were limited resources. We found some of the self selection trays were empty. Jigsaws and puzzles were missing parts. Resources were not effectively presented to promote stimulation or interest in children. Children could not fully access resources available. The majority and layout of the areas were too small to support the numbers of children being cared for. This meant that children did not have the opportunity to be actively involved in their own learning with the ability to explore, investigate and spend time being engrossed in their play. (See recommendation 2).

The head of centre advised that although the bi-fold doors accessing the outdoor area were usually fully open, due to the limited size of the outdoor play area children were not able to free flow between indoors and outdoors. This meant that children did not have choice when they went outside or stayed inside. Due to the children spending shorter periods of time outdoors there were not opportunities for children to become engrossed and develop their play and learning. There was also a lack of natural outdoor resources and materials. (See recommendation 3).

The arrangement for storing buggies in the covered outdoor play area impacted on play space. The head of centre told us that she was considering funding for storage. (See recommendation 4).

The areas for younger children in particular did not provide a calm, nurturing environment. Playrooms were disorganised, there was a lack of comfortable fittings and furnishings and younger children were not exposed to real life experiences. Home links were not reflected in the setting to provide comfort to children and aid transitions. The sleep area for young children did not provide a restful, comforting environment. The head of centre and staff should review the layout of the playrooms and provision of resources to enhance children's experiences. (See recommendation 5).

A recommendation about strong cooking smells in the playroom was recorded in the last inspection report. Action had not yet been taken in relation to this. (See recommendation 6).

Requirements

Number of requirements: 1

1. The service provider should ensure that children are being cared for in a clean environment.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 [SSI 2011 No. 210] Regulation 4 (1)(a) Welfare of service users; and Regulation 10(1)(2)(d) Fitness of premises.

Timescale – 2/10/17.

Recommendations

Number of recommendations: 6

1. Risk assessments should be reviewed and updated to ensure that they reflect the current environment. National Care Standards, Early Education and Childcare up to the age of 16, Standard 2, A safe environment.

2. The management team and staff should monitor and review the range and quantity of resources available and the areas set up to support children's play and learning. Children should have access to a rich learning environment.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 5, Quality of experience.

3. The management team should monitor the use of the outdoor play space and the quality of activities the children have access to. Management should consider having specific members of staff stationed outside at all times to provide consistent quality experiences for all children. Management may wish to develop systems to encourage children to share when they wished to go outside, not necessarily going out in key groups. The management team and staff should make use of best practice guidance to support this development, such as My World Outdoors; and Loose Parts Play.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 5, Quality of experience.

4. The manager should arrange suitable storage for children's buggies.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 2, A safe environment.

5. The management team and staff should review playrooms and resources in relation to provision of nurture for children. The management team and staff should make use of best practice guidance to support this development, such as Pre Birth to Three: Positive Outcomes for Scotland's Children and Families and Building the Ambition, national Practice Guidance on Early Learning and Childcare.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 5, Quality of experience.

6. The service should enhance the environment for children and staff by eliminating continuous strong cooking smells.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3, Health and wellbeing.

Grade: 2 - weak

Quality of staffing

Findings from the inspection

There was a recruitment process in place. However, staff files were incomplete and needed to be better organised. The service was actively trying to recruit staff but the head of centre told us this was proving difficult. Discussions regarding this were taking place with the board who are the providers of the service. There had been numerous changes in the management and staff team since the last inspection. Core staff, including the manager, had left the service and a number of new staff including the deputy manager and head of centre and newly qualified, inexperienced staff were in place. Staff were focusing on building relationships, reviewing practice and establishing the staff team to enable the service to move forward.

The head of centre should consider deployment of staff and the use of agency staff to ensure that skilled, experienced staff are in place to provide continuity of care and quality experiences for children. (See recommendation 1).

Staff had accessed some recent training. This was difficult to assess as staff files were incomplete. The head of centre acknowledged that these needed to be organised. Staff told us the training was mainly provided in house or personally accessed on line and that they would welcome more formalised training.

Staff did not have particular areas of responsibility to develop in the service. (See recommendation 2).

There were limited opportunities for staff to meet as a team or in smaller groups due to shift patterns. This meant that staff did not have regular opportunities to share and discuss good practice. (See recommendation 3).

The head of centre told us that she had recently developed a system of supervision and appraisal for staff. However, this had not yet been implemented. (See recommendation 4).

We saw that staff were caring and enthusiastic and worked hard to care for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The provider should support the head of centre to ensure that suitably qualified and experienced staff are recruited and appropriately deployed in the service.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the service.

2. Staff should access appropriate training to promote positive outcomes for children. Training plans should support staff to take forward the recommendations made in this report. Staff should be mindful of the training requirement that is part of their registration with the Scottish Social Services Council (SSSC). This is the national body that regulates Social Service Workers and Employers.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the service; and SSSC Codes of Practice.

3. Staff should have opportunities to continue to build the new team and to have professional dialogue to share best practice to promote positive outcomes for children. It would be helpful if staff roles and responsibilities in relation to their SSSC registration Codes of Practice were discussed during this process.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the service; and SSSC Codes of Practice.

4. The head of centre should engage with staff in supervision and appraisal.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the service.

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

In discussion with the management and staff team we found that everyone was aware that there were issues to be taken forward to improve the quality of service. All of the team were keen to move forward and improve outcomes for children.

As the service improvement plan had only recently been developed, the head of centre should continue to take forward the service priorities. The management team had started to introduce quality assurance systems, such as some monitoring of the playroom. Although the management team agreed with our findings from the inspection regarding the playrooms, we found that the monitoring recorded by the service did not reflect these findings. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team and staff should develop robust systematic systems to monitor the quality of work of staff members and the service as a whole. Everyone should have clear focus on monitoring and evaluating the quality of children's learning and on tracking their progress and achievements. They should work effectively as a team. The requirement and recommendations from this report should form the basis of the service's improvement plan. The provider should support the management team in this process.

National Care Standards, Early education and childcare up to the age of 16, Standard 14, Well managed service.

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service should provide appropriate storage for children's buggies.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 2, A safe environment.

This recommendation was made on 2 September 2016.

Action taken on previous recommendation

This had not yet been addressed. The manager told us she was in process of securing funding for outdoor storage. A recommendation will be recorded in this report.

Recommendation 2

The service should enhance the environment for children and staff by eliminating continuous strong cooking smells.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3, Health and wellbeing.

This recommendation was made on 2 September 2016.

Action taken on previous recommendation

This had not yet been addressed. A recommendation will be recorded in this report.

Recommendation 3

The service should provide a safe environment for children's rest and sleep.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 2, A safe environment.

This recommendation was made on 2 September 2016.

Action taken on previous recommendation

The service had redeveloped the manager's office to use as a sleep area. Although this provided a safer sleep area for children it still required attention to provide a calm, nurturing space for children. This will be recorded in this report.

Recommendation 4

The service should continue to develop and implement an improvement plan.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13, Improving the service.

This recommendation was made on 2 September 2016.

Action taken on previous recommendation

An improvement plan had recently been developed as part of the partnership arrangement with Glasgow City Council for funded places. The service were beginning to implement this.

Recommendation 5

The manager should review accident forms as planned.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 14, Well managed service.

This recommendation was made on 2 September 2016.

Action taken on previous recommendation

This was in process of being completed. A recommendation has been recorded in this report.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
27 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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