

Clackmannanshire Women's Aid Day Care of Children

Alloa

Type of inspection: Unannounced
Inspection completed on: 21 March 2018

Service provided by:
Clackmannanshire Women's Aid

Service provider number:
SP2004006115

Care service number:
CS2004072420

About the service

Clackmannanshire Women's Aid registered a day care of children service with the Care Inspectorate on 1 April 2011. The service is registered to provide care as follows:

1. Day Care/Follow On: To provide a service to a maximum of seven children between birth and 16 years who are or have been provided with accommodation in a Women's Aid Refuge.
2. A suitably qualified and experienced person must be in charge at all times.
3. At all times the children cared for shall be supervised according to Annexe A of the National Standards for Early Education and Childcare. A copy of that Annexe shall be displayed along with this certificate.
4. When the service provision takes place out with the premises from which the registered service operates, Conditions 2 and 3 will continue to apply.
5. CS2004072420 - Clackmannanshire Women's Aid Outreach: To provide a planned programme support service to children and young people who are not provided with accommodation in a Women's Aid Refuge.
6. A suitably qualified experienced person must be in charge at all times.
7. At all times the children cared for shall be supervised according to Annexe A of the National Standards for Early Education and Childcare. A copy of that Annexe shall be displayed along with this certificate.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

During the inspection we met one young person. They were relaxed with staff and happily chatted to us about their time spent in the refuge and the care and support received in the follow on service. On the day we visited the refuge the young person was looking forward to the planned activities.

The young person enjoyed a snack of crackers and cheese, this had been selected as staff knew this was a particular favourite. The young person told us 'staff are very helpful, I can go to them with anything, they are kind'. They told us they liked the activities and games available because they were interesting and appropriate for their age. The young person told us they were involved in the planning of the service and were hoping to attend the next annual general meeting.

We sent six Care Standards Questionnaires to families who use the service. One was completed and returned to us before the inspection visit. In the returned questionnaire the parent strongly agreed that overall they were happy with the quality of care their child received in the service. The parent responded positively throughout the questionnaire.

We spoke to one parent. This parent told us she and her child were supported well by staff and she felt safe in the service. The parent made positive comments about staff and how they had supported her and the child to become actively involved in the community and enjoy local groups and amenities.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We asked to look at their own improvement plan. Although the manager and staff had identified some areas of strengths and improvements that could be made, there was no formal improvement plan in place.

To support continual improvements and positive outcomes for children, young people and their families formal methods for assessing quality should be developed and implemented. This should include identifying improvements to be made, action plans for how these improvements could be achieved and continual monitoring of these plans with further evaluations.

This is something that has been recognised by the service and is currently being addressed.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Children and young people were cared for in an extremely nurturing environment where they could feel safe and secure. The staff team remained committed to supporting the children and young people as individuals who were listened to, respected and recognised as experts of their own feelings, wishes and experiences.

The children and young people were empowered to lead their own time in the playroom and follow on support sessions. A particular strength was the level of children and young people's involvement in making key decisions about the care and support they receive. This included attending meetings to express their views and contribute to making improvements. This gave them appropriate responsibility and promoted self-worth, pride and ownership of their own experiences.

Interactions between staff and the young person present demonstrated a trusting relationship. As the young person confidently chatted and joked with staff it was evident she felt at ease with them and in the playroom environment.

Staff knew the children and young people very well and effectively shared information that would support them to continue meeting their needs to an exceptional level. Ensuring the inclusion of the family unit when identifying individual support strategies contributed to the high quality outcomes.

Staff demonstrated a strong knowledge of how to support children and young people experiencing trauma, distressed behaviours and other related issues. They successfully developed support strategies for each individual to promote good mental health and meet their emotional needs. The staff team remained available for children and young people to chat to most of the day and used a variety of tools and props to help children develop resilience and feelings of being safe, nurtured, respected and included.

Care and support plans remained meaningful and well-developed, enabling staff to clearly track children and young people's individual experiences and identify how they can best support them. Where possible these plans were created with the child and young person, ensuring they remained relevant, purposeful and identified what was important to them. This meant staff could offer the right level of support needed. Regular reviews and updates ensured significant changes were monitored contributing to the child led approach. This and effective working with other professionals such as women's workers, health teams, social work and education teams meant children and young people could be supported by the right people at the right time in the most effective way to ensure their overall wellbeing.

A clear focus on supporting children's rights and wellbeing meant swift action was taken in ensuring children's safety and protection.

The wellbeing needs of each family remained at the heart of the service, with the main focus of supporting children and young people. This included supporting their lives holistically, for example promoting use of groups and activities in the local environment and accessing relevant services when needed. This helped the children and young people to develop friendships and promoted their inclusion.

What the service could do better

The staff team remained reflective of their practice and demonstrated a desire to continue developing their professional knowledge. We discussed various documents which will support them to remain up to date and continue to provide high quality play and learning experiences for children and young people. These included My World Outdoors, Building the Ambition and Our Creative Journey. These documents can be found on the HUB section of our website. We also shared various websites which may be useful when promoting resilience in children and young people.

Although all relevant recruitment checks had been made, the recording of these in individual staff files could be improved to ensure clear and easy tracking systems.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
24 Mar 2016	Announced (short notice)	Care and support 6 - Excellent Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
8 Jan 2014	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
18 May 2012	Announced (short notice)	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
28 Sep 2010	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 May 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
25 Jun 2008	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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