

Renfrewshire Council - Mobile Creche Day Care of Children

Adult Learning & Literacies Services
West Johnstone Shared Campus
Beith Road
Johnstone
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Telephone: 01505 335873

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

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Care service number:
CS2005111792

About the service

The daycare of children service was registered by the Care Inspectorate on 1 April 2011. The service was registered to provide care to a maximum of 100 children from birth up to 16 years of age. The crèche was provided by Renfrewshire Council and operates from a variety of locations within the Renfrewshire area.

The maximum number of children to be cared for within each of the premises is agreed with the Care Inspectorate. The service provides childcare for adults attending education, training, health and other community based activities.

The service states that it aims to provide care and quality play opportunities, which enable children to socialise and share toys/equipment in a safe and stimulating environment.

The Care Inspectorate regulates care services in Scotland. Information about 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 1 April 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people, and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

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 indicators. We use these indicators at inspection, to assess how services are making a positive difference for children. Information on SHANARRI can be found at www.scotland.gov.uk.

What people told us

There were two children at each crèche on the days of our visit. Children were relaxed, happy and made to feel safe and secure by staff.

We sent out 35 Care Standards Questionnaires before we visited the service and received 7 completed before our visit. Parents/carers who returned the questionnaires were very happy with the service provided. Some of the areas that they felt especially positive about were the relationships staff had built with them and their children, and staff overall.

Self assessment

The service has not been asked to complete a self assessment in advance of the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The crèche operated to support parents/carers who required childcare to enable them to attend courses or groups. Some children may only attend the crèche once some attend more often.

To enable staff to meet the care and support needs of children a registration form had been developed. This gathered a good range of basic information about each child. Staff had also developed a method to identify some basic developmental outcomes for each child which were agreed with the parent/carer and they had tried to update these regularly. However, the sporadic nature of attendance at the crèche often made this very difficult to achieve and we took this into account when viewing personal plans. We saw from personal care plans/folders that children were consulted and where possible encouraged to express their feelings/ views.

Staff had developed a crèche information/welcome pack, this gave parents/carers a good overview of the crèche and what to expect. Staff talked to us about the information they gave to parents/carers and how they signposted them to the relevant information.

Children experienced sensitive and responsive care, helping to build on their confidence and self-esteem; children were respectful and kind to each other. Staff knew the children well and worked closely with families, to support children's wellbeing.

Children were able to make choices about their play which captured their interest, through creative and exploratory play.

During the sessions (where appropriate) children were provided with a healthy snack and drinks, or the food associated with the class (pizza). Staff were aware of best practice guidance for example Nutritional Guidance for Early Years.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of environment

Findings from the inspection

Children were kept safe by various systems and practices implemented by staff. Both crèches that were visited during this inspection were secured by a door entry system and all visitors were required to sign in when they visited. Staff would greet any visitors at the entrance before they gained access to the playrooms.

One venue we visited had direct access to a well resourced, inviting outdoor area. On the day we visited only very young babies were present however staff told us that on busier days children could independently choose to go outdoors. The other venue did not have direct access however staff tried to make the best use of the space available to them and include different kinds of play such as creative, small world play and imaginative. Staff also confirmed that again on busier days the staff did take children out doors to the school playground.

Procedures were in place to ensure risk assessments were completed for the premises and venues. The equipment, furnishings and resources were appropriate for the age and stage of the children attending the crèche. We noted that staff planned for children's play experiences to make sure they were offered a variety of challenging activities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

Children's health and wellbeing was promoted by a warm, caring and committed team of staff. We saw that staff cared for children in a calm, responsive manner. Children were cared for in an unhurried relaxed way that made them feel nurtured and valued. We noted that staff created opportunities for parents/carers to share information about the children at the start of the session and this helped the staff be aware of any new information they made to plan that child's day.

Children had developed friendships and positive attachments with staff which promoted their sense of security and emotional wellbeing. Staff clearly knew children and their families well.

We found the staff to be well-trained, motivated and professional. They spoke positively about their roles within the setting. Staff presented as respectful of each other creating a nurturing environment and positive ethos. Children approached staff for help and reassurance throughout the session which demonstrated that they had developed trusting relationships. Since the last inspection Staff had attended training and kept up-to-date with best practice and current childcare initiatives including My World Outdoors and the new Health and Social Care standards, this was in order to better support the children attending.

Creche staff all held childcare qualification's and had carried out a range of training to meet the needs of children. All had a good understanding of current good practice and were registered with the Scottish Social Services Council, which is the body responsible for regulating and developing the social care sector. Staff used the principles of Getting It Right for Every Child (GIRFEC) to influence how they supported and promoted children's wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The management team was newly established, although had worked within the service previously, We found that they were already having a positive impact on the service. Staff told us that they felt well supported by the manager, and believed her appointment to be a positive one. Since the last inspection we noted an ethos of improvement within the service with regular self-assessment and monitoring taking place. Staff confirmed the new manager visited each venue (or senior staff) to undertake a playroom monitoring exercise. Staff involved were given feedback and where appropriate positive pointers.

The manager demonstrated knowledge of the nursery's strengths and aspects for improvement. A newly established quality assurance system was in place which supported continuous improvement. Staff involvement in ongoing evaluation confirmed a shared outlook and team commitment to improving outcomes for children.

A range of informal and formal self-evaluation systems had been used to assess the work of the service. The information gathered had been used effectively to develop the service.

Staff felt supported by management and had access to training opportunities that supported them to develop their skills and knowledge. The positive relationship between staff and management enabled a supportive monitoring system. Training was linked to staff professional development and the needs of the children.

Management and staff showed a commitment to continual professional development inline with current guidance, legislation and best practice, this commitment ensured positive outcomes for children and families attending the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

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

To improve outcomes for children in relation to safety and the quality of their experiences we recommend that staff become more familiar with, and implement, the following recent best practice documents:

Infection Prevention and Control in Daycare and Childminding Settings. Health Protection Scotland and NHS Scotland. V2 September 2015

Management of medication in daycare of children and childminding services. The Care Inspectorate. 2014.

Building the Ambition. National Practice Guidance on Early Learning and Childcare Children and Young People (Scotland) Act 2014. The Scottish Government 2014.
My World Outdoors. The Care Inspectorate 2016.

This recommendation was made on 28 February 2017.

Action taken on previous recommendation

The new manager had arranged suitable training opportunities and staff meetings to raise staffs awareness of new best practice documents and legislation. Staff confirmed their attendance and described how they had used their knowledge to improve outcomes for children.

Recommendation 2

To improve arrangements for managing medicine safely we recommend that the policy and procedure is amended in line with the guidance referred to in recommendation 1.

There should be a clear record of the signs and symptoms that children who need medicine on a 'as required' basis would show and parents should sign to confirm they have seen the administered medicine record.

This recommendation was made on 28 February 2017.

Action taken on previous recommendation

The medication policy and procedure had been reviewed inline with best practice guidance, staff were aware of and implementing the new procedures.

Recommendation 3

We recommend, to improve quality assurance processes, that management provide staff with more regular opportunities to meet as a team and to become more familiar with current best practice guidance.

This recommendation was made on 28 February 2017.

Action taken on previous recommendation

We concluded from viewing documents and records, discussions with staff and observations during the inspection that staff were more familiar with legislation and best practice. This was as a result of increased training opportunities and team meetings.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings
28 Feb 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
25 Mar 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
29 Apr 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
12 Oct 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
17 Nov 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
9 Dec 2009	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
18 Mar 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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