

Wedding Crechers Scotland Day Care of Children

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Telephone: 07525 252985

Type of inspection:

Announced (short notice)

Completed on:

18 May 2018

Service provided by:

Wedding Crechers Scotland, a
Partnership

Service provider number:

SP2012011828

Service no:

CS2012308144

About the service

This service registered with the Care Inspectorate on 14 October 2013.

Wedding Crechers Scotland is registered to provide a care service to a maximum number of children aged six weeks to 12 years, as defined by the available space. Records of the space ratios will be retained by the service. The care service will operate between the times of 12:00 to 22:00, as and when required. Minimum staffing levels to adhere to the guidance in Annex A of the National Care Standards for Early Education & Childcare up to the age of 16. The service will be permitted to operate from a variety of premises. Written risk assessments will be completed and retained by the service. The Care Inspectorate must be informed in writing prior to these events taking place. The service mainly cares for children at large events, such as weddings, by providing a crèche facility where the event is taking place. Aims of the service included to provide a crèche service for events such as weddings, offering various bespoke packages, according to each couple or clients needs; offer a fun and exciting service, in which children, up to 12 years old are able to enjoy their time in our care and provide a stimulating environment, in which children can feel safe and secure.

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

There were eight children present at this inspection visit. The care service was held inside the wedding venue at Carberry Tower mansion house and estate, near Musselburgh, East Lothian. The children were keen to explore the variety of toys and resources that were on offer. They settled quickly with the team who were welcoming and helpful.

Self assessment

We did not request a self-assessment from the providers at this inspection. We discussed improvement plans for the future of the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

The service had maintained the very good practice in meeting children's care and support needs. Preparing well for children's arrival and asking some key questions about their needs allowed the team to ensure children were well-cared for and felt valued. The team found out that some children only spoke Mandarin so they set up visual

prompts to use to communicate. This would enable the children to make their needs known and contribute to their feelings of being included and respected.

Valuable time was spent with each parent as they dropped off their child. This made sure they could tell the team about their child's needs; ask any questions they may have; complete relevant forms and be informed of key policies that the service needed them to know about. Due to the nature of the service this helped to ensure that everyone knew about the team's role in caring for and protecting children to keep them safe.

Responding to children's requests and non-verbal signals showed the team were working well to meet their needs. They discussed and tried tips and suggestions the parents gave them to help make children feel comfortable, safe and respected. Examples included trying them with a bottle or a sleep, giving them a cuddle or distracting them with a favourite toy. The children seemed comfortable in the care of staff. Parents were free to wait with their child and joined in with catching bubbles which the team tried to help settle their child. This gave the child plenty of time and space to get to know them and feel secure in their own time. This supported individualised care.

The room was safe and set up in a way that was intriguing and welcoming. The range of resources were fun, stimulating and appropriate for the developmental stage of the children in attendance. The children were given the freedom needed to explore the toys and some spent prolonged periods doing craft activities. This helped children to relax and feel nurtured by the supportive team.

The team continued to work well together and support each other. The providers continued to work alongside staff which helped with some quality assurance of practice. Event evaluations had been developed to encourage reflection and learning from each event. This helped the service to improve and develop. We discussed further ways in which the quality assurance aspects of the service could be further developed.

What the service could do better

We advised the providers that a quality assurance programme needed to be agreed and implemented. They agreed it was important to be able to show the work, learning and development of the team throughout the year. We explained how this could be further developed in the service and emailed some support and ideas to the providers of potential strategies they could use to assess and improve the service on an ongoing basis. **(See recommendation one.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure the service continues to work in line with current and future best practice guidance. This, along with self-evaluation, will help to ensure that children continue to receive the best possible care and support. The providers should evaluate all aspects of the service. This will assist them in identifying their strengths and highlight areas for improvement.

This may include:

- use best practice to guide and benchmark service delivery, outcomes and improvements
- monitoring of staff work practise
- evaluation of the provision
- identifying staff training needs and ensuring training is kept up to date
- effectiveness of any training undertaken (reflection for SSSC)
- all staff having an annual appraisal and regular opportunities to discuss their practice and share concerns. This should be recorded
- evidence how parents and children's views and suggestions have influenced the direction of the service and the improvements that have been made as a result of this.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

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
4 Jun 2016	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
14 Mar 2015	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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