

Grange Kidz Day Care of Children

Kersiebank Community Project
Old Dundas Primary School
Oxgang Road
Grangemouth
FK3 9EF

Telephone: 01324 508751

Type of inspection:

Unannounced

Completed on:

6 September 2018

Service provided by:

Grange Kidz

Service provider number:

SP2003002680

Service no:

CS2003011472

About the service

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.

Grange Kidz is registered to provide a care service to a maximum of 32 children aged 4 years and 6 months to 16 years.

The service operates from a single-storey community building in the town of Grangemouth. Within the building, children have access to two adjoining playrooms, a smaller room for quieter activities and a small garden area to the rear of the building. A kitchen area is available for the preparation of snacks and other activities. Toilet facilities are accessible a short walk from the playroom.

The aims of the service include:

- To establish Grange Kidz as a provider of quality, affordable childcare.
- To provide a varied and stimulating programme of play for all ages of children in our care.

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 most children were happy as they played with Lego, spent time in the garden and made door hangers. At times, some children had relaxed chats with staff demonstrating their feeling of belonging in the care setting.

We observed children's play, interactions and overall experiences. We also spoke directly to children who happily gave their views. Children told us they liked coming to the club but would like more activities in the garden and toys more suited to their age. They spoke positively about staff, commenting: "I like the staff because they give you snack and are really nice."

Some children expressed concern about the behaviour of others and how this was addressed. More information about positive behaviour and supporting distressed behaviours can be found throughout the body of this report.

We sent 10 care standards questionnaires to parents of children who attended the service. We received five completed questionnaires before the inspection took place. Four parents strongly agreed and one agreed that overall they were happy with the quality of care their child received in the service. Parents' written comments included:

"My daughter has grown in confidence ... is becoming more independent all because she comes to Grange Kidz. The staff are very encouraging and caring."

"Grange Kidz is a fantastic service. The staff are also fantastic and my son loves spending time here."

During the inspection visit, we spoke to five parents. The parents spoke positively about the settling in process they and their child had experienced. They also made positive comments about staff.

Self assessment

The service had 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	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

During the inspection, a small group of children proudly took responsibility of showing us around the playroom and outside area. They confidently chatted about each area, demonstrating their sense of belonging in the service.

Continued opportunities for free flow outdoor play contributed positively to children's health and wellbeing. Outdoor activities supported some aspects of children's physical development. Plans were in place to enhance access to outside games and activities, this will offer children more choice and support them in directing their own play.

As children arrived they marked themselves as present on the self-register board. This gave them a small opportunity to take responsibility. There were many aspects within the service where children could be given more responsibility and be recognised as experts of their own needs and wishes. They could be more empowered to express their views and take a lead role in making decisions about the service and their daily experiences. Trusting children and giving them ownership of their time spent in the service will promote inclusion, respect and support children to feel listened to and valued. (See recommendation 1)

Some children helped to wash the dishes after snack, this supported their development of life skills. The learning of new skills and independence could be further promoted through daily experiences. Children could be more involved in the planning, purchasing, preparation and serving of snacks and drinks. This will also contribute to their learning of healthy eating, promote individual achievement and support their sense of self-esteem, respect and being trusted.

Snack menus should be reviewed and updated to reflect nutritious and balanced choices, contributing to children's positive health. We guided the service to relevant websites and guidance documents to support this improvement. (See recommendation 2)

At the last inspection, we recommended the service carry out a medication audit to ensure relevant policies and procedures are fully implemented. We found positive action had been taken and assessed the recommendation had been met. However, we advised that the service make use of the Care Inspectorate guidance document - Management of medication in daycare of children and childminding services - to ensure policies and procedures remain supportive and up-to-date. This document can be found on The Hub section of our website.

Basic personal plans were in place for all children. However, a lack of relevant information and effective monitoring meant a delay in appropriate action being taken. Plans could be developed to support and enhance children's experiences. For example, identified areas where additional support is needed should be consistently recorded, meaningful and contribute to individual planning for the children. Working with other professionals involved and improved links with children and their families when developing strategies and plans will ensure continuity of children's care. At the last inspection, we asked the service to develop and review personal plans in consultation with parents and children. During this inspection, we found action had not been taken and there were further issues which required attention. A requirement was made. (See requirement 1)

Children displaying distressed behaviours should be better supported. The method for dealing with unwanted behaviours was not respectful, did not promote an inclusive environment and required a review. Children told us they were unhappy with the behaviour of some others, for example arguing and fighting. Throughout the inspection visits, some children were unsettled. We witnessed some unpleasant interactions such as shouting and fighting. This had negatively impacted on other children, as their play was interrupted and they became frustrated.

Appropriate supervision, intervention and higher quality of activities would improve this. We spoke to the manager and staff about current approaches to supporting children and promoting positive behaviours. We also advised children's care plans should be developed to include individual support strategies where required. This will help minimise conflicts, distressed behaviours and ensure children's safety, self-esteem and enjoyment in the service. A requirement was made. (See requirement 2)

Requirements

Number of requirements: 2

1. In order that children are effectively supported to achieve and develop through positive experiences, the provider must ensure detailed personal plans are implemented and maintained for all children. This must also include contributions from children and their families and, where appropriate, other professionals. This should be completed by 28 December 2018.

This is in order to ensure that care and support is consistent with Health and Social Care Standard 1.15 which states: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices."

It is also necessary to comply with Regulation 5(1) and (2)(a)(b)(c)(d) Personal plans of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

2. In order that children experience positive and respectful care, the provider must ensure methods for promoting positive behaviour and supporting children displaying distressed behaviours are appropriate, dignified and promote their individual rights. This should be implemented by 22 November 2018.

This is in order to ensure that care and support is consistent with Health and Social Care Standard 2.15 which states: "I am enabled to resolve conflict, agree rules and build positive relationships with other people as much as I can.

It is also necessary to comply with Regulation 4(1)(a)(b)(c) Welfare of users of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 2

1. The provider should ensure children have opportunities to take more responsibility and are empowered to make decisions and lead their own play.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential." (HSCS 1.6)

2. The provider should ensure children are offered healthy, nutritious and well-balanced snacks to support children to remain healthy.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning." (HSCS 1.33)

Grade: 2 - weak

Quality of environment

Findings from the inspection

The inside play areas were clean, warm and bright with enough space to enable children to move freely as they played. Space for personal belongings and children's sense of familiarity with the environment supported their feeling of security and belonging.

The service maintained a positive relationship with the management of the premises. This enabled effective communication, ensuring maintenance issues were promptly dealt with to promote the continued safety of the children.

Trips to local parks supported children's physical play and promoted their presence within their own community. This increased meaningful experiences which were relevant to their lives.

Children enjoyed relaxing on large cushions, enabling them to rest and chat to their friends. However, on occasion their quiet time was disrupted by others. This impacted negatively on their experiences. Creating specific quiet areas and cosy private spaces where children can be alone or sit with their friends and staff will support their emotional development, resilience and provide space where children can talk to staff confidentially if they want to. Children's emotional needs could also be supported with the provision of tactile and soothing activities, for example water, sand, paint, sensory and natural materials.

Throughout the inspection, we found there was a significant lack of resources available for the children. The layout of the playroom did not support different play types and was uninviting. This meant children were not engaged and resulted in some of the disputes described below. Older children told us they were bored and would like more toys suited to their age and interests. Attention should be given to developing resources, children's access to these and creating quiet areas and interesting play spaces. Activities should promote curiosity, creativity, motivation and challenge. We guided the service to professional documents which would support this improvement, including Loose Parts Play, My World Outdoors and My Creative Journey. These documents can be accessed on The Hub section of our website.

The daily routine needs to be reviewed to take into account the needs of all children. For example, as children arrived they had to wait some time for others to arrive from school before being enabled to play. There were no activities available at this time. This meant lack of choice and children becoming bored. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure children can access toys, games, activities and other resources with ease and make individual choices to meet their own needs and interests.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity." (HSCS 2.27)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The manager and staff demonstrated genuine care for the children and a desire to make improvements and ensure positive experiences for the children.

Daily routines and tasks should be reviewed to ensure staff members' increased availability for the children. Deployment of staff should be based on the needs of the children. Enhanced interactions will support continued relationships and build nurturing, trusting attachments between children and staff. An improved presence and interactions will also increase staff opportunities to observe children and develop meaningful and responsive plans based on their knowledge of the children's needs and interests.

Staff should develop a better awareness of the Playwork Principles. Working within these principles would support a child-led service where children can access a broad range of play opportunities and play environments. This would increase children's opportunities for challenge and enjoyment.

Staff meetings could be more organised and enhanced to promote consistency and contribute to positive outcomes for children. Regular discussions about the children, how to meet their needs and the development of individual care plans will support improved experiences for the children.

At the last inspection, we made a recommendation that the service develops a clear staff induction programme. This recommendation had not been addressed and remains outstanding with the addition of clearly defined staff roles and responsibilities. (See recommendation 1)

At the last inspection, we recommended the provider ensures staff have access to relevant training and development opportunities. Since the last inspection, staff had engaged in limited training or self research. This recommendation had not been met. To ensure continued improvements and support staff to maintain a professional knowledge, management should develop a training plan linked to children's needs, staff interests and identified improvements for the service. The recommendation remains outstanding. (See recommendation 2)

Not all staff were confident in following appropriate procedures for the safeguarding of children which could have a negative impact on children's wellbeing and safety. This included a limited knowledge of relevant action to take in the event of a child protection concern and whistle blowing procedures. A requirement was made. (See requirement 1)

One staff member had not registered with the Scottish Social Services Council (SSSC) within the required timeframe. This was highlighted during our first visit and immediately addressed by the manager. However, the provider should now put in place systems to monitor and ensure all current and future staff comply with their legal responsibility to seek and maintain registration with the relevant body.

Requirements

Number of requirements: 1

1. In order that children are kept safe and protected, the provider must ensure staff access relevant training and remain knowledgeable of the latest guidance and best practice regarding child protection and the safeguarding of children. Training should be sought and commenced by 28 December 2018.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 3.20 which states: "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities."

It is also necessary to comply with Regulation 4(1)(a) Welfare of users of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 2

1. The provider should develop a clear induction programme and job description which effectively informs staff about the service, their responsibilities and what is expected of them.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

2. The provider should ensure staff access relevant training and development opportunities. A training calendar should be developed to manage and monitor staff members' individual training.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

The manager and provider were supportive of our inspection and actively engaged in discussions about the improvements needed and how these can be achieved. They agreed with our findings and had informally self-identified some areas for improvement. The level of commitment to improvement, expressed during the inspection, provided reassurance of the capacity for change. The provider should now ensure that the manager and staff receive appropriate support to make relevant changes. Some issues raised during the course of the inspection were quickly addressed.

At the last inspection, we recommended the provider should develop self-evaluation, quality assurance and monitoring systems that support continuous improvement. This recommendation was not met. During this inspection, we found quality assurance within the service was extremely limited. There were no formal systems in place to identify strengths and areas for improvement. The development of a quality assurance calendar and improvement plan would help to monitor the effectiveness of the service. Direct monitoring of staff practice and outcomes for children should be enhanced with a clear audit trail of identified improvements and how these have been addressed. The lack of quality assurance has contributed to the issues identified throughout this report. A requirement has now been made. (See requirement 1)

Requirements

Number of requirements: 1

1. In order that children receive high quality care, support and daily experiences, the provider must develop a robust quality assurance system which effectively assesses and improves all aspects of the service. This should be implemented by 28 December 2018.

This is to include:

- Regular monitoring of all aspects, including those identified throughout this report
- Identification of areas for development
- The development and implementation of achievable action plans and ongoing evaluations
- A clear and manageable monitoring calendar to support regular reviews, direct observations and monitoring of children's experiences and interactions with staff
- Planned and recorded monitoring of staff practice with effective feedback to support staff development.

This is in order to ensure that care and support is consistent with Health and Social Care Standard 4.19 which states: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes."

It is also necessary to comply with Regulation 4(1)(a)(b)(c)(d) Welfare of users of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 0

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 provider should continue to develop and review personal plans for children that reflect how their individual needs will be met. Plans should be reviewed at least once every six months in consultation with parents and, where appropriate, children.

This recommendation was made on 20 September 2017.

Action taken on previous recommendation

Appropriate action had not been taken and further issues were identified which required attention. A requirement was made. See requirement 1 under quality of care and support.

Recommendation 2

The manager should carry out a medication audit as part of quality assurance procedures to ensure that medication policies and procedures are fully implemented and standards are being met in practice,

This recommendation was made on 20 September 2017.

Action taken on previous recommendation

Appropriate action had been taken to meet this recommendation. We advised the service to ensure practice regarding medication remains effective and up-to-date. The service should refer to the Care Inspectorate guidance document – Management of medication in daycare of children and childminding services.

Recommendation 3

The service provider should develop a clear staff induction programme that prepares them effectively for the work that they have to carry out.

This recommendation was made on 20 September 2017.

Action taken on previous recommendation

This recommendation had not been addressed and remains outstanding with the addition of clearly defined staff roles and responsibilities. See recommendation 1 under quality of staffing.

Recommendation 4

The service provider should ensure that staff have access to relevant training and development opportunities. This will enable staff to keep their skills and knowledge up-to-date in caring for children. The service provider should also implement supervision and appraisal systems to monitor practice and support the continuous professional development of staff in the service.

This recommendation was made on 20 September 2017.

Action taken on previous recommendation

This recommendation had not been addressed and remains outstanding. See recommendation 2 under quality of staffing.

Recommendation 5

The service provider should develop self-evaluation, quality assurance and monitoring systems that support the continuous improvement of the service.

This recommendation was made on 20 September 2017.

Action taken on previous recommendation

Appropriate action had not been taken and further issues were identified which required attention. A requirement was made. See requirement 1 under quality of management and leadership.

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	
20 Sep 2017	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
31 Oct 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
21 Jan 2016	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
12 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
6 May 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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