Inspection report

Midlothian Sure Start - Bright Start
Day Care of Children
Loanhead Community Learning Centre
5 Mayburn Walk
Loanhead EH20 9HG

Inspected by: Isobel Reilly
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 4 December 2008
Service Number: CS2005103645
Service name: Midlothian Sure Start - Bright Start

Service address:
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5 Mayburn Walk
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Provider Number: SP2003003175
Provider Name: Midlothian Sure Start

Inspected By:
Isobel Reilly
Care Commission Officer

Inspection Type: Unannounced

Inspection Completed: 4 December 2008
Period since last inspection: 10 months

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Introduction

Midlothian Sure Start Bright Start Nursery registered with the Care Commission on 22 November 2005.

The service is registered to care for a maximum of 16 children aged from birth to five years. The service operates from 9.00am - 5.00pm on Tuesday, Thursday and Friday.

The service is situated in the Community Centre in Loanhead.

The Aims and Objectives of the service include the following:

“To provide a safe friendly welcoming and supportive environment for families. To work in partnership with parents/carers and the staff team recognising each others feelings and needs, developing relationships and encouraging honesty and respect. It is of paramount importance that children and parents/carers are treated with great care and consideration and are welcomed and valued.”

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 5 - Very Good
Quality of Environment - 5 - Very Good
Quality of Staffing - 5 - Very Good
Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission’s assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return
The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form
The service submitted a self-assessment form as requested by the Care Commission. The form was completed thoroughly, areas of strength and areas for future development were included. Parents/carers had been involved in completing the self assessment.

Views of service users
Ten Care Service satisfaction questionnaires were sent to the service for distribution to parents/carers. Seven of these were returned to the Care Commission.

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an
assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

LOW
This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection
The inspection was completed by Care Commission Officer Isobel Reilly on Tuesday 2nd December 2008.

Evidence
During the inspection evidence was gathered from a number of sources including the following:
Certificate of Insurance
Certificate of Registration
Observation of the interaction between staff and children
Conversation with parents
Discussion with the manager and staff
Observation of some of the policies and procedures which underpinned the service

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:
http://www.carecommission.com/

Fire Safety Issues
The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection
No requirements were made during the previous inspection.

Comments on Self Assessment
The self assessment document was completed thoroughly and reflected the findings of the Officer on the day of the inspection.
View of Service Users

On the day of the inspection the children were too young to express their views verbally however they were observed to relate confidently with staff and to be purposefully engaged with the toys and equipment available to them.

View of Carers

The Care Commission sent 10 care service questionnaires to the service for distribution to parents/carers. Seven of these were returned to the Care Commission. Six of the respondents strongly agreed and one agreed with the statement Overall I am happy with the quality of care my child receives in this service.

In addition some parents/carers were spoken with on the day of the inspection. The following representative comments were made.

"I feel that I can trust staff and they are always there when I need to speak to them."
"I feel privileged to have a place at Bright Start"
"As parents we are involved in everything, we were even involved in filling in the forms for the Care Commission."
"I can't praise the staff enough, they treat me as an equal and I really appreciate that."
"The accommodation is shared with others and it's too hot in summer and the reverse happens in winter."
"I can't praise the staff here enough for what they have done to help me and my family."
"I get a lot of information and I am always being asked for my opinion. As a parent I feel that I am listened to and my views are taken seriously."
"I have made suggestions before and they have always been taken on."
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The service had developed an excellent range of ways to ensure that service users parents and carers participated in improving the quality of care and support provided by the service.

A parent representative was on the management committee. This ensured that parents/carers views were taken forward and heard at the highest level of the organisation.

There was evidence that questionnaires and suggestions boxes had been used to ensure that parents/carers could influence the service.

Parents spent time in the playroom, this ensured that they were familiar with the day to day practice of staff and were well placed to comment on this.

In discussion with a group of parents they confirmed that they had been involved in the writing of the self evaluation document.

A number of groups had been established at the request of parents/carers these included a Dads group, a Young Parents group and a Confident Child group.

The service had developed a range of ways of ensuring that parents/carers were kept informed of events within the service. These included regular news letters, use of notice boards within the nursery and meetings.

A key worker system was in place. Parents confirmed that staff were very approachable and were available to talk to them informally on a daily basis. They confirmed that private meetings could be arranged if they were required.

Key workers met regularly with parents to ensure that they were always informed of their childrens progress and development.

Parents confirmed that the manager was very approachable and that she responded quickly and sensitively to any issues they raised with her.

Staff discussed the ways in which they encouraged children to express their views. They were aware of the need to ensure that all of the children were listened to and used observations well. They were able to give a number of examples of how they had used their observations of children to ensure that their interests were included in planning.

Parents comments included "The staff here really care about us. They make me feel that what I think matters to them."

Areas for Development

The service was maintaining current good practice in relation to this Quality Statement.
CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user’s health and wellbeing needs are met.

Service Strengths

An appropriate Child Protection policy was in place. The policy contained all of the key information required by the National Care Standards and was shared with parents/carers. Staff had been trained in Child Protection and were able to describe how they would follow the procedures if required to do so.

A clear statement of Aims and Objectives was included in the parent/carer welcome pack.

Staff interaction with children was observed to be positive, it was apparent that staff knew individual children well and were able to describe confidently how they planned in order to ensure that their needs were met.

Midlothian Sure Start had received the Princess Foundation for Integrated Heath Award in 2008.

Childrens snacks were based on current healthy eating guidance and parents were given information on the weekly menu.

Infection control procedures were in place and staff had been supplied with appropriate protective clothing.

Children were observed to be following good hygiene procedures and took part in the National Toothbrushing Scheme.

There was a strong focus within the service on health for parents/carers and children through some of the groups and publication available to parents.

Staff had access to specialist services including health visitors and speech and language therapists. In addition the organisation employed its own staff in areas including play therapy and complimentary therapy.

Children had access to outdoor play and in addition there was evidence that staff took children on outings in the local community.

Areas for Development

In discussion with staff it was apparent that they were aware of their responsibility to ensure
a safe environment for children however there were no written risk assessments. See recommendation 1

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

1
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

The information contained in Quality Statement 1.1 applies to this Quality Statement.

Parents confirmed that they were involved in ongoing discussions about the quality of the environment through regular stakeholder meetings.

Care Commission questionnaires sent out to some parents/carers confirmed that parents agreed that their children were cared for in a safe secure and welcoming environment.

Areas for Development

The service was maintaining current good practice in relation to this Quality Statement.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3: The environment allows service users to have as positive a quality of life as possible.

Service Strengths

Staff had taken account of the ages and developmental stages of the children when planning the layout of the playroom. Children were able to move freely between activities and make their own choices.

Children were able to play independently and in small groups as they wished.

Staff encouraged children to get involved in caring for their environment through involvement in small tasks. It was apparent that children enjoyed this and increased in confidence.

Children had regular access to outdoor play in the garden and on outings.

There was photographic evidence in place which showed children engaged in a range of activities in the playroom and on outings.
Staff had a good knowledge of facilities for children in the local community and these were used appropriately.

Children's art work was displayed attractively and displays in the playroom obtained a balance between children's interests and seasonal themes.

Toys and equipment were well maintained and staff were aware of the systems that had been put in place for reporting faulty and damaged equipment.

As previously stated the staff had developed good links with specialist health services both within the organisation and with outside agencies.

Local Schools and Health visitors regularly placed students within the service.

The service was based in a local community centre and staff had developed good relationships with other relevant services using the centre.

Areas for Development

The service was maintaining current good practice in relation to this Quality Statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The information contained in Quality Statement 1.1 and 2.1 applies to this Quality Statement.

Parent representatives are on the Board of Midlothian Sure Start and are able to represent the views of families at these meetings.

Those parents/carers who returned Care Commission questionnaires indicated that they strongly agreed that staff were skilled and experienced in caring and supporting their children.

Areas for Development

The service was maintaining current good practice in relation to this Quality Statement.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

In discussion with staff they confirmed that an induction programme was in place for new staff members.

Most staff had up to date training in Child Protection, Food Hygiene and First Aid and the manager confirmed that plans were in place to ensure that all staff completed training in these areas.

The Manager was registered with the Scottish Social Services Council and was aware of her responsibilities in relation to her registration.

Most staff were registered with the Scottish Social Services Council (SSSC). In discussion with staff it was apparent that they had all been given information on the SSSC and their responsibilities in relation to registration.
All staff were currently taking part in the Birth to Three training programme and spoke positively about the training opportunities they had access to. The manager stated that staff were encouraged to access the internet if they wanted to research specific areas of practice.

A Child Protection policy was in place. In discussion with staff it was clear that they were aware of their role in the protection of children. The policy was shared with parents/carers.

Areas for Development

The manager and staff confirmed that regular and ongoing discussions took place in relation to case loads and training needs however these meetings were not formally recorded. See recommendation 2

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

1
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

The comments made in Quality Statements 1.1, 2.1 and 3.1 apply to this Quality Statement.

Parents/carers were involved in contributing to the Care Commission self assessment document for the service.

Parents/carers spoke positively of the manager and staff and of the open and supportive relationships that existed between them.

Areas for Development

The service was maintaining current good practice in relation to this Quality Statement.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3: To encourage good quality care, we promote leadership values throughout the workforce.

Service Strengths

The manager stated that she encouraged staff to use their knowledge and skills to contribute to the development of the service.

In discussion staff confirmed that the manager valued the contributions they made to the service and that they were encouraged to take forward any ideas they had regarding work with children and with parents/carers.

A formal record of staff training was held and a system of yearly continuous professional development was in place.

Staff confirmed that they were consulted on and contributed to the annual report.

Staff and service users received copies of the annual report.
The managers of Sure Start projects met regularly to plan, discuss progress and developments and to share best practice information.

In addition the staff of Sure Start projects met regularly to plan, discuss progress and share best practice information.

**Areas for Development**

The service was maintaining current good practice in relation to this quality statement.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0
Regulations / Principles

National Care Standards
Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

There is no other information

Requirements

There were no requirements.

Recommendations

1. Written risk assessments should be established to cover the playrooms and the garden. These should be checked regularly.
   National Care Standards Early Education and Childcare up to the age of 16
   Standard 2 A Safe Environment

2. It is recommended that the manager ensures that a record is kept of staff supervision.
   National Care Standards Early Education and Childcare up to the age of 16.
   Standard 14 Well Managed Service

Isobel Reilly

Care Commission Officer