Kool Kids Club (Balmuildy)
Day Care of Children
Balmuildy Primary School
Stirling Drive
Bishopbriggs    G64 3AJ

Inspected by: Lynn Smith
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 12 March 2009
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<tr>
<th>Service Number</th>
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<td>CS2003003688</td>
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<tr>
<th>Provider Number</th>
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<tr>
<td>SP2003000742</td>
<td>Pinocchio's Nursery Ltd</td>
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<tr>
<td>Lynn Smith</td>
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<td>Care Commission Officer</td>
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<tr>
<th>Inspection Completed</th>
<th>Period since last inspection</th>
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<tr>
<td>12 March 2009</td>
<td>24 Months</td>
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<tr>
<th>Local Office Address</th>
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<tr>
<td>Central West Region</td>
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<tr>
<td>4th Floor</td>
</tr>
<tr>
<td>1 Smithhills Street</td>
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<tr>
<td>Paisley PA1 1EB</td>
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<tr>
<td>Tel: 0141 843 4230</td>
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<td>Fax: 0141 843 4289</td>
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<td><a href="http://www.carecommission.com">www.carecommission.com</a></td>
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Introduction
The service is provided by Pinnochlo's Nursery Ltd, and was registered with the Care Commission on the 1st April 2002. A maximum of 35 children of primary school age can be cared for. The service offers breakfast and after school care during term time and holiday care. Children have access to a large gym hall and outdoor play area.

A statement of aims and objectives were in place in line with good childcare practice.

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 3 - Adequate
Quality of Environment - 3 - Adequate
Quality of Staffing - 3 - Adequate
Quality of Management and Leadership - 3 - Adequate

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

Views of service users
Seven service user questionnaires were completed and returned to the Care Commission prior to the inspection taking place.

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.

This assessment resulted in this service receiving a medium RSA score and so a medium 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.

This service may receive a number of inspections over the year 08/09.
During the inspection process

Staff at inspection
This inspection was carried out by one Care Commission Officer, Lynn Smith. The inspection visit was unannounced and took place over one day on the 4th of February 2009.

Evidence
During inspection, evidence was gathered from a number of sources including:

Discussion with management
Discussion with staff
Observation of practice
Examination of the environment
A review of a range of policies, procedures, records and other documentation, including the following:

- Supporting evidence from the up to date self assessment
- Service handbook
- Children's records
- Communication records
- Child Protection Policy
- Health & Safety Policies
- Complaints procedure
- Registration Certificate

All of the above information was taken into account during the inspection process and reported on.

The inspection was based on four Quality Themes

- Quality of Care and Support
- Quality of the Environment
- Quality of Staffing
- Quality of Management and Leadership

Inspection Focus Area: Child Protection, Notifications

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
One requirement was made at the previous inspection.

1. The recruitment process should ensure that staff employed have satisfactory references, enhanced disclosure checks and medical information on file. This requirement remains outstanding and is addressed in this report.

Comments on Self Assessment
A self assessment was completed and submitted to the Care Commission. This was completed to a satisfactory standard and contained relevant information on the service’s strengths and areas for improvement for each of the Quality Themes and Quality Statements.

View of Service Users
The Care Commission Officer spoke informally to a sample of children in attendance on the day of inspection. Comments from children included:

'We get outside to play.'

'We sometimes get to pick equipment.'

'Our views are not always asked for.'

'The books are not out often and I like to read.'

View of Carers
Seven Care Standards questionnaires were returned prior to the inspection taking place. Comments included:

'We are very happy with the staff and environment provided and more importantly our son is happy.'

'Kool Kids provides a great service.'
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 3 - Adequate

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

Following discussion with the manager, staff, children, feedback from parents, a review of the documentation relating to participation and observation of practice this service was found to have an adequate performance in relation to this statement.

The service had some methods in place to ensure that children's and parent's views influenced the provision and development of the care and support provided to children. These included:

- Daily discussion
- Questionnaires (holiday club)
- Children development of Rules

Staff were observed discussing the programme of play with children and allowing them to make choices. Programmes were flexible and responded to the interests of children.

The service operated an Open Door Policy and parents were encouraged to verbally share their views.

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 1.1 Grade 3 - Adequate.

Areas for Development

Results of questionnaires had not been reported back to users of the service. The provider should ensure all result's are fed back and include how and when areas for improvement will be addressed.

An evaluation of existing methods should take place to determine the effectiveness of these methods in gathering service user's views on the quality of care and support.

The service had not involved parents and children in the service self assessment process.

The manager agreed that there was potential to develop methods of consultation with service users, parents and carers to further enhance the service provided. See recommendation 1.

CCO Grading

3 - Adequate

Number of Requirements

0
Number of Recommendations

1

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

Service Strengths

Following discussion with the manager, staff, children, feedback from parents, a review of the documentation relating to health and wellbeing this service was found to have an adequate performance in relation to this statement.

Children had the opportunity to learn about healthy lifestyles, personal hygiene and safety through the programmes of activities and daily routine.

Healthy eating was promoted within the service and a variety of snacks were provided. Children had the opportunity to influence the snacks available and choose the snacks provided. Parents had been consulted in the choice of snack and changes made as a direct result of parent's feedback.

Children were provided with opportunities for active and energetic play. Quiet areas were available where children could rest and enjoy quieter activities if they wished. Outdoor areas were used to provide children the opportunity for active physical play.

Child protection

A child protection policy which was available to parents was in place. Through discussion, staff demonstrated an understanding of their role and responsibility in protecting children from harm. Staff confirmed that they had undertaken training in child protection.

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 1.3 Grade 3 - Adequate.

Areas for Development

The child protection policy should now be amended to include the following information:

A statement that the provider will follow the local area child protection guidelines.
A description of the staff/managers responsibilities.
Arrangements for policy review.

See recommendation 2.

CCO Grading

3 - Adequate

Number of Requirements

0
Number of Recommendations

1
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 3 - Adequate

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

Service Strengths

Following discussion with the manager, staff, feedback from children, parents, and review of the documentation relating to participation this service was found to have an adequate performance in relation to this statement.

Some methods were used to facilitate service user and carer involvement in the evaluation and development of the quality of environment including:

- Daily discussion
- Questionnaires

Parents could access information about the environment through the service handbook and visits.

The manager reported examples of joint decision making regarding the quality of the environment. This included consultation with children on the purchase of new resources and equipment.

The manager confirmed that prior to making use of community facilities or participation in outings and visits children and parents were consulted.

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 2.1. 3 - Adequate.

Areas for Development

Management and staff should continue to develop methods for consulting with parents and children regarding the quality of the environment. See recommendation 1.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

Statement 2: We make sure that the environment is safe and service users are protected
Service Strengths

Following discussion with the manager, staff, feedback from parents, an examination of the accommodation and relevant documentation, this service was found to have an adequate performance in relation to this statement.

The service offered children care in a hygienic and smoke free environment. A no smoking policy is applied throughout the building.

Resources were age and stage appropriate and accessible to children. The equipment was set out to allow the children to select what they wanted to play with. The children appeared confident in their environment knowing how and where to access resources.

Equipment, toys and materials seen at the time of the inspection were in a good state of cleanliness and repair.

Staff were aware of the procedure of reporting defects within the service. The outdoor area was checked prior to use.

Measures were in place to ensure that children did not have access to inappropriate materials

Based on the findings of this inspection the service has been awarded the following grade:

Quality Statement 2.2 Grade - 3 Adequate

Areas for Development

During the inspection it was observed that not all exits and entry to the premises were secure. See requirement 1.

Risk assessments needed to be further developed in order to fully identify any potential risks. See recommendation 3.

CCO Grading

3 - Adequate

Number of Requirements

1

Number of Recommendations

1
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 3 - Adequate

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

Service Strengths

Following discussion with the manager, staff, feedback from parents, a review of the documentation relating to participation and observation of practice, this service was found to have an adequate performance in relation to this statement.

Some methods were used to facilitate service user and carer involvement in the evaluation and development of the quality of staffing these included:

- Daily discussion
- Inspection reports
- Registration certificate.

Through discussion the manager explained that parents were informed of any changes to staffing and staff training opportunities, through daily discussion.

It was observed that verbal feedback was given to parents when collecting their children. Staff provided parents with an overview of their child's time at the service.

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 3.1 Grade 3 - Adequate.

Areas for Development

The service should further develop the methods by which children and parents could participate in assessing and improving the quality of staffing. See recommendation 1.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

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

Service Strengths
Following discussion with the manager, staff, observation of practice, feedback from parents, and a review of the documentation relating to staff development and training this service was found to have an adequate performance in relation to this statement

Some staff held an appropriate childcare qualification and all staff had the opportunity to attend training in order to further their personal development.

Staff were observed to be friendly and committed to their roles. They were positive in their interaction with the children and worked well together as a team.

Parents who responded through the Care Standards questionnaire considered that staff treated their children fairly and with respect.

Staff had obtained copies of the Scottish Social Services Councils (SSSC) Codes of Practice. The implications and responsibilities outlined in this document had been discussed with staff.

Appropriate numbers of staff had been employed to meet the ratios required.

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 3.3 Grade 3 - Adequate.

**Areas for Development**

A requirement from the previous inspection detailed that:
the recruitment policy should ensure that staff employed have satisfactory references, enhanced disclosure checks and medical Information on file. On sampling staff files it was found that references for staff were not available. This requirement remains outstanding. See requirement 2.

Systems for staff supervision/appraisal were not in place. See recommendation 4.

Regular staff meetings did not take place. See recommendation 5.

Staff training records were not up-dated. See recommendation 6.

**CCO Grading**

3 - Adequate

**Number of Requirements**

0

**Number of Recommendations**

3
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 3 - Adequate

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

Following discussion with the manager, staff feedback from parents, a review of the documentation relating to participation this service was found to have an adequate performance in relation to this statement.

The service had some methods in place to ensure that parents could participate in assessing and improving the management and leadership of the service. These included:

- Daily discussion
- Questionnaires

The service enabled parents to make informed assessments through the provision of information including:

- Service information handbook
- Service policies including the complaints procedure

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 4.1 Grade 3 - Adequate

Areas for Development

Management and staff should seek further ways in which service users can be involved in the assessment of the quality of management and leadership. See recommendation 1.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

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

Service Strengths

Following discussion with the manager and staff, a review of the documentation relating to
the service aims and objectives, evaluation and improvement, this service was found to have an adequate performance in relation to this statement.

From discussions with staff they were clear of each of their roles and responsibilities and the management line any issues should be directed through.

Staff were encouraged to attend regular training programmes and through discussion with staff it was evident that they valued training.

Staff confirmed that they felt supported by the management team and their view and ideas valued.

Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 4.3 3- Adequate.

Areas for Development

Management should now consider ways in which leadership values throughout the workforce could be improved.

Staff were not included in the service self assessment grading process completed for the Care Commission inspection. See recommendation 7.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1
Regulations / Principles

National Care Standards
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
None.

Requirements
1. Measures must be put in place to ensure that the security of the building is improved. This is in order to comply with SSI 114 Regulation 10 Fitness of Premises. Timescale: on publication of this report.

2. The recruitment policy should ensure that staff employed have satisfactory references, on file. This is in order to comply with SSI 2002/114 Regulation 9 (1) and (2) (a) Fitness of employees. Timescale on publication of this report.

Recommendations
1. Management and staff should seek further ways in which service users can be involved in the assessment of the quality of the service. National Care Standard Early Education and Childcare up to the age of 16: Standard 13. Improving the Service.

2. The child protection policy should be amended to include all the key information required by the National Care Standards. National Care Standards Early Education and Child Care up to the age of 16. Standard 3.2 Health and Wellbeing.

3. Risk assessments should now be further developed in order to fully identify any potential risks within the service. This should include the use of transport. National Care Standard Early Education and Childcare up to the age of 16: Standard 2. A Safe Environment.

4. A programme for staff supervision/appraisals should now be put in place. National Care Standards Early Education and Childcare up to 16: Standard: 12 Confidence in staff.

5. In order to improve communication methods for staff the provider should introduce regular staff meetings which should be formally recorded. National Care Standard Early Education and Childcare up to 16: Standard 13 Improving the service and Standard 14. Well-managed service.

6. Management and staff should ensure that staff training records are up-dated. National Care Standards Early Education and Childcare up to 16: Standard: 12 Confidence in staff.

7. The provider should ensure that staff are involved in the systematic evaluation and discussion of their work and the work of the service, including the use of assessment information. NCS Early Education and Childcare up to 16: Standard 13: Improving the service.

Lynn Smith
Care Commission Officer