

Inspection report

Gingerbread Tollcross ASC Day Care of Children

Tollcross Primary School
117 Fountainbridge
Edinburgh
EH3 9QG
0131 228 6437

Inspected by: Emma Campbell
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 26 July 2010

	Page Number
Summary of this inspection report	3
Section 1: Introduction	
About the Care Commission	5
About the National Care Standards	6
What is inspection?	7
How we decided what to inspect	9
What is grading?	10
About the service we inspected?	11
How we inspected this service	13
Section 2: The inspection	17
Section 3: Other information	
Other Information	23
Summary of Grades	24
Terms we use in our reports and what they mean	25
How you can use this report	27
People who use care services, their relatives and carers	27

Service provided by:

Gingerbread Edinburgh and Lothian Project Limited

Service provider number:

SP2003002804

Care service number:

CS2003011833

Contact details for the Care Commission officer who inspected this service:

Emma Campbell

Telephone 0131 653 4100 Lo-call: 0845 600 8335

Email enquiries@carecommission.com



Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support	 4	Good
Quality of Environment	 4	Good
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

The service provides a bright and stimulating environment for the children to engage in play activities.

The staff form good relationships with children and are responsive to their needs.

Children are taken on a variety of outings during the playscheme.

The staff are professional and friendly in their approach to parents.

The staff work well together as a team sharing responsibilities.

They were being supported by the Project Co-ordinator .
All staff appeared enthusiastic and were promoting a happy, welcoming environment for children, parents/carers and visitors to the club.

What the service could do better

The service could develop further ways of involving parents in assessing and improving the service.

What the service has done since the last inspection

The older children were using a different room for activities since the previous inspection. This room was more spacious and children were able to engage in a variety of activities.

Conclusion

As a result of this inspection we considered children were happy at the playscheme and were enjoying a variety of trips.

Who did this inspection

Lead Care Commission Officer
Emma Campbell

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at:
www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Gingerbread Tollcross (the Club) consists of a breakfast club, a wrap around service and an after-school club. All are based within Tollcross Community Centre at Tollcross Primary School. The Club operates at the following times:

Breakfast: Monday to Friday 8:00am till 9am

Wrap around service: Monday to Thursday 11am till 2:30pm

After school-club Monday to Thursday 2:30pm till 6pm and on Fridays from 12pm till 6pm.

During the majority of school holidays the club also operates from 8am till 6pm.

It is registered to provide a care service to a maximum of:-

i) 55 children aged between three and 12 years at the Breakfast Club, the Wrap-around Service and the After School Club

ii) 150 children aged between three and 12 years at the Holiday Play Scheme.

The club has use of two rooms within Tollcross Community Centre, one of which has an adjoining kitchen. The club also has use of the gym hall when available and the school playground. During the school holidays the club also has use of a number of other rooms within the building.

The Club states that it aims to 'enable parents/carers to leave their children confidently in our care while they are at work or take part in further education'.

The service has been registered with the Care Commission since April 2002

This was an unannounced inspection carried out in July 2010. On the day of inspection there were fifty-seven children present and twelve members of staff.

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

Quality of Care and Support	4 - Good
Quality of Environment	4 - Good
Quality of Staffing	N/A
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection

At the inspection we looked at a number of records and documents which included:-

Certificate of registration;

Newsletters;

Risk Assessments;

Staff Training Certificates;

Certificate of Public Liability Insurance;

First Aid Policy;

Accident/Incident Recording System;

Minutes of staff Meetings;

Discussion with staff,

Observation of the environment and

the interaction between the staff and the children.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Has the service had to take any actions as a result of or since our last inspection?

The provider should ensure that it seeks and receives references from a previous employer where applicable or other appropriate referee who can comment on the applicant's fitness to be employed in the service. This is to comply with SSI 2002/114 Regulation 9(1) Fitness of employees. It is also referred to in the Scottish Social Services Council Code of Practice - Employer. Timescale: with immediate effect of receipt of this letter.

Action taken on the Requirement

This requirement had been met.

The requirement is:

Met

The provider should ensure that it seeks a Disclosure Scotland check for all prospective employees before they commence employment in the service. This is to comply with SSI 2002/114 Regulation 9(1) Fitness of employees. Timescale: with immediate effect of receipt of this letter.

Action taken on the Requirement

This requirement had been met.

The requirement is:

Met

Actions Taken on Recommendations Outstanding

At the last inspection we made two recommendations in relation to safe recruitment, one was about gaining the views of parents and one was about ensuring the service is operating within a safe environment.

1. It is recommended that the provider keep records of all Disclosure Scotland checks and destroys all other documentation in line with Disclosure Scotland's Code of Practice. National Care Standards for Early Education and Childcare up to the age of 16, Standard 14 - Well managed service.

The project co-ordinator told us that they had attended to this recommendation. Further details can be found under Quality Theme 3 - Staffing, Statement 2.

2. It is recommended that the provider has a system for checking applicant's registration with the Scottish Social Services Council and other professional bodies. National Care Standards for Early Education and Childcare up to the age of 16, Standard 12 - Confidence in staff.

These recommendations had been met.

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

The service had submitted a self assessment which identified strengths of the service. Staff had been involved in the completion of the self-assessment.

Taking the views of people using the care service into account

On the day of inspection we spoke to a group of older children who confirmed to us that they enjoyed coming to the club and meeting up with their friends. They told us they liked all of the staff.

During the inspection the younger children were taken on an outing. We were therefore not able to speak with them before they left. However we had observed them arriving eagerly at the club. We saw them confidently interacting with each other. They spoke easily to the staff. We considered they were happy in the club. They appeared excited when leaving for their outing.

Taking carers' views into account

We issued twenty-five Care Standards Questionnaires to the service for distribution to parents/carers. Five were returned to us. The information from those who responded told us that two people agree and two people strongly agreed that overall they were happy with the quality of care their children received. One of the people who responded said that they were undecided between agree and disagree that overall they were happy with the quality of care their child received and stated the following:-

"I am in general happy with the service but my child does get bored a lot especially during summer club. Not enough activities indoor and not enough outings."

Comments made by two other people were:-

"Gingerbread After school Club does well to provide activities and care for children within the constraints it has to work with. I would like much more outdoor play and games for the children or more exercises and games in the gym hall."

"My children are very happy at Gingerbread and the staff have built up a great rapport with both of them. I know they are safe and well looked after, if there are any problems the staff are good at handling them and providing feedback to the relevant parents."

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - 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

We considered the service had good systems in place to involve parents/carers and children in assessing the service provided.

At this inspection the Project Co-ordinator showed us a sample of questionnaires which were returned from parents/carers. These were issued every three months to parents/carers and covered different topics each time. For example the most recent had the question "Do you feel welcomed and valued?" Parents/carers responded positively. We saw a sample of children's evaluation sheets which were issued to them at six monthly intervals. Overall their responses were positive and they had made some suggestions for activities and new play resources.

The project co-ordinator told us that she had regular contact with the organisation's management committee which was made up of parents. Minutes of the management committee meetings showed that the Care Commission inspections and developments at the Club were discussed.

The organisation had a complaints procedure which was on display to inform parents/carers.

A suggestion box was in place for parents/carers and children to use.

Children had been involved in setting 'rules for the club' and these were on display.

Areas for Improvement

One parent/carer made the following comment on the care Standard questionnaire returned to us:-

"I have only been asked once for any feedback or any ideas (when I was given this form)."

The service should ensure that all parents/carers are given opportunities to be involved in assessing and improving all aspects of the service quality. i.e.

Quality of Care and Support;

Quality of Environment;

Quality of Staffing and

Quality of Management.

It was discussed at inspection that the service could develop additional methods of gaining parents views. For example having parents evenings.
See recommendation 1.

Grade awarded for this statement

4 - Good

Number of requirements

0

Number of recommendations

1

Recommendations

1.

The service should ensure that all parents/carers are given opportunities to be involved in assessing and improving all aspects of the service quality. i.e.

Quality of Care and Support;

Quality of Environment;

Quality of Staffing and

Quality of Management.

National Care Standards, Early Education and Childcare up to the age of 16,
Standard 13 - Improving The Service

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service Strengths

We considered the service had very good communication methods in place. We noted that regular team meetings took place and minutes were documented. Planning was in place for daily activities and for the holiday playschemes. Playleaders met regularly with the project co-ordinator and shared information and ideas with the other Gingerbread Out Of School Care clubs.

The service had established a key worker system for the after-school club and information was shared with parents/carers about their own children.

The Project Co-ordinator visited all the clubs regularly. On the day of inspection we noted that she was assisting with the care of the children. From our observation of her communicating with the children it was apparent that she knew all of the children well.

We observed the older age group of children having a meeting with staff about the day's planned activities. The children were able to make decisions about the outings they intended to go on that day and the activities planned for in-doors. They decided by voting with a show of hands. Staff were skillful in their approach, treating the children with respect and re-enforcing rules in a calm manner.

Notice boards contained information about staff training and qualifications. There was also information regarding policies and procedures on display, for example the First Aid policy.

News letters were issued to parents/carers advising them of forthcoming events e.g. the Playscheme and what the children should bring.

The service told us that they also communicated with some parents/carers by e-mail.

The children's records held contact details for parents/carers also emergency contact details.

A parent registration pack was given to parents/carers prior to their child attending. This contained information about the service and some of its policies and procedures, for instance on encouraging positive behaviour and infectious diseases. It also included consent forms for activities such as swimming, face painting, watching videos, wearing sun screen and outings.

We saw that there were regular in-house audits carried out on the clubs to ensure staff were following policies and procedures and record keeping. Staff were informed of the outcomes of these audits. Information was also shared at staff supervision sessions.

On the day of inspection we observed parents/carers arriving with their children. There was friendly exchange of information between them and staff. Information about a child was communicated to other staff, for example information about who was collecting a child at the end of the day.

Areas for Improvement

The service should continue to ensure they use range of communication methods to ensure they meet the needs of service users.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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 strengths identified in Quality Theme 1, Statement 1 also apply to this service. At the last inspection the older children had told us that they did not like the room they were using. They considered it was too small. At this inspection we noted that renovation work had been completed in the school and the children had access to a more spacious room. They told us they liked this room and that they could just 'chill out', play games or do baking.

Areas for Improvement

The recommendation made at Quality Theme 1, Statement 1 also applies to this statement.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

We make sure that the environment is safe and service users are protected.

Service Strengths

We considered the service had very good systems in place to ensure the environment was safe and children were protected. These included;-

A secure door entry system;

Appropriate procedures for recording and administering medication;

All staff were trained in First Aid procedures;

All Staff had Child Protection training and

Staff responsible for handling food had been trained in Elementary Food Hygiene.

On the day of inspection there were fifty -seven children attending and twelve staff present therefore staff:child ratios were very good.

Children were being taken on outings on the day of inspection. They went in groups according to their age and stage of development. Risk assessments had been carried out for the outings as appropriate.

A daily risk assessment was in place which included staff carrying out regular (every 15 minutes) checks. These checks included check of cleanliness of the toilets and check of the number of children present.

Cleaning rotas were in place and staff were aware of their daily responsibilities for this.

We looked at all the areas used for the children. These were bright, well ventilated and very clean.

Areas for Improvement

The service should continue to ensure that the environment is safe and service users are protected.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

Enforcements

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 4	5 - Very Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	5 - Very Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings
31 Jul 2008	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and Leadership</div> <div>4 - Good</div>

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تسد یم وونابز رگی د روا دولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 603 0890

Email: enquiries@carecommission.com

Web: www.carecommission.com

Improving care in Scotland