Beach Leisure Centre Creche
Day Care of Children
Beach Leisure Centre
Beach Promenade
Aberdeen
AB24 5NR
Telephone: 01224 611828

Inspected by: Liz Adam
Type of inspection: Unannounced
Inspection completed on: 16 August 2012
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Service provided by:
Aberdeen City Council

Service provider number:
SP2003000349

Care service number:
CS2003001808

Contact details for the inspector who inspected this service:
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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<td>Quality of Environment</td>
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<tr>
<td>Quality of Staffing</td>
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<td>Quality of Management and Leadership</td>
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What the service does well

The staff were warm and caring towards the children who attended. They knew the children well despite the fact that the service was sometimes used by parents and children on an ad-hoc basis.

What the service could do better

Management to ensure that changes to the structure of the provider organisation continue to support staff to reach their full potential.

What the service has done since the last inspection

Staff had worked with parents to encourage a healthy approach to snacks provided by parents.

Staff had updated all records of individual children to ensure that the most current information was available.

Management support to staff had been improved.

Conclusion

The staff were working hard and were keen to ensure that their training was updated to keep them abreast of current best practice guidance in all areas.
Who did this inspection
Liz Adam
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com

The Care Inspectorate will award grades for services based on findings so inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and Recommendations

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

- 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 Public Services Reform (Scotland) Act 2010 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 Inspectorate.

The Beach Leisure Centre Creche provides care for a maximum of 12 children between 8 weeks and 8 years of age to allow their parents to access the facilities within the centre or the wider community.

The service provider had prepared a written statement of aims and objectives for the service. The overall aims are:

- To raise the profile of crèche services in sports centres.
- To encourage family participation in sporting activities.
- Promote healthy life styles, healthy eating programmes and education.
Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 4 - Good**  
**Quality of Environment - Grade 4 - Good**  
**Quality of Staffing - Grade 4 - Good**  
**Quality of Management and Leadership - Grade 4 - Good**

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
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 we did during the inspection
This report was written following an unannounced inspection visit which took place on 4 July 2012 between 9.05 am and 12.10 pm. A separate meeting was held with the manager on Thursday 16 August following which feedback was provided.

During the inspection the inspector spoke with:

- creche staff - there were two staff on duty. One was permanently based at the Beach Creche while the other was acting in a relief capacity as other permanent staff were on annual leave
- children
- parents.

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

- previous inspection report
- annual return
- self assessment
- aim
- policies and procedures, which had been recently updated by the service provider
- children’s registration forms and additional information where appropriate
- risk assessments
- observation of practice.

Grading the service against quality themes and statements
We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality
Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)
What the service has done to meet any requirements we made at our last inspection

The requirement
The service provider must ensure the health, wellbeing and safety of children attending the creche. To achieve this, the service provider must:

- ensure comprehensive procedures are put in place detailing arrangements for drop off and collection times.
- ensure the entrance door to the crèche room is secure.
- review the layout of the room and make changes as necessary.

What the service did to meet the requirement
This Requirement was partially met at the last inspection insofar as a new procedure for drop off and collection had been implemented and the room layout had been reviewed. Discussions with the building’s owners had identified that no changes could be made to the external creche door as this was part of an access route for leisure centre staff. The manager and staff were aware of the need to keep the situation under review.

The requirement is: Met
The requirement
The manager to ensure children’s health and well being. In order to comply the manager must:

a) Conduct an audit of children’s registration forms to highlight missing or out of date information;
b) Update children’s information as identified by the audit.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: Principles 3: shall provide a care service in a manner that promotes quality, safety, independence and promotes choice; 4(1)(a) - Requirements to make proper provision for the health and welfare of service users; Regulation 5(1) and (2) personal plans.

National Care Standards Early Education and Childcare up to the age of 16 Standard 3 Health and Wellbeing.

Timescale for implementation: 5 December 2011.

What the service did to meet the requirement
An audit of children’s registration forms had been undertaken and missing and out of date information identified and rectified. New registration forms had been developed by the organisation and had been implemented in the service.

The requirement is: Met

The requirement
The provider to implement effective management arrangements to ensure the continued improvement in the overall quality of the provision. In order to comply the provider must:

a) Ensure that an effective manager is in place in order to support staff to identify and make any necessary improvements within the service;
b) Implement an effective monitoring and evaluation system to ensure the quality of staff practice;
c) Implement regular support and supervision sessions to ensure continued staff development;
d) Ensure that effective quality assurance systems are in place in order to further develop the outcomes for children and families.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 4(1)(a) - Requirements to
make proper provision for the health and welfare of service users, and 15(a) Requirement to ensure sufficient and competent staff.

This is in order to comply with: Scottish Statutory Instrument 114/2002 Regulation 4(1)(a) A requirement for providers to make proper provision for the health and welfare of service users, and Regulation13(a) and (c)(i)(ii) requirements to ensure staff are competent and receive training appropriate to the work they are to perform.

Timescale for completion: within 3 months of receipt of this report.

**What the service did to meet the requirement**
The provider has identified a peripatetic manager for the service who visits the service on a weekly basis. These visits are used to observe, monitor and evaluate the quality of staff practice. Regular supervision sessions have been implemented and written records of these sessions are maintained.

**The requirement is:** Met

**What the service has done to meet any recommendations we made at our last inspection**
One Recommendation was made at the last inspection, that the service should make service users aware of the changes to the management structure. This had been done through newsletters and the creche notice board.

**The annual return**
Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

**Comments on Self Assessment**
Every year all care services must complete a ’self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

The self assessment was completed by the manager and submitted as requested. Some of the information within the document was out-of-date or not relevant to the specific service. This was discussed with the manager at feedback and guidance provided on the purpose of the self assessment document. The manager was advised that it can be completed with input from staff and service users. Clarification was provided on what was required under the categories of ”strengths, areas for improvement, and other issues”.

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Taking the views of people using the care service into account

There were a maximum of six children using the service during the inspection visit, some of whom were too young to speak with the inspector. Older children commented that they were enjoying the creche and one spoke about his favourite member of staff. Some of the children had only recently started using the service but it was clear that staff had already got to know them as individuals. All children were seen to be happy and secure and enjoying the support of and interaction with the staff.

Taking carers' views into account

The Care Inspectorate provided the service with ten questionnaires for parents/carers and seven were completed and returned to the Care Inspectorate prior to the inspection visit. These indicated that all parents were happy with the quality of care which their child received. Specific comments made included:

"My son attends for a short time only once a week yet the staff know him and greet him warmly each visit".

"The staff are friendly and professional and provide stimulating activities and play".

"The staff are very approachable and have a great deal of time for all the kids and parents at the centre".

Two parents were spoken with during the inspection visit and, again, indicated that they were happy with the level of service provided. One comment made related to the lack of books which were available for older children who are likely to use the service in the school holidays. This has been passed on to the manager and staff.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

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
There were two staff on duty, one of whom was a permanent member of the creche team. The other member of staff was providing holiday relief and was usually based at one of the organisation’s other creche services. Both were seen to give a warm welcome to parents and children coming into the creche. Parents were heard to update the staff about their child to ensure the child was happy and settled during the session. The relief member of staff had previously met some of the children who were attending, either at the Beach Creche or one of the organisation’s other services.

Parents had had the opportunity to complete questionnaires giving their views on the overall service. An evaluation of their responses was displayed on the creche notice board.

Older children were heard to ask staff for alternative resources and these requests were responded to. Staff were caring in their responses to the younger children and understood the non-verbal communication which they displayed.

Parents spoken with indicated that they were happy with the service which was provided. They indicated that they had been made aware of the recent changes to the management structure of the service.

Areas for improvement
The service should continue to obtain the views of parents and children to ensure that the service continues to meet their needs. A range of methods should be employed to ensure that those who use the service on an ad-hoc basis can also give their views.
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
Discussion with staff and observation of practice indicated that there was a good understanding of health and wellbeing issues. Staff were confident in speaking with parents to ensure that they had the up-to-date information about the children. This was particularly important as some children attended the service infrequently.

Discussion with the creche’s permanent member of staff indicated that she had recently undertaken training in first aid, child protection and infection control. She was able to discuss how this training would be used within the creche to offer a good level of care to the children. She also said that she was due to attend food hygiene training later in the summer.

All children were supervised to undertake hand-washing prior to having snack. The younger children were given a good level of support in this activity. The children were given a healthy snack and offered the choice of milk or water to drink. Staff advised that fresh fruit was always available and was supplemented with items such as rice cakes, breadsticks, or similar. Snack was provided three times during the day, ensuring that all children had access to a snack. There was a three hour maximum stay for individual children. Staff advised that some parents provided their child’s own snack or something more substantial to have if they were in attendance over the lunchtime period.

Staff were observed following the service’s procedure in relation to nappy changing. This was carried out sensitively and provided the child with a degree of privacy. Staff advised that parents were expected to provide their own nappies and wipes, although there was an emergency supply available if needed.

A procedure was now in place to identify children with additional support needs. Where necessary this would be discussed with parents, and a recording made of what additional support should be provided by staff and management to an individual child. Where a child does not attend on a regular basis this information should be reviewed when the child attends.

There were procedures in place for the recording of accidents and incidents and the administration of medication, and staff were familiar with these.
Areas for improvement

The self assessment form identified that all staff would be required to complete training in infection control and food hygiene. It also indicated that knowledge learned would be used to update policies and procedures (see also Quality Theme 4 Statement 4).

Grade awarded for this statement: 4 - 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
Information detailed in Quality Theme 1 Statement 1 is also relevant to this Statement.

Areas for improvement
Information detailed in Quality Theme 1 Statement 1 is also relevant 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 observed staff ensuring the safety of all children using the creche facility. They were vigilant in ensuring that very young children were not upset or distressed by the older children who wanted them to be involved in the same activities. Older children were reminded of the need to be “careful with the little ones”.

As had been identified in a previous inspection, the creche room was not large but staff were making the space a welcoming environment for the children. Staff had laid out some resources prior to the children arriving, but allowed the children to choose some additional activities. Staff supported the children in making decisions about extra resources to ensure a safe play area for everyone.

A child protection policy and procedure was in place. Staff were confident in how the procedure would be used, and were able to identify a range of circumstances when it would be appropriate to do so.

The premises were clean and bright and records had been kept of all health and safety checks. Staff had recently been provided with updated training on ensuring the risk assessments were appropriate for the individual service.
An area for improvement identified at the last inspection was in relation to incomplete registration forms. Staff advised that the organisation had developed new registration forms which included additional information in relation to medical conditions, additional support needs and dietary requirements. These were now being used, and staff advised that they were subject to a six-monthly review process to ensure the information contained in them was still current. All registration forms checked confirmed that the updating process had been completed.

Areas for improvement
The manager and staff should continue to ensure that information on children who attend on an infrequent basis is reviewed and updated when they return to the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - 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 detailed in Quality Theme 1 Statement 1 is also relevant for this Statement.

Areas for improvement
The information detailed in Quality Theme 1 Statement 1 is also relevant for this Statement.

Grade awarded for this statement: 4 - Good

Number of recommendations: 0

Number of requirements: 0

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

Service strengths
We found the staff to be both professional and caring in their approach to the children and their parents. Although the staff worked normally in two different settings they were observed to work as a team during the session. They were also observed offering support to a student on placement within the creche.

Staff spoke to the children in a warm and caring manner.

The two permanent full-time members of staff in the creche held SVQ Level 3 qualifications and were registered with the Scottish Social Services Council. The staff advised that the Childcare Services Team Manager had recently carried out a training needs analysis.

Over the past twelve months the local authority had made substantial changes to the provision of childcare services. These included the appointment of Childcare Development Officers, each with management responsibility for a number of services. Staff advised that they received weekly visits from their manager. This was in
accordance with the Care Inspectorate’s Interim Policy on Peripatetic Managers in Daycare of Children settings.

Staff also advised that there was a recent opportunity to meet with all childcare staff in the organisation. This took the form of a team building and training event and may be repeated later in the year.

One-to-one supervision sessions had been implemented in the service. Staff stated that this was proving valuable in ensuring that any concerns were addressed promptly and training needs were reviewed.

**Areas for improvement**

The provider and manager to ensure that staff continue to have access to relevant training.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths
Information detailed in Quality Theme 1 Statement 1 is also relevant to this Statement.

Areas for improvement
Information detailed in Quality Theme 1 Statement 1 is also relevant to this Statement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
The service was managed by a peripatetic manager who was also responsible for a number of other services. The manager stated, and staff confirmed, that visits were made to the service on a weekly basis. These visits provided an opportunity for the manager to discuss any ongoing issues with staff.

Formal observations were carried out on a regular basis and a written report produced and discussed with staff. Where changes were required, the manager discussed these with staff and agreed a review period.

The visits from the manager were also an opportunity for her to meet and speak with parents and children.

The manager also took responsibility for monitoring resources and reviewing the maintenance diary during her weekly visits.

The manager confirmed that she undertook a one-to-one supervision session with the senior member of staff on a monthly basis. She also reviewed the supervision sessions which the senior staff member had undertaken with other staff.
Areas for improvement

The manager advised that staff were to be involved in a forthcoming review of the policies and procedures. This should be carried out promptly and users of the service made aware of changes which may affect the operation of the service.

Grade awarded for this statement:  4 - Good

Number of requirements:  0

Number of recommendations:  0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

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 SCSWIS 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).
5 Summary of grades

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<th>Quality of Care and Support - 4 - Good</th>
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<td>Statement 1</td>
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<th>Quality of Staffing - 4 - Good</th>
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<td>Statement 1</td>
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6 Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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| 2 Nov 2011 | Unannounced     | Care and support 4 - Good  
|            |                 | Environment 4 - Good  
|            |                 | Staffing Not Assessed  
|            |                 | Management and Leadership 3 - Adequate |
| 24 Nov 2010| Unannounced     | Care and support 4 - Good  
|            |                 | Environment Not Assessed  
|            |                 | Staffing 4 - Good  
|            |                 | Management and Leadership 3 - Adequate |
| 24 Mar 2010| Unannounced     | Care and support 4 - Good  
|            |                 | Environment Not Assessed  
|            |                 | Staffing 4 - Good  
<p>|            |                 | Management and Leadership 3 - Adequate |</p>
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<th>Environment</th>
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<td>31 Mar 2009</td>
<td>Unannounced</td>
<td>4 - Good</td>
<td>3 - Adequate</td>
<td>3 - Adequate</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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