Larkhall Children's Centre
Day Care of Children
90 Muir Street
Larkhall
ML9 2BZ
Telephone: 01698 886560

Inspected by: Lynn Clements
Kara Doonan.

Type of inspection: Unannounced
Inspection completed on: 12 December 2012
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015307

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

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

The children were happy, busy, engaged, talkative and content. They were confident in the service.

A variety of activities, resources and equipment were available for the children. Children were involved in the service and made their own decisions.

Children knew the daily routine. The routine was varied and included physical and active play.

The staff have a good rapport with the children. Their interaction with the children was skilled. They were professional, confident and interacted well with the children. Their tone of voice was reassuring and they praised and encouraged the children. The staff worked well together.

Staff knew the children and were aware of their needs and development. This led to children being provided with care and support that met their individual needs.

The management team had a good awareness of the staff's skills and achievements.

What the service could do better

The staff should further develop opportunities for parent/carers and children to assess and improve the quality of staffing, management and leadership and the
quality of environments used. The staff should demonstrate how the outcomes of written and verbal consultations have a positive impact on the service they provide. They should review the quality statements and becomes more familiar with these. The self assessment returned to us should demonstrate clear evidence of strengths and areas for improvements specific to the quality statements. Quality assurance should be robust.

Staff consulted with children and responded to their views. We discussed how this could be better reflected within the documentation presented.

Children could be further involved in making decisions about every day tasks such as making snack and extending outdoor play.

Administration of medication forms contained relevant information including the date and dosage administered. Staff should obtain a parental signature when medication has been administered.

Personal plans for all children should be devised in accordance with legislation.

The heating in the premises had been repeatedly repaired for sometime. The heating requires to be regulated and repaired.

**What the service has done since the last inspection**

The Management and staff were aware of where improvements could be made and were eager to work together to develop and move the service forward. They were committed to providing a quality service.

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the service provided. The evidence presented confirmed the service had maintained a good quality performance in this area since their last inspection.

The service is provided from stand alone, purpose built premises.

**Conclusion**

At this inspection we considered eight quality statements in four quality themes. We awarded a grade for each statement.

For the statements considered at this inspection the service is currently performing at a:
- a very good level in three quality statements.
- a good level in five quality statements.
The children were happy and safe in the staffs care. The children experienced a range of activities and interacted with each other and the staff. Care of the children was in place. The management and staff team should progress how people who use the service assess care and support, environments they use, staffing and management and leadership and demonstrate and record improved outcomes.

Who did this inspection
Lynn Clements
Kara Doonan.
Lay assessor: Mrs Lorraine Stubbington
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.scswis.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of 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.

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 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.

Larkhall Children’s Centre provides a care service to a maximum of 64 children aged between 0 to those not yet attending primary school. The service operates 5 days a week, year round and is open from 8 am to 6 pm. The provision is based in a stand alone building in Larkhall, South Lanarkshire.

The aim of the service is to create a safe, caring and stimulating environment within which a high quality service is provided to children aged 6 weeks to 5 years.

The full aims and objectives statement is available to people who use the service.

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

**Quality of Care and Support - Grade 5 - Very 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
Basis of the report:
This report was written following an unannounced inspection visit carried out by Lynn Clements and Kara Doonan SCSWIS Inspectors on Wednesday 12 December 2012 between the times of 7:55 am and 15:15 pm. Lorraine Stubbington Lay Assessor spoke with children and parents who use the service.

Before the Inspection:
The Annual Return
The service submitted a completed annual return as requested by us.

The Self-Assessment Form
The service submitted a self-assessment form as requested by us.

Views of service users
We issued twenty care standard questionnaires and asked the staff to give these to people who use the service, fifteen were completed and returned to us before the inspection. The care standard questionnaire provides an opportunity for parents or carers to comment on the quality of the care, staffing, the environment and management and leadership.

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

This assessment resulted in this service receiving a low RAD 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:
In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- policies and procedures
- the self assessment
- registration certificate
- questionnaires to parents
- questionnaires completed by staff
- minutes of meetings
- newsletters
- consultations with children
- children’s floor books
- self evaluation monitoring folder
- accident and incident forms
- administration of medication forms
- planning sheets.

Discussions with various people, included:
- the Nursery Manager
- the Depute Manager
- senior staff
- twelve care staff
- children individually and in small groups
- ten parents/carers.

The SCSWIS Inspectors also observed practice, the general environment and resources. The inspection also took account of The Social Care and Social Work Improvement Scotland (Requirements to care services) Regulations 2011.

**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 themes and statements.

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
What the service has done to meet any recommendations we made at our last inspection
We made no recommendations or requirements in the last inspection report.

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

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.

We received a completed self assessment document from the service provider. The service provider identified what they thought they did well, some areas for development and any changes they planned. We have made a recommendation in quality theme 4, quality statement 4 about the self assessment.

Taking the views of people using the care service into account
All children were settled and engaged in play. The children chatted to the Lay Assessor and the SCSWIS Inspectors about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment. Staff cared for the children and allowed them to settle and play.

Taking carers’ views into account
We sent out twenty care standard questionnaires to the service for distribution to people who use the service and fifteen were returned to us before the inspection.

These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership.

Information, parent’s views and comments from the care standard questionnaires can
Ten parents that took part in the inspection all were extremely satisfied with the service. Their views and comments can be found in sections of this report.
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: 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
We found that the quality of the service provided by Larkhall Children’s Centre for this statement was 5 - very good.

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the care and support provided. The evidence presented confirmed the service had maintained a very good quality performance in this area since their last inspection. The evidence considered included:

The 3 to 5 year old children were encouraged to share their views and influence areas within the nursery. This included what they wanted to learn about, daily activities and choosing resources to have within play areas. Staff had discussions with the children and they recorded the children thoughts on mind maps. The staff carried out regular observations of children at play and used these to ensure they provided care and support to meet children individual needs and interests.

Staff working with the children under three carried out observations to ensure they provided the appropriate care and support. By analysing and responding to the outcomes of observations staff directed play experiences.

Parents were able to view the learning and activities taking place within the nursery on each room notice board. Parents also had access to children files and DVD’s reflecting children experiences.

Staff were available throughout the nursery day to talk to parents/carers about their children’s care needs. In addition individual meetings were arranged. These provided
staff and parent/carers the opportunity to discuss how best to support children’s development. At these times staff and parents worked together in writing children’s individual learning plans.

The service displayed photographs, notices and used an electronic screen display to keep parents informed of what children were experiencing during their nursery day.

Of the care standard questionnaires returned to us most of people indicated they agreed that they had been involved in developing the service. Parents said:
“I am very happy to leave my child at nursery knowing my child is happy and content”.
“I am delighted with the effort and enthusiasm of the staff team; they make my child’s time enjoyable and help make my child a confident individual”.
“Diaries are provided giving details of my child’s day”.
“I would recommend the nursery to others”.

We concluded that childrens involvement in relation to their care and support was very good; their contributions were encouraged and valued by staff.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a very good performance in relation to this quality statement.

**Areas for improvement**

Although the service is performing well for this statement we found that staff should continue to progress and improve.

Parents were given the opportunity to view and discuss children’s learning. Limited records presented to us reflected this. The formative assessments viewed did not have parental comments recorded.

Some questionnaires and evaluations had been completed by parents and carers. It was not clear how the service had made positive changes as a result of their findings. (See recommendation one).

See the areas of improvement and recommendations:
- In quality theme two, quality statement one.
- In quality theme four, quality statement four.

About how parents and children should further assess and improve the environments they use, staffing and management and leadership in the service and how quality assurance in the service should be robust and demonstrate improved outcomes.
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The staff should ensure they demonstrate how the outcome of verbal and written consultations have a positive impact on the service. National Care Standards for Early Education and Childcare up to age 16, Standard 13 - Improving the service.

Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
We found that the quality of the service provided by Larkhall Children’s Centre for this statement was 5 - very good.

We considered how children’s health and wellbeing needs are met. We found that staff are confident about the service they provide. Outdoor play, exercise and active play happens daily to promote development, health and well being and raise children’s self esteem. Children have direct access to outdoor play.

Healthy eating is promoted and we observed children enjoy a variety of snacks. Staff in the nursery knew the children’s likes and dislikes very well. They also made sure that they provided snacks which were suitable for children who had particular dietary needs.

We heard staff talking to children in a kind and gentle way. Staff used positive language and showed children respect. They encouraged children and they used praise effectively. Children were motivated, confident and keen to learn. Children were well behaved and polite. We found staff very active at encouraging the children. We saw staff ask children for ideas about activities and saw that children were not restricted in their play.

We saw that the staff have a caring, warm manner. The staff are clear of their roles and responsibilities. Staff were observed to interact appropriately with the children and spoke about the children in their care affectionately. The outcome was that the staff knew the children, cared for them and provided a variety of experiences for them.

The children used the space in their own room. Their achievements were celebrated and children could see their contributions. We saw that a range of activities and equipment were available for the children to support their needs.

We found that planning systems based on national guidelines were in place.
We found the daily routine provided children with various learning opportunities and the children knew the routine. Children were involved.

Children at the inspection said "the nursery is fine" “these are my friends”. They thought the staff were helpful and said ""I like playing indoors" “I get to pick snack".

The service had put in place systems to work with parents/carers to support individual children’s needs such as challenging behaviours. Achievement folders/profiles for each child are in place. Written aims and objectives reflect how the provision meets the needs of people who use the service.

Infection control practice was in place.

Systems and the routine meant that staff ensured that children’s health and well being needs were met.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a very good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve.

We saw older children busy and engaged in their play, we saw them independent in making decisions. We saw how the children enjoyed outdoor play and this regularly occurred. We discussed with management and staff how this could be extended. Children have direct access from the playroom to the outside area. On the day of inspection children were taken outside together as a group. Staff should consider how they could extend free flow play outdoors. We observed snack time and found that staff made the children’s snack. Although children were able to serve themselves, we found that they should be more involved in snack preparation. We spoke with management and staff and observed practice. We found deployment of staff could be better managed and improved regarding staff’s location in the 3-5 play room when meeting children’s needs. We recommend that deployment of staff is improved to enable children to retain independence and be further encouraged to make decisions about everyday tasks (see recommendation one).

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1
Recommendations

1. Management and staff should improve and maintain deployment of staff to enable them to:
   - retain children’s independence,
   - further encourage children to make decisions about everyday tasks.

National care standards for early education and childcare up to the age of 16, Standard 3 - Health and well being.
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
We found that the quality of the service provided by Larkhall Children’s Centre for this statement was 4 - good.

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the service environment. Looking at the evidence presented we established the service had good quality of performance in this area. The evidence considered included:

Children were involved in planning play areas within the nursery and in choosing new resources. For example: when setting up the imaginary area and deciding on where they should be within the play rooms. Children could easily access different resources and make changes within play areas throughout the nursery sessions. We saw in the 3-5 room how children particularly enjoyed the house corner and construction area.

Staff planned for the younger children’s environment using South Lanarkshire Councils ‘Together We Can’ guidance. This enabled staff to create an environment that met the on going needs of the children.

Parents/carers were consulted about children’s outdoor opportunities through a questionnaire. The management team explained that the outcome of this resulted in take home bags being created for parents to promote more outdoor physical play.

Children in the Eco committee had made changes to the physical and outdoor play spaces by suggesting more activities such as climbing trees etc.

In the care standard questionnaires returned to us parents said: “My child enjoys the time at nursery, I feel this is down to the staff and the environment”.
We concluded that staff planned and made changes to the playrooms in response to the needs and interests of the children.

Parent/carers and children’s views and the strengths recorded under quality theme one, statement one were considered when grading this statement.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**
Although the service is performing well for this statement we found that staff should continue to progress and improve.

There was limited evidence presented to show parental involvement in the assessment and improvement of the environments the children use and staffing and management and leadership within the service. We would recommend that the staff consider different methods to involve the parent/carers in the assessment and improvement of these themes (see recommendation one).

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The staff should further develop opportunities for people who use the service in the assessment and improvement of the environments the children use, staffing and management and leadership. National Care Standards for Early Education and Childcare up to age 16; standard 13 - improving the service.

**Statement 2**
We make sure that the environment is safe and service users are protected.

**Service strengths**
We found that the quality of the service provided by Larkhall Children’s Centre for this statement was 4 - good.

We considered how safe the environment was for the children and how they are protected. Since the last inspection the service is based in new stand alone purpose built premises.

We found that children have access to secured playrooms, outside area and toilet facilities.
We considered how the service environment is maintained to ensure the children are kept safe and protected.

The areas accessed by the children and staff were found to be clean and tidy. The toys available were well maintained and fit for purpose.

The children toilets were found to have appropriate hand washing materials such as liquid soap, warm water, and disposable hand towels. The service had annual maintenance in place such as testing completed on electrical equipment.

We saw that areas accessed by the children were smoke free and had appropriate lighting and ventilation.

The furnishings and layout are appropriate for the children. Children access all areas in the premises easily. The children were comfortable in the playrooms. There is suitable space to allow the children to take part in physical and active play.

Children were encouraged to tidy up after themselves and care for the premises. Risk assessments are completed regularly by staff. Policies and procedures are in place and applied by staff including emergency procedures, risk assessment and infection control.

In the care standard questionnaires returned to us before the inspection parents told us that there was enough space for their child to get involved.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**

Although the service is performing well for this statement we found that staff should continue to progress and improve.

On the day of inspection the heating in the service was appropriate. We saw mobile heaters around the premises. Management and staff told us that the heating system could not be regulated and when the temperature was low children had on occasion moved rooms and been encouraged to wear extra layers. Management had requested to the provider that the heating be repaired and this had occurred, however the problem persisted. We recommend that the service has adequate heating at all times (see recommendation one).

The problem with the heating had persisted for more than 24 hours and we had yet to be notified. Since the inspection took place the management team have submitted electronic notification to us. The management team should notify us of any incidents
where the equipment has or is likely to remain out of action for more than 24 hours and where there is significant equipment breakdown which may impact on the health and safety of people using the service (see requirement one).

We saw children enjoy brushing their teeth and messy play. We saw that most children’s faces needed cleaned after tooth brushing and messy play. We saw afternoon children arrive and the premises. We saw that the 3-5 room could have been tidied and maintained better for these children. We have advised the management about these points.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 1

**Number of recommendations:** 1

**Requirements**

1. The provider must notify us of any incidents where significant equipment breakdown has or is likely to remain out of action for more than 24 hours which may impact on the health and safety of people using the service.
   
   This is in order to comply with SSI 2011, No. 210 Regulation 10 - Fitness of premises.

   **Timescale:** By 31 December 2012.

**Recommendations**

1. The manager should ensure that the service has adequate heating at all times and that persistent problems are solved regarding the heating system. National care standards for early education and childcare up to the age of 16, Standard 2 - A safe environment and Standard 3 - Health and well being.
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
We found that the quality of the service provided by Larkhall Children’s Centre for this statement was 4 - good.

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of staffing within the service. The evidence presented included:

Parents/carers had been given the opportunity to comment on the quality of staffing through verbal discussions. Management informed us that comments were positive. If any issues arise they would find an appropriate solution.

Staff informed us that in evaluating the daily experiences they included how they delivered the activities.

Staff had attended training and further developed their skills to ensure they met the needs of the children in their care.

Parent/carers and childrens views and the strengths recorded under quality theme one, statement one were considered when grading this statement.

In the care standard questionnaires returned to us parents said:
“Staff know my child and take time to talk with my child”.
“The staff are interested in my child’s life at nursery and at home”.

Ten parents that took part in the inspection spoke very highly of the nursery and the care and support the staff provided for the children and their carers.

Parents told us:
“There is continuity of staff”.
“They approachable and helpful.”
The staff are nice.
"Staff highlighted my child’s need for extra support”.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**

Although the service is performing well for this statement we found that staff should continue to progress and improve.

There was limited evidence presented to show parental or child involvement in the assessment and improvement of the environments the children use, staffing and management and leadership. The staff should consider different methods to involve the parent/carers in the assessment and improvement of these themes.

Guidance on ‘how do parents get involved?’ was displayed for parents. We found evidence of some of these being in practice such as parents being given the opportunity to discuss their child’s development with staff. Staff should consider how they could evidence parent’s involvement when they for example help out or are involved in nursery activities.

See the areas of improvement and recommendations:
- In quality theme two, quality statement one.
- In quality theme four, quality statement four.

About how parents and children should further assess and improve the environments they use, staffing and management and leadership in the service and how quality assurance in the service should be robust and demonstrate improved outcomes.

**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 that the quality of the service provided by Larkhall Children’s Centre for this statement was 5 - very good.

We considered how professional, trained and motivated the staff were and observed their practice.

We found that staff were helpful and approachable and cared for the children present.
Staff who cared for the children had a good rapport with them. Their tone of voice was reassuring; they were supportive, friendly and assisted the children. Staffs communication was appropriate; children were busy, talkative and engaged. Staffs intervention, approach and interaction was encouraging and promoted children’s confidence and self esteem. Staff are confident about the service they provide and this is reflected in their practice. The outcome was that staff were responsive to the children.

We saw that staff promoted a variety of learning experiences for the children and found heath and well being embedded in their practice. We saw that staff had created friendly, welcoming, comfortable environments for the children. Staff had been consulted and attended a variety of training. We found that management and staff were eager to progress the service and the staff team worked well together.

In the care standard questionnaires returned to us parents said:
"My child’s key worker spends a lot of time with my child to develop language and socialising skills. The key worker has been supportive and is an excellent member of staff, a credit to the centre".
"My child has a strong connection with the staff; they are approachable and provide feedback about how my child is progressing".
"The staff are excellent especially in the snowdrop room".
"All in all I am happy with the childcare provision"

Parents and carers who took part in the inspection said:
"There is good communication".
"The service is fantastic".
"My child loves it".
"The staff know my child’s needs".
"We get a report twice a year which is helpful".

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a very good performance in relation to this quality statement.

**Areas for improvement**
Although the service is performing well for this statement we found that staff should continue to progress and improve.

In the care standard questionnaires returned to us one parent raised concerns that staff had not noticed and failed to contact the parent about an issue with their child’s speech. During the inspection a parent told us they felt that they didn’t get the same interaction and feedback in the 3-5 room as they had in the baby room and 2-3 areas, although they did say they the staff always alerted them about changes to the child’s
needs or if anything unusual happened. These has been discussed with the management team.

See the areas of improvement and recommendations:
- In quality theme two, quality statement one.
- In quality theme four, quality statement four.
About how parents and children should further assess and improve the environments they use, staffing and management and leadership in the service and how quality assurance in the service should be robust and demonstrate improved outcomes.

**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
We found that the quality of the service provided by Larkhall Children’s Centre for this statement was 4 - good.

We considered how the service had involved the children and parents/carers in making the management and leadership within the service better. The evidence presented mainly was informal.

The parents/carers had been invited to attend forum meetings to given them the opportunity to discuss issues related to how the service.

The children in the 3 to 5 room had been involved in making decisions in relation to how they managed their learning and development.

The service ensured that copies of inspection reports and the service improvement plan were available for parents to view.

Parent/carers and childrens views and the strengths recorded under quality theme one, statement one were considered when grading this statement.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve.

To further involve those using the service to identify areas for improvement, the staff should consider consulting with parents/carers and children focusing on identified areas for improvements. For example priorities within the service improvement plan.
There was limited evidence presented to show parental or child involvement in the assessment and improvement of the environments the children use, staffing and management and leadership. The staff should consider different methods to involve the parent/carers in the assessment and improvement of these themes.

See the areas of improvement and recommendations:
- In quality theme two, quality statement one.
- In quality theme four, quality statement four.

About how parents and children should further assess and improve the environments they use, staffing and management and leadership in the service and how quality assurance in the service should be robust and demonstrate improved outcomes.

**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**

We found that the quality of the service provided by Larkhall Children’s Centre for this statement was 4 - good.

We considered how people who use the service were involved, working or in partnership with the staff to make the service better. We found that the management had some systems in place. These included:
- questionnaires
- daily discussions
- parental meetings
- planning involving children and parents

The management used mainly verbal consultations to share their views, opinions and suggestions.

Staff had been involved in self evaluating the service using tools such as Child at The Centre and had roles and responsibilities in achieving the priorities identified within the service improvement plan. The outcome was that the management and staff were aware of the service strengths and aware of where improvements could be made. They were eager to work together to develop and move the service forward. We found that policies and procedures were applied by staff.

Staff appraisals and supervision were in place to support staff in their continuous
The service received support and guidance from South Lanarkshire Council's Early Years Development Team.

After a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**

Although the service is performing well for this statement we found that staff should continue to progress and improve.

Parents were provided with regular newsletters to keep them informed. On the day of the inspection in mid December, the December newsletter was not yet published. We also had feedback from parents that:
- they were only provided with newsletters on occasion
- they were given short notice about events and special dates.
We discussed these points with the management team.

We examined administration of medication forms and found they contained relevant information including the date and dosage administered. Parental signatures should be obtained by staff once medication has been administered (see recommendation one). We have directed the management to current guidance in relation to administration of medication in daycare services.

Children’s achievement folders/profiles were in place and we discussed children’s personal plans and guided management and staff to the regulations relating to these. Management knew about personal plans. The management agreed to take account of the regulations and will now develop personal plans for all children. We recommend that the staff after consultation ensure within 28 days of using the service that each child has an individual plan that include six monthly reviews with the child and/or parents and carers and include changes in health, welfare or safety needs (see recommendation two).

The evidence recorded with the self assessment submitted to the Care Inspectorate did not clearly link to the relevant quality statements. We compared this information with the last self assessment submitted in December 2011 and there had been limited change to the information in the self assessment. The management team and staff should review the quality statements and becomes more familiar with these. This will ensure that future self assessments show clear evidence of strengths and areas for improvements linked to the quality statements in which they are inspected against (See recommendation three). The service should ensure that they are able to present evidence to support the strengths and areas for improvement identified in the self assessment submitted to the care Inspectorate.
See the areas of improvement and recommendations:
- In quality theme two, quality statement one.
About how parents and children should further assess and improve the environments they use, staffing and management and leadership in the service and how quality assurance in the service should be robust and demonstrate improved outcomes.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. Parental signatures should be obtained by staff on medication forms once medication has been administered. National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.

2. Personal plans for each child should be devised in accordance with legislation and demonstrate:
   - That staff after consultation ensure within 28 days of using the service that each child has an individual plan
   - Each plan includes six monthly reviews with the child and/or parents and carers
   - Each plan includes changes in health, welfare or safety needs.
National care standards for early education and childcare up to the age of 16, Standard 3 - Health and wellbeing.

3. Management and staff should review the quality statements and becomes more familiar with these. They should ensure the self assessment demonstrates clear evidence of strengths and areas for improvements linked to the quality statements in which they are inspected against. National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.
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

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tr>
<td>Statement 1</td>
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<tr>
<th>Quality of Environment - 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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<th>Quality of Management and Leadership - 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>
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<td>Environment</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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