

Care service inspection report

Oxgangs Sure Start Project

Day Care of Children

Colinton Mains Community Education Centre

1 Firrhill Loan

Edinburgh

EH13 9EJ

Telephone: 0131 441 7318

Inspected by: Sandra Wright

Type of inspection: Unannounced

Inspection completed on: 6 February 2013



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Service provided by:

Oxgangs Care

Service provider number:

SP2003003130

Care service number:

CS2003013354

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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

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

This project provided play and development opportunities for children and offered valuable support to parents.

The staff were committed to ensuring that all of the children received the support they needed to reach their potential.

The Manager showed a firm commitment to training and personal development both for herself and her staff.

What the service could do better

The service should consider how they can ensure that all parents are aware of how they look for the views of the children and use these to plan activities.

What the service has done since the last inspection

The service continued to operate to a high standard. They had reviewed their development plan and were in the process of developing a vision for the future of the service

Conclusion

The project was operating to a high standard in all areas. The Manager and staff were committed to continued improvement.

The parents and children who attend the project were all very happy with the service.

Who did this inspection

Sandra Wright

1 About the service we inspected

Oxgangs Sure Start Project provides a day care to children service from Colinton Mains Community Education Centre. It is funded by the Changing Children's Services Fund and managed by a local voluntary body, Oxgangs Care. Children attend once or twice a week (most attend for two sessions). The service is registered to care for a maximum of 13 children on Monday to Thursday mornings from 9.30am to 12 noon at Colinton Mains Community Education Centre.

The aims of the project include:

"To provide an easily accessible, community based service which focuses on good quality childcare and supporting parents and carers through a variety of resources."

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.

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 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very 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

We wrote this report following an unannounced inspection that took place between 9:30 and 13:00 on 6 February 2013. The inspection was carried out by Sandra Wright, Inspector.

As requested by us, the provider of the service sent us an annual return. They also sent us a self assessment form. We issued ten questionnaires to be given to parents or carers of the children who use the service. We received seven completed questionnaires.

In this inspection we gathered evidence from various places, including:

- * watching how the staff worked with the children
- * information from the service's most recent self assessment
- * talking to the children
- * talking to the Manager
- * talking to three members of staff
- * looking at equipment and the premises
- * looking at policies, procedures, evaluation sheets and other documents
- * completed Care Standard Questionnaires

We took all of this into account when writing this report.

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 one recommendation at the last inspection we have commented on this within the body of this 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 - 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 Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way they had completed this and with the relevant information they had given us for each heading that we grade them under. The service provider identified what they thought they did well, areas for development and any changes they had planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

We saw the children playing happily throughout the inspection. They played together in small groups and sometimes on their own. We asked some of the children if they liked project and all of those that we asked indicated that they did. The children were happy to show us what they liked to do at the project and showed us their artwork.

Taking carers' views into account

Carers include parents, guardians, relatives, friends and advocates. They do not include care staff. We sent out ten questionnaires for the service to give to the parents or carers of children who use the service. Seven were completed and returned to us. When asked if, overall they were happy with the quality of care their child receives in this service, all seven strongly agreed. We have included some of the

information from the Care Standard Questionnaires within the body of this report.

We also spoke to two parents who collected their child from project. Again they said that they thought that the children enjoyed going there. They also said that they got information from the service and that staff were happy to speak to them about their children.

The comments we received included:

"It is a really good place, it has been great for me and my child"

"It has helped me to manage better and get more help with things"

"My child loves coming here"

"It's fantastic!"

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

The project provided very good opportunities for parents and children to be involved in assessing and improving the standard of care and support.

At the last inspection we made a recommendation that the service should consider ways of involving parents and carers in commenting on the Care Inspectorate quality themes, as they are put into practice in the project. We said that they should record parent's ideas for improvement and feedback to them about action taken. At this inspection we saw that they did this in a number of ways which included.

- * Informal daily contact with parents
- * discussion with children
- * review meetings
- * notice board
- * parents room.

During the inspection we saw staff speaking to parents in a relaxed and friendly way. We saw staff taking time to speak to parents about how their children at been at project and checking that all was well with the families. Parents told us that the staff were friendly and welcoming. They said that they knew who to speak to if they had any concerns.

Children made choices from the many activities on offer in the playroom and we saw that when children asked for different toys or activities that staff listened to the children and tried to provide them with things that they liked. We saw that all of the children were encouraged to make choices. They enjoyed choosing songs based on drawing toys from a bag which represented favourite songs. For example a knitted cotton reel represented 'wind the bobbin up'. By doing this the staff ensured that all

of the children could take part even if they did not know the songs. Children also gave their views around the snack table where all of them were included in discussion about what they had been doing at home or things that interested them.

During the inspection we saw the experienced staff working with the children to encourage their learning and development. They were very good at recognising the needs of the children in their care. We saw that the staff had very good relationships with the children and the children appeared comfortable with them.

Regular reviews gave parents the chance to talk about the needs of their children and present their views.

A notice board in the entry hall provided parents with information such as details of forthcoming events, some policies and procedures and general childcare news. It had lots of photographs of the children involved in their activities. The parents said they liked looking at the photographs which gave examples of what their child had been doing whilst at project.

Parents could read the service policies and procedures from a folder available in the foyer and an information pamphlet told parents about what they could expect from the service.

We saw that the service had a complaints policy and procedure. This provided parents with details about who they could complain to and how their complaint would be dealt with. We were told by the Manager that the service had not received any complaints.

We also saw lots of cards and letters written by parents and children thanking staff for their time spent at the project.

However, replies to the 'Care Standard Questionnaire' showed that five parents strongly agreed, one agreed and one disagreed with the statement 'The service has involved me and my child in developing the service, for example asking for ideas and feedback.'

To the statement 'I am kept informed about what is happening in the service, for example through notice boards and newsletters' all seven parents strongly agreed.

Areas for improvement

To the statement 'The staff ask for my child's views about activities and outings and use them to plan future activities, two parents strongly agreed, one agreed, one didn't know and three identified that this was not applicable.

A suggestion was made by a parent that it might be helpful to provide each child with a short written update.

We saw that the project was offering parents and children opportunities to evaluate the service. It was, however apparent that at least one parent did not feel that they

were asked for their views and some parents did not know if their children's views were asked for. See recommendation 1

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The Manager should consider how she could check with parents to make sure they feel included. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 13 - Improving the service.

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

The service was excellent at ensuring children's health and wellbeing needs were met.

Staff showed us that they understood the needs of the children and had the skills and knowledge to meet these needs. We saw staff giving the children lots of encouragement and praise which reinforced children's self esteem and promoted positive behaviour.

Staff were seen to be sensitive to the separation issues for children who were new to the project and they worked with parents to settle the children at their own pace. Children benefited from encouragement in early independence whilst being supported by caring staff. We saw children who were upset or unwell being comforted sensitively.

A policy was in place for protecting children. This contained all the required key information and was shared with parents/carers on the notice board.

In discussion staff showed us that they knew about child protection. They were able to describe how they would follow the procedure and where they would seek advice and support.

The Manager and staff had lots of knowledge about child development and local childcare resources. They used this knowledge to direct parents towards specialist assistance for children who may need it. We saw evidence that staff had worked with other professionals such as Speech and Language Therapists and the Visiting Teacher Service. They used information from these professionals to progress children's development by using techniques and ideas given by them. In addition staff used lots of signage and routines to help children's progression.

The project seldom needed to give children medication. However they had a clear medication procedure which ensured that staff gave children medicines safely when needed.

Accidents and incidents were recorded, discussed with parents and signed by the staff

and parents.

During the inspection we saw the children having a healthy snack provided by the project. We saw staff preparing the snacks properly, making use of their knowledge from food hygiene training. Snack time was a relaxed social event where staff encouraged the children to eat whilst ensuring that individual children could take the necessary time they needed to eat their food. The snack routines helped children to develop healthy practices in eating. Both children and staff were seen to carry out good hygiene practices.

Staff were seen encouraging children to be kind to each other and form friendships. They provided good role models for the children in their respectful behaviour towards each other.

The toilets and changing areas were clean and had enough supplies of the necessary equipment. We found that staff worked alongside parents to encourage children when toilet training.

During the inspection we saw that children had access to a wide variety of physical activities both in the playroom and in the outdoor play area. We saw children playing with a seesaw, bikes and playing a skittle game in the playroom which encouraged their physical development. Whilst the children did not use the outside play area on the day of the inspection we saw many photographs which evidenced that the outdoor area was well used.

In the playroom staff provided toys and activities that the children liked. We saw that they enjoyed playing with puppets, construction, the home corner, book corner and play zoo. At the end of the session children had an opportunity to be involved in a messy planning activity.

The children followed simple routines and were cared for by enthusiastic staff who had realistic expectations of their abilities and behaviours.

Six parents strongly agreed and one agreed with the statements:

'The staff treat my child fairly and with respect'

'Staff share information about my child's learning and development with me and where appropriate my child'

'Staff regularly assess my child's learning and development and use this when planning next steps'

'The service provides a healthy and well balance diet which meets my child's dietary and cultural needs'

All seven parents strongly agreed with the statements:

'My child can experience and choose from a balanced range of activities'

'My child appears happy and confident with the staff'

Areas for improvement

The project should continue to ensure that current practice is built upon to ensure that all children's health and wellbeing needs are met effectively.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and children about the environment.

Responses from parents in the 'Care Standard Questionnaires' indicated that the parents who responded were happy with the environment provided by the service.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

Grade awarded for this statement: 5 - Very 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

The service was performing to a very good standard in relation to this statement.

The playroom had suitable lighting, heating and ventilation and was in a good state of repair.

Parents could be confident that their children were protected by security procedures which included restricted access to the premises.

Staff reported any concerns about the premises to the Manager who then reported to the appropriate person. They confirmed that all safety and premises issues were dealt with quickly and efficiently.

The playroom was clean and hygienic and procedures were in place to ensure regular cleaning took place. Staff kept the rooms tidy and free from clutter which allowed the children as much movement around the playroom as possible. As the premises was used by other groups, toys and equipment had to be put away and stored after most sessions. Staff said that whilst this could be hard work it meant that the play

provision was kept fresh and exciting because it was changed on an almost daily basis.

The equipment in the playroom was suitable for the children who were there on the day of the inspection which meant that the children were able to make full use of all the activities. The project had a very wide range of quality resources which were used to their full effect to give the children exciting and stimulating play opportunities.

We saw staff carrying out good hygiene practices during snack wearing aprons and gloves and cleaning the table with antibacterial spray.

Risk assessments had been carried out to minimise risks to everyone in the project. Policies and procedures about infection control and health and safety were in place and followed by staff.

We saw an up to date Insurance certificate which provided public liability cover.

All of this meant that the children were being cared for in a safe and secure environment.

All seven of the parents who responded to the Care Standard Questionnaires strongly agreed with the statement:

'The service is a safe, secure, hygienic, smoke free pleasant and stimulating environment'.

Areas for improvement

The service had an ongoing commitment to maintaining the standard currently achieved. They identified in their self assessment that they would continue to work alongside City of Edinburgh Council to improve the repairs and renewals process by giving necessary feedback, keeping a secure maintenance log and reporting discrepancies.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

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 staffing in the service.

Service strengths

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and children about the quality of staffing.

Staff turnover in the service was very low which meant consistency for the children. Many of the 'thank you' cards and letters contained very positive statements about staff and how they had worked with families. Parents we spoke to during the inspection were also very complimentary about the staff.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

Grade awarded for this statement: 5 - Very 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 this service was performing to a very good standard in relation to this statement.

The Manager was undertaking a Management diploma in addition to her childcare qualifications.

All of the staff held relevant qualifications and were registered with the Scottish Social Services Council (SSSC). The SSSC are the body who regulate care staff and decide the level of qualification for each post. All of the staff were aware of the SSSC Codes of Practice.

Despite difficulties with funding and releasing staff, all staff had been involved in additional training. During the inspection they spoke about the courses they had

attended which included Birth to Three training and seminars for Getting It Right For Every Child (GIRFEC) which is a Scottish Government project promoting a co-ordinated approach to supporting children and young people in Scotland. Staff spoke about ideas they had got from training which they used to give the children more play experiences.

The service had developed staff guidance such as the child protection procedure and the whistle blowing policy. This provided staff with appropriate support and instruction to enable them to carry out their work.

All staff had an annual appraisal meeting with the Manager which identified their skills and areas for development and encouraged them to look for further training. Staff appeared happy and motivated in their work. They met together regularly to talk about plans for the service and explore ideas which helped them to keep up with current practice themes.

In discussion the staff said that they felt supported by the Manager and that they felt the small team worked well together. During the inspection we saw the Manager working alongside staff demonstrating good practice.

Replies to the Care Standard Questionnaires indicated that six parents strongly agreed and one agreed with the statement:

'I am confident that staff have the skills and experience to care for their children and support their learning and development'.

Areas for improvement

The service should continue to build on the very good quality of staffing in the project and continue to promote learning and development for all staff.

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: 5 - Very Good

Statement 1

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

Service strengths

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and children about the quality of management and leadership.

The Manager was available at the project most days to speak to parents and was friendly and welcoming.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

Grade awarded for this statement: 5 - Very 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 there were other groups who have interest in the project. We call these people stakeholders. An example of a stakeholder was City of Edinburgh Council, with whom the provider had a service level agreement commissioning them to provide the project facility. In line with the contractual aspect of the partnership, the service published a three year development plan which allows the council to ensure that they continue to be satisfied with what the service provided. The Service Development plan had been reviewed and provided a way of measuring quality assurance and targets. Other people were involved in the service. The service worked with local schools to ensure smooth transition to nursery.

Speech and Language services and the Visiting Teacher Service had worked with staff to meet the development needs of the children. The Manager told us that they had a good relationship with these services and had received very positive comments about

how staff had worked with them to help the development of the children.

We have considered throughout this report (In quality statements 1.1, 2.1 and 3.1) how service users were involved in assessing the quality of the service.

We found that staff were involved in assessing the quality of the service through team meetings and supervision. Through discussion the Manager evidenced that she had a very good understanding of childcare issues and how to assess quality within the project. We assessed that this would enable the project to continue to build on their quality improvement.

In addition stakeholders had access to the formal systems such as complaints and suggestions within the service.

The service had complied with regulation by the Care Inspectorate. They had completed Annual Returns and Self Assessments as they were asked to.

All of this showed us that they were committed to checking that they were doing a good job and looking for ways to make improvements.

Areas for improvement

The manager demonstrated commitment to continuing to evaluate the service and actively seek parent and staff input into this process.

The service were considering pursuing "Investors in People" status.

Grade awarded for this statement: 5 - Very 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

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	6 - Excellent
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	6 - Excellent
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings	
19 Jan 2011	Unannounced	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
25 Mar 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
8 Dec 2008	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

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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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-هه بایتسد یم ونابز رگید روا ولکش رگید رپ شرازگ تعاشا هی

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

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