Capability Scotland - Westerlea Early Years
Day Care of Children
Westerlea
11 Ellersly Road
Edinburgh
EH12 6HY

Inspected by: Fiona Smart
Susan White

Type of inspection: Unannounced

Inspection completed on: 16 July 2013
Contents

Summary
1 About the service we inspected
2 How we inspected this service
3 The inspection
4 Other information
5 Summary of grades
6 Inspection and grading history

Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Care service number:
CS2010271856

Contact details for the inspector who inspected this service:
Fiona Smart
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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>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>6</td>
<td>Excellent</td>
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<tr>
<td>Quality of Environment</td>
<td>6</td>
<td>Excellent</td>
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<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
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**What the service does well**

The acting manager and staff have created a friendly, welcoming environment for children and their families.

The acting manager and staff know the children and their families well. They respond to their needs and are sensitive to individual circumstances.

The skilled interaction between the acting manager, staff and children observed during the inspection was instrumental in building effective relationships.

**What the service could do better**

We spoke to the acting manager and team leader about what they felt they could do better. They told us they wanted to:

- Further develop sensory resources and experiences.
- Look at ways in which all areas of the provision could be used to its fullest potential.
- Arrange visits to other services to look at their practice and provision.
What the service has done since the last inspection
Welcomed the new manager (on secondment), staff and children and families to Westerlea Early Years.
Continued to involve parents and families in their child’s care and development needs.
Introduced a group for children aged 3-5.
The registration status changed from a care at home service to a daycare service.

Conclusion
The inspection evidenced the service was performing very well with some areas of excellent practice.

During the inspection we saw children who were happy to be at Westerlea Early Years and staff who were enthusiastic about their work. The acting manager and staff team continue to work very well together to maintain and improve the service; ensuring children have access to an extensive range of fun and learning experiences.

Who did this inspection
Fiona Smart
Susan White
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve, 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
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 Care Inspectorate.

This report was written following an unannounced inspection which took place on 4 and 16 July 2013.

The service is registered to provide care for a maximum of 15 children aged between birth to five years. The service operates from Westerlea, Capability Scotland Headquarters, Edinburgh.

The aims of the service state: Westerlea Early Years aim is to provide an accessible, reliable and professional support service for families with disabled children between 0-5 years old living in Edinburgh. We believe that children with disabilities are entitled to the same experience as any other child so we try to reflect this in the many different aspects of our service. Our aim is to provide stimulating and fun activities that will allow children to develop through play while also meeting the needs of the family.

At the time of the inspection the service was providing a service to 47 families.

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

**Quality of Care and Support** - Grade 6 - Excellent
**Quality of Environment** - Grade 6 - Excellent
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. This was carried out by inspectors, Fiona Smart and Susan White. The inspection took place on 4 July 2013 and 16 July 2013. We gave feed back to the manager and team leader on 16 July 2013.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent questionnaires to the service to distribute to parents and families.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:
- Parents
- Children
- Staff
- Acting manager

We looked at:
- The service’s plan for how they will involve service users
- Minutes of meetings
- Newsletters
- Parental/relative questionnaires
- Personal plans, accident and incident records
- Policies and procedures

We observed staff in their interaction with children and we observed children learning through play.
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
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 provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. The provider identified what it thought the service did well, some areas for development and any changes it had planned.

Taking the views of people using the care service into account

Children present during the inspection appeared happy to be at Westerlea Early Years service. We observed them in their play and learning. We watched them in the sensory room as they explored light and sound. We saw them at storytelling sessions and singing at the beginning and end of the session.

Taking carers' views into account

The following comments were included in the returned questionnaires:

“We recently moved from London to Edinburgh and have found Westerlea to be a huge support providing assistance and guidance with our move.”

“The questions asked here do not do justice to the service delivered at Westerlea. Westerlea is an invaluable service. They provide stimulating, challenging activities targetted at the perfect level to help our child at their stage of development.”

“All staff are hardworking, caring and do their utmost for my child. It’s an amazing service and was a godsend when I was struggling to get speech, physio and Occupational therapy (OT). They are thoroughly committed and have had more positive influence on my child’s development than anyone else. I wish they had more
money for extra staff to cover staff holidays/absences when sessions may be
cancelled.”
“The Westerlea staff are always smiley and friendly and always have good advice.
They respect my child and his disabilities. It is always about working together with
parents. VERY GOOD JOB! My child loves to be at Westerlea.”
“An amazing and invaluable service. There’s nothing else like it.”
“The staff is very good in this service.”
“My child is new to this service and we use the hydrotherapy pool once a week. Our
physio put us on to this service.”
“Excellent service, excellent place. I wish we had known about it sooner. Will be very
sorry to leave when my child starts school later this year.”
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: 6 - Excellent

**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**

For this Quality Statement we:
- Spoke to the children and their parents and families
- Spoke to the acting manager
- Spoke to the staff team and observed them in their interaction with children and families
- Looked at the consultation processes the service used
- Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing at an outstanding level in the areas covered by this statement. We gave the service a grade 6 - excellent for this quality statement.

The acting manager and staff team have developed excellent relationships with children and their parents and families. This was evidenced in conversations we had with parents during the inspection and in the returned questionnaires.

In the returned questionnaires parents told us:

"We recently moved from London to Edinburgh and have found Westerlea to be a huge support providing assistance and guidance."

"Westerlea is an invaluable service. They provide stimulating, challenging activities targeted at the perfect level to help our child at their stage of development."

We saw evidence of partnership working between the staff team and parents and families. Parents confirmed they were encouraged to be involved in the care of their child. They had the opportunity to attend group sessions with their child eg in the hydro therapy pool, at the Tuesday group (The introduction of the Tuesday group for
children aged 3 - 5 was in response to parental requests) music sessions and the gardening group.

Parents were invited to share their skills with others. They did this by participating in an open day and organising:
* A food tasting stall
* An African drumming workshop
* Cake and candy stall and
* A second hand toy stall at an open day.
The money raised from fundraising events was used to purchase additional play materials and resources (after talking and listening to parents and observing and talking to children).

During the inspection we saw that staff observed children and provided a rich environment which reflected their interests and stage of development well. They listened to the children and observed their body language successfully, encouraging them to be involved in making decisions and choices. There was good and consistent use of signing to help children communicate and make choices.

Newsletters, daily communication, emails and text messages were used to keep parents informed about forthcoming events, surveys, changes to sessions/staffing and any other important information.

To summarize: This commitment to open communication by the acting manager and staff meant that children and their parents and families were involved in day to day decisions about activities as appropriate and in the overall planning of each session.

Areas for improvement
The acting manager and staff team should continue to liaise with children, parents and families, listening to their views and taking appropriate action. This will ensure the excellent partnership between Westerlea Early Years and the child and their family continues.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0
Number of recommendations: 0
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
For this Quality Statement we:
* Spoke to the children
* We spoke to staff and observed them in their interaction with children
* We spoke to parents
* Took account of the information given to us by parents and families in the returned questionnaire.

We found the service was performing at an excellent level in the areas covered by this statement. We gave the service a grade 6 - excellent for this quality statement.

From observation of practice and through discussion with the manager and staff team we saw that all were aware of the importance of children’s earliest experiences in ensuring they reached their fullest potential.

During the inspection we observed the manager and staff working closely with children and their families. We saw where verbal communication was not possible, staff watched children carefully taking cues from their body movements and eyes. They were consistent in their approach and their interaction was of the highest standard.

Children’s daily activities and routines were displayed in both a written and pictorial form. Music was used successfully to aid children’s communication - this was seen to be a popular way to start the beginning and end of each session.

Referral meetings were used to gather information about the child and their needs. This helped staff to plan for each child’s care. Children’s personal plans contained all relevant information from parents, staff and other agencies.

The manager and staff team liaised with outside agencies for example physiotherapist, speech therapists, social workers to support children and their families. Appropriate strategies and intervention methods were in place to support children and parents/carers who were experiencing difficulties.
In conclusion, the staff team worked very well with the children to ensure they had a wide range of positive experiences whilst at Westerlea Early Years. They did this through maintaining strong links with the child’s parents and families. They worked with other agencies to provide positive experiences for children. Their careful assessment of children’s needs enabled children to fulfil their potential.

**Areas for improvement**

The manager and staff team should continue to provide a high quality service which is responsive to children and family’s individual needs.

*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: 6 - Excellent

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

Service strengths
The evidence for the grade awarded in this statement is included in Quality Theme 1, Statement 1.

Areas for improvement
See Area for Improvement in Quality Theme 1, Statement 1.

Grade awarded for this statement: 6 - Excellent

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
For this Quality Statement we:
* We took account of the general environment
* We looked at resources and how these were used
* We spoke to the acting manager and staff, and
* Took account of the information given to us by parents and families in the returned questionnaire

We found the service was performing at an excellent level in the areas covered by this statement. We gave the service a grade 6 - excellent for this quality statement.

Westerlea Early Years is accommodated in an annex of Capability Scotland’s main building. There were play rooms, a music room, a hydrotherapy pool and sensory room all of which children have access to. They also have access to a variety of outdoor play areas including a sensory garden where they can experience the benefits of fresh air and energetic and active play and learn about the changing seasons.

On the day of inspection the premises were found to be clean, safe and free from hazard. The acting manager and staff team had taken measures to ensure the environment was safe. A secure entry system was in place and arrivals and departures at the centre were monitored carefully by staff. Risk assessments had been developed for all aspects of the service. These were reviewed on a regular basis. They clearly identified areas of risk and the measures to be used to minimise them.

There was an extensive range of resources which provided children with a range of experiences which were appropriately challenging. These were successfully used by staff to encourage children to explore and experiment and learn. Space was well planned and organised encouraging children to move freely between different areas, increasing independence as they helped themselves to equipment and play materials and made decisions about what to play with.
Throughout the year children and their families had the opportunity to go on outings. The outings were popular with children and their families alike. These included trips to:

- Portobello swimming pool
- Gorgie Farm
- Music School Fiesta
- Scottish Orchestra and
- The Santa Cruise at Ratho.

All of the above successfully supported children’s safety and wellbeing.

**Areas for improvement**
To make more use of the garden areas as an alternative learning environment.

**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
The evidence for the grade awarded in this statement is included in Quality Theme 1, Statement 1.

Areas for improvement
See Area for Improvement in Quality Theme 1, Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0
**Statement 3**

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

**Service strengths**

For this Quality Statement we:

* Spoke to the acting manager and staff
* Looked at the minutes of staff meetings and other documentation
* Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing at a very good level in the areas covered by this statement. We gave the service a grade 5 - very good for this quality statement.

The acting manager and staff had a wide range of qualifications, skills and experience. This enabled them to provide a very good level of interaction to children. We spoke to staff and they told us they enjoyed their work and were committed to providing the very best experiences for children. The wide range of training available enhanced staff’s understanding of how children learn and how they could support them whilst at Westerlea Early Years.

All staff completed an induction programme where key policies and procedures are discussed and an understanding of staff’s abilities undertaken. This formed part of the six month probationary period.

There were regular opportunities for staff to update and refresh their knowledge and understanding of childcare, education, additional support needs, and protecting children from harm. They were able to recognise each others strengths and worked well as a team.

Quarterly support and supervision sessions were used by the line manager to discuss staff practice and provision within the service. All staff had access to an Annual Personal Review with their line manager. Prior to the review they are asked to complete an evaluation of their practice. This encouraged them to reflect on their work and identify ways in which they can develop professional skills and practice.

The acting manager and staff met together informally throughout each day and formally at service meetings. Brief minutes of the meetings were kept. This promoted consistency in practice and a shared understanding of new initiatives and developments.
We spoke to the acting manager and staff about reference documents and other professional materials. They told us they were familiar with the following documents, and used these regularly to underpin their work and evaluate and monitor their practice. These included:

* National Care Standards Early Education and Childcare
* Scottish Social Services Council (SSSC) Codes of Practice
* Capability Scotland’s monitoring tool and
* Sure Start monitoring tool

We spoke to staff about their responsibility in relation to child protection. They confirmed that where there were concerns relating to children’s safety and well-being these were shared with the relevant agencies. This ensured children’s needs were effectively identified and support procedures put in place. In the returned questionnaires six parents strongly agreed and one agreed with the statement:

“I am confident that the staff will protect my child from harm, abuse, bullying and neglect.”

In the returned questionnaires parents and families spoke highly of staff. They wrote:

“All staff are hardworking, caring and do their utmost for my child....They are highly committed and have had more positive influence on my child’s development than anyone else.”

“The Westerlea staff are always smiley and friendly and have good advice. They respect the children and their disabilities. My child loves to be at Westerlea.”

“The staff are very good in this service.”

All of the above evidenced that staff were professional, trained and motivated and ensured that the wellbeing of the children was of the highest importance.

Areas for improvement
The acting manager with staff should look for further training opportunities. This will ensure staff skills and knowledge of childcare and education remains current and up-to-date.

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
The evidence for the grade awarded in this statement is included in Quality Theme 1, Statement 1.

Areas for improvement
See Area for Improvement in Quality Theme 1, Statement 1.

Grade awarded for this statement: 6 - Excellent

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

For this Quality Statement we:
* Spoke to the acting manager and staff
* Looked at the service’s auditing systems
* Took account of the information given to us by parents and families in the returned questionnaires.

We found the service was performing at a very good level in the areas covered by this statement. We gave the service a grade 5 - very good for this quality statement.

The acting manager led the team very well. She regularly met with staff to discuss and evaluate the provision within the service and to identify next steps for individual children. They have worked closely together to evaluate practice, continually monitoring and reviewing procedures. For example daily activities were evaluated and adapted, as necessary, to ensure all children were able to participate fully and gain most from their experience.

The acting manager and staff were committed to providing a child led service and were continuing the process of involving children and their families in the evaluation of the service. By identifying and documenting areas for improvement they ensured they maintained the high quality of the work of the service.

The most up to date policies and procedures were available through Capability Scotland’s intranet. Each quarter a list of up-dated policies and procedures were displayed. This promoted a shared understanding of the aims of the service and consistency in practice.

The comprehensive systems in place to review the quality of the service involved the children, their parents/carers and the staff team. This meant that the service identified areas for improvement on an ongoing basis. The result was a service committed to following best practice guidance and achieving positive outcomes for children and their families.
Areas for improvement

The acting manager and staff should continue to work closely together evaluating and adapting the service ensuring it maintains the high standards evidenced in this inspection.

The acting manager should look at how she can involve a wider range of stakeholders in the assessment and improvement of the service.

**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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5  Summary of grades

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<tr>
<th>Quality of Care and Support - 6 - Excellent</th>
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6  Inspection and grading history

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<th>Type</th>
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<td>Announced (Short Notice)</td>
<td>Care and support 5 - Very Good</td>
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<td></td>
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<td>Environment 5 - Very Good</td>
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<td>Staffing 5 - Very Good</td>
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<td>Management and Leadership 5 - Very Good</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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Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

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Translations and alternative formats
This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.
अनुरोधसांगके एइ प्रकाशनाती अन्य फरमाई एवं अन्य भाषा पाओया याया।
سے بیٹے ترمیم روپزابز رکھو روا روپلکش رگھو رپ شررگاک تعاشرا دی
 векडی ‘जे’ जे रिश्ता पुरस्म पेन पुरे शेरे तेलन्ह रांगन्ह रिश्ता शुपलक्ष्य दे।

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