Creche & Play Programmes
Day Care of Children
Unit 12
Back O’Hill Industrial Estate
Back O’Hill Road
Stirling
FK8 1SH
Telephone: 01786 430120

Inspected by: Annemarie McGinn
Type of inspection: Announced (Short Notice)
Inspection completed on: 14 June 2013
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Service provided by:
Stirling Council

Service provider number:
SP2003002689

Care service number:
CS2003005403

Contact details for the inspector who inspected this service:
Annemarie McGinn
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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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<th>Area</th>
<th>Grade</th>
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<tr>
<td>Quality of Care and Support</td>
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<td>Quality of Environment</td>
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<td>Quality of Staffing</td>
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<td>Quality of Management and Leadership</td>
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What the service does well

The service offers a very flexible service to a wide range of parents who require crèche facilities. The staff team was observed to be very responsive to the children and provided a very caring environment for them.

What the service could do better

The service should continue to develop consultation methods for children, parents, carers and other stakeholders. Questions within the service questionnaires should reflect the quality of care and support, the environment, staffing, management and leadership.

What the service has done since the last inspection

The service had developed policies and systems in relation to infection control procedures.

Conclusion

The service continues to offer a very flexible service to children whose parents are accessing further education or parenting classes. Crèche programmes vary in duration but are usually between 12 and 18 weeks.
Who did this inspection
Annemarie McGinn
1 About the service we inspected

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

This 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 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 Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

The service is registered to provide care to children from birth to 14 years of age. The service operates Monday to Sunday from 8am to 10pm, 51 weeks per year. The provider is Stirling Council.

The service operates from a variety of different establishments depending on the needs and ages of the children using the service. On the day of inspection, the service was delivering a crèche in the Cowane Centre, Stirling, where it was supporting a project being run for incredible years and the Gaelic school. We observed four children being cared for by two crèche staff.

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

**Quality of Care and Support - Grade 4 - Good**
**Quality of Environment - Grade 4 - Good**
**Quality of Staffing - Grade 4 - Good**
**Quality of Management and Leadership - Grade 3 - Adequate**

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 after a short notice announced inspection which took place on 14 June 2013 between 9.30am and 12pm. We visited the crèche which was being held in the Cowane Centre where four children were in attendance. We also visited the offices of Crèche & Play Programmes where we sampled paperwork.

As requested by us, the service returned the annual return. The service also sent us a self assessment form.

We issued 10 questionnaires to the manager to distribute to parents and carers. One completed questionnaire was returned before the inspection.

In this inspection we gathered evidence from various sources including the relevant sections of policies, procedures, records and other documents, including:

Evidence from the service’s most recent self assessment
Children’s profile information
Risk assessments
Evaluations of activities
Registration certificate
Insurance certificate
Observation of staff practice
Observation of the environment
Discussion took place with the service manager and childcare staff.

All of the above information was taken into account during the inspection process and was reported on.

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

**Inspection Focus Areas (IFAs)**

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

**Fire safety issues**

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

The requirement
1. The service needs to ensure that they have information regarding each child’s general practitioner. In line with Scottish Statutory Instrument 2011/28/4(1)(a)

What the service did to meet the requirement
We sampled children’s information and found that they included details of their general practitioner.

The requirement is: Met - Within Timescales

The requirement
2. The service needs to ensure it provides services in a manner which respects the privacy and dignity of service users. In line with Scottish Statutory Instrument 2011/210 4.1(b)

What the service did to meet the requirement
During the inspection visit we observed children being escorted to the toilet. There were no children present that required nappy changing. the service had developed a policy around Nappy changing and intimate care.

The requirement is: Met - Within Timescales

The requirement
3. Where necessary, have appropriate procedures for the prevention and control of infection. In line with Scottish Statutory Instrument 2011/210 4.1(d)

What the service did to meet the requirement
The service had developed a policy on infection prevention and control. Appropriate measures had been put in place for the safe disposal of nappies.

The requirement is: Met - Within Timescales
The requirement
4. The provider must make proper provision for the health, welfare and safety of service users. In line with Scottish Statutory Instrument 2011/210 4.1(a)

What the service did to meet the requirement
Staff had carried out risk assessments for each venue used. We sampled the risk assessments and found them to be meaningful and accurate.

The requirement is: Met - Within Timescales

The requirement
5. The provider must where necessary, have procedures for the prevention and control of infection. In line with Scottish Statutory Instrument 2011/210 4.1(d)

What the service did to meet the requirement
The service had developed a policy on infection prevention and control and nappy changing procedures.

The requirement is: Met - Within Timescales

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.

We 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.
Taking the views of people using the care service into account
We spoke to four children during the inspection visit. They spoke confidently to us. Their comments included:

"I have only been here two times."
"I am painting a castle and a big flower and the sun."
"I speak Spanish to my friend, because he is from Chile."
"I go to Gaelic playgroup, I don’t go anymore, I have graduated."

Taking carers' views into account
Comments from parents included:

"My child has been coming to this crèche every year during the conference and loves it."

"My child settled really quickly indicating she was really comfortable with the environment."
3 The inspection

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

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
After examination of relevant documents, feedback from service users, staff and the manager, this service was found to have maintained a good performance in relation to this statement.

The service had good systems in place to evidence consultation that had taken place with both parents and children. This was limited as the service found it difficult to get people to return questionnaires due to the short period of time some of their crèches run. The manager issued questionnaires at the end of each crèche programme. We sampled questionnaires that had been returned follow a Fragile X programme, comments from parents included:

"My child settled really quickly, indicating that she was really comfortable with the environment."

"My child has been coming to this crèche every year during the conference and loves it."

We observed parents dropping off children at the crèche and saw positive interactions and sharing of information between staff, parents and children. One child was attending for the first time, staff sought relevant information from the parent and welcomed the child sensitively, introducing her to the other children.
Areas for improvement

The service should further develop its strategies for obtaining feedback and ways in which to include all children, parents/carers and other stakeholders in its consultation processes.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

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

Service strengths
The service held information on each child containing emergency contact information, medical details including GP telephone numbers and immunisations. The service sought permission for sunscreen to be applied, face paints, local outings and for photos to be taken. The service had adapted its daily registers to include at a glance information about children such as allergies and toilet requirements.

The venue being used on the day of inspection provided the children with lots of space to run around and be involved in physical activities.

The manager told us that each crèche was different and accommodated a range of children of different ages and stages of development. During the inspection visit, we observed staff responding to and providing valuable experiences for children aged 3 to 5. Children were happily involved in arts and craft activities, puzzles and playing with physical equipment such as see saws. The service provided a wide range of age appropriate resources for children.

Areas for improvement
The service should continue to gather information about children in order to create more robust personal plans for children using the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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

**Service strengths**
After examination of relevant documents, feedback from service users, staff and the manager, this service was found to have maintained a good performance in relation to this statement.

The strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

We observed children being consulted about what resources and activities they wanted to be involved in. Staff supported children to access resources and helped them in their play.

**Areas for improvement**
The service should continue to develop systems to ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

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

**Number of requirements:** 0

**Number of recommendations:** 0
Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
After examination of relevant documents, feedback from service users, staff and the manager, this service was found to be working to a good standard in relation to this statement.

The service operates from a variety of different establishments. The accommodation being used on the day of inspection was bright, spacious and clean. Access to the building is via a buzzer system. The caretaker’s office was situated in the main foyer ensuring that centre staff were aware of members of the public accessing the building.

Appropriate toilet facilities were available within the centre. Members of the public have access to the building and toilets. Staff accompany children to the toilets in order to ensure their safety.

Staff carried out risk assessments for each venue used. We sampled risk assessments and found them to be meaningful and accurate. Staff carry out daily environment checks of each venue which included safety checks of toys and equipment being used during the crèche.

The service maintained registers of all children attending the crèche; parents signed their child in and out of the crèche. We sampled registers and found them to be accurate.

Areas for improvement
The service should further develop risk assessments to consider the risks to children of using toilets which are used by the general public. (See Recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. The service should consider the risks involved in using shared toilet facilities to ensure the safety and security of children.

National Care Standards Early Education and Childcare up to the age of 16, Standard 2 - A Safe Environment.
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
After examination of relevant documents, feedback from service users, staff and the manager, this service was found to have a good performance in relation to this statement.

The strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

Areas for improvement
The service should continue to develop systems to ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Grade awarded for this statement: 4 - Good

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
After examination of relevant documents, feedback from service users, staff and the manager, this service was found to be working to a very good standard in relation to this statement.

We observed staff to be very responsive to children during the inspection visit, children were comfortable and relaxed in the environment.

Staff held appropriate qualifications and some were currently working towards additional qualifications such as SVQ4. The manager of the service is currently undertaking a BA degree in childhood practices. All staff were registered with the Scottish Social Services Council (SSSC) and were aware of their responsibilities in maintaining registration with the regulatory body.

We sampled staff files and saw evidence that staff had been involved in a variety of training opportunities such as:

- Paediatric first
- Creative development and connectivity
- Caring for children - The impact of early life experience
- Elementary food hygiene
- Anti bullying
- The impact of parental imprisonment on children
- Emergency first aid
- Child protection.

Staff knew children very well and responded sensitively to their needs. We observed staff being very welcoming to a new child who had not previously attended the service. They took time to settle her and ensure that she was happy in the environment.

Staff were aware of the National Care Standards and used the standards in their daily practice. The manager was aware of the legislative requirements of managing the service.

Areas for improvement
The provider should continue to support staff in continuous professional development in order for staff to keep up to date with current best practice.
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: 3 - Adequate

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
After examination of relevant documents, feedback from service users, staff and the manager, this service was found to have a good performance in relation to this statement.

The strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

Areas for improvement
The service should continue to develop systems to ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 0
Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
The manager regularly worked alongside staff monitoring their performance on an informal basis.

Regular staff meetings took place. We sampled evidence of staff meetings which were relevant and reflected the service provided. The manager and staff were very committed to the future development and improvement of the service.

Questionnaires issued to parents at the end of each crèche programme provided information for the manager and staff to further develop and improve the service.

The service developed an annual improvement plan which highlighted areas for development.

Areas for improvement
The manager had not had any formal supervision or appraisal in the last four years. The provider should ensure that regular monitoring and supervision of the manager takes place.

We were unable to sample evidence of any staff appraisals having taken place. The manager told us that a new local authority appraisal system was being introduced. The manager should ensure that regular staff appraisals, monitoring and supervision take place. (See Recommendation 1)

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. The provider and manager should ensure that the quality of the work of each member of staff and the service as a whole is monitored effectively.

National Care Standards 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
N/A

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

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>14 Sep 2012</td>
<td>Announced (Short Notice)</td>
<td>Care and support: 3 - Adequate&lt;br&gt;Environment: 3 - Adequate&lt;br&gt;Staffing: Not Assessed&lt;br&gt;Management and Leadership: Not Assessed</td>
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<tr>
<td>12 Nov 2010</td>
<td>Announced</td>
<td>Care and support: 5 - Very Good&lt;br&gt;Environment: Not Assessed&lt;br&gt;Staffing: Not Assessed&lt;br&gt;Management and Leadership: Not Assessed</td>
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<tr>
<td>6 Jan 2010</td>
<td>Announced</td>
<td>Care and support: 5 - Very Good&lt;br&gt;Environment: Not Assessed&lt;br&gt;Staffing: 5 - Very Good&lt;br&gt;Management and Leadership: Not Assessed</td>
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<tr>
<td>11 Mar 2009</td>
<td>Unannounced</td>
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<td>Management and Leadership</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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