

## Care service inspection report

# Barnardo's APNA Out of School Care Day Care of Children

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Type of inspection: Announced (Short Notice)

Inspection completed on: 3 December 2014



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### **Service provided by:**

Barnardo's 'known as' Barnardo's Scotland

### **Service provider number:**

SP2003003405

### **Care service number:**

CS2003006081

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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

The service provides a safe, stimulating and fun environment for children experiencing challenges. Children and young people are included and respected in the service.

### What the service could do better

The service should continue to provide a high quality service.

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

The service has moved premises. These premises are child friendly. The children and young people have an opportunity to relax in a designated sensory room.

### Conclusion

The staff and children demonstrated a mutual respect for one another. Staff genuinely cared for the children. They responded and provided activities to suit individual needs. The children are encouraged and supported to maximise their own potential.

# 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](http://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 needs to 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 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.

Barnardo's APNA Care at Home is a service provided by the APNA Project to families with disabled children. The service particularly serves the local Asian community. The project also provides an out of school club which is registered with the Care Commission and a befriending service. The service has a base in the Southside of Glasgow and one in the West End.

The service aims to enhance the quality of life for a significant number of children and young people with disabilities and their families from the Black Minority Ethnic (BME) community living in the city of Glasgow.

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](http://www.careinspectorate.com) or by calling us on 0345 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

This report was written following an unannounced inspection by a Care Inspectorate Inspector on Wednesday 3 December 2014.

We sent 10 questionnaires to the manager to distribute to parents of children attending the service. Four questionnaires were returned. In the returned questionnaires, all parents stated they were very happy or happy with the overall quality of the service.

During this inspection process, we gathered evidence from various sources. We looked at:

- questionnaires/consultations/children's evaluations
- parents' notices
- children's work/ golden rules
- registration certificate
- staff training certificates
- children's photographs and achievements
- personal care plans
- aims and objectives and various policies and procedures
- staff and carers support meeting minutes.

We spoke with:

- the responsible person
- project workers
- four parents
- the volunteer
- children and young people
- admin worker.

We also observed staff practice and looked at the indoor environment and equipment.

### **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](http://www.firelawscotland.org)

## **What the service has done to meet any recommendations we made at our last inspection**

All stakeholders should be consulted on all four quality themes.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well-managed Service.

This recommendation has been met.

## **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.

A completed self assessment document was submitted by the service. This was fully completed to a very high standard and gave relevant information for each of the quality themes and statements. The service identified its strengths and some areas for future development. As discussed, the service should try to be more outcomes focused.

## **Taking the views of people using the care service into account**

Although the children had limited language. They did make it known to us they were happy and relaxed.



## **Taking carers' views into account**

All parents spoke highly of the service. Comments included:

"We found out about this through the school, it has been a life saver."

"They are so good with the kids, they know all their wee ways."

Please see further comments noted throughout the 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

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

The service operated an open door policy, parents and carers were encouraged to make comments or suggestions for improvement at any time. The responsible person told us she regularly telephones parents informing them of activities. The service has a website and parents are welcome to make comments on this.

An information folder was available for parents. The folder included the service's various policies for example the complaints procedure which informed parents about how to raise and discuss issues both formally and informally.

The children's views were regularly gathered about the activities and outings. These were in pictorial format's and were used to plan further experiences. The children had been asked their views and ideas about the topics and themes they were interested in. The children used activity evaluations to make suggestions, we saw that they had enjoyed a visit to an interest park "Almond Valley."

Parents and children take part in an annual evaluation of all aspects of the service, information gathered from evaluations is used to improve the quality of the service and identify areas of strength and development needs.

The service produces a regular newsletter which keeps parents up to date with the service, the newsletter welcomes parents comments.

We saw positive interaction between staff and parents. We saw the service had developed a system whereby it published action taken from parents and children's feedback.

Parents told us:

"They are continually asking us and the kids for our comments or suggestions, especially in the holiday time."

We gave care standards questionnaires to parents/carers before the inspection. All 4 parents/carers who returned questionnaires stated they are kept informed of what was happening in the service.

### **Areas for improvement**

The service should continue to use very good consultation methods.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

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

### Service strengths

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

Children were comfortable, confident and enjoyed a fun and sociable experience. They were happy leading us to toys and equipment. They enjoyed taking pictures with us of their toys and equipment. We could see staff supporting them to maximise their own capability potential.

It was evident that the service operates a person-centred ethos. All planning and developments were child-led. The service maintained comprehensive personal plans for each child attending the service. These included contact sheets which detailed health and well-being needs. This incorporated the GIRFEC framework and SHANNARI principles. The care plans are reviewed six monthly or sooner if appropriate. The staff demonstrated an awareness of childcare development knowledge. They strived to offer a well-balanced and fun-filled programme of activities.

Children were happy and playful and all were involved in activities. They played quietly, independently or in a group. Children were encouraged to form friendships. We saw children enjoying the parachute game. Some of them squealing with laughter. Two of the children showed me the sensory room, they enjoyed the soothing light's and were so relaxed on the soft bean bags. A member of staff was having a one to one session with a young person, encouraging singing and doing action games. The young person had communication difficulties but the worker knew exactly what she was gesturing. All the staff are trained in British Sign Language. They used this to engage with children who used the Makaton symbols.

The service promotes positive behaviour in conjunction with parents and children. We saw a member of staff using calming strategies to support an agitated young person. The young person was calm and went on to enjoy playing with the musical instruments.

Children were encouraged to eat healthily. We saw children enjoying a nutritious, well-presented snack. Children were encouraged to choose what they wanted to eat. We saw a child being supported to go to the toilet to wash his hands. We saw staff supporting children to sit together at snack time and be well-mannered.

We saw that the children with physical difficulties were supported and encouraged to be mobile and take part on physical activities. The staff showed nurturing qualities and cuddled the children, the children responded warmly to this.

The service had a medication policy which contained the most up to date best practice guidance. There is no medication administered in the evening session. We saw a worker giving positive feedback to a parent about their child's experience that night.

Parent's told us:

"My son loves coming to the project and so looks forward to coming. It gives us a break and time to spend with our other children."

"My daughter is happy to come here, the staff take good care of her."

### **Areas for improvement**

The service should continue to use excellent method to meet the child's health and well-being 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: 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

Please refer to the service strengths under Quality Theme 1, Statement 1.1.

### Areas for improvement

Please refer to the service strengths under Quality Theme 1, Areas for Improvement.

**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

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

The premises and facilities were spotlessly clean and resources were well-maintained.

The service had infection control, medication and emergency policies in place.

The walls displayed children's photographs and art work.

Parents and visitors are required to enter through a safe and secure door to gain access to the service. We observed staff responding to this promptly and welcoming parents warmly. The service had a variety of policies and procedures in place which supported safety in the environment.

There were also behavioural management and anti-bullying policies in place. Staff told us "We must be kind to one another." The sensory/chill out area contained soft furnishings to lessen the risk of children harming themselves or each other.

The entrance to the playroom is welcoming and attractive. There were notices and parental information displayed. The playroom was well set out and children could move freely and safely round the room. Areas were well designated to ensure personal safety.

Very good risk assessments were carried out regularly for personal risk, the indoor environment, outings and public transport. The service had an effective child protection policy in place and staff were confident about their roles and responsibilities relating to protecting children from harm, abuse, bullying and neglect.

Cleaning checklists were comprehensive and up to date, however, the checks were not carried out properly. A range of health and safety policies was in place to promote safety of children, staff and visitors. Most staff had completed first aid and food hygiene training. Signs showing which staff held first aid and food hygiene certificates were displayed in the reception area. This ensured that parents and visitors were made aware of who could administer first aid.

Children were encouraged to wash their hands before eating their snack. We saw the staff member preparing snack, following very good infection controls in line with best practice. The service used good practice guidance to minimise the risk of the spread of infection.

The children could access the toilet facilities easily. We saw the steps of good hand washing techniques displayed in the toilet. We were impressed with a young person demonstrating this practice to us. We saw the volunteer supporting a young man to the toilet. He demonstrated very good dignity and privacy procedures.

### **Areas for improvement**

The service should continue to provide a very good safe environment and service users are protected.

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

**Number of requirements:** 0

**Number of recommendations:** 0



## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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 carers and young people often sit on the interview panel to be involved with the recruitment of new support staff.

### Areas for improvement

Please refer to Quality Theme 1 Statement 1.1. Areas for Improvement.

**Grade awarded for this statement:** 5 - Very 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 and feedback from service users and the staff, this service was found to have an excellent performance in relation to this statement.

Three staff questionnaires were returned to us, they all stated they were well informed and supported. One member of staff told us "We want the very best for these children."

The service had various good practice policies in place including behaviour management. Staff were familiar with the service's policies and procedures and had an understanding of the National Care Standards.

The staff team took ownership of the inspection and displayed enthusiasm when engaging with children. They were motivated when chatting about the after school service to us. Staff meet regularly to discuss planning and developments. We discussed the Getting It Right for Every Child (GIRFEC) guidance. They were well aware of this guidance and told us they try to ensure all the children's needs are met. They told us "Every child in the project is special to us."

Staff held recognised and appropriate qualifications. We could see the provider invested in staff training. The training plan was extensive and included specialised training including: CALMS, epilepsy and moving and assisting. All staff were registered with the Scottish Social Services Council (SSSC). They were aware of their responsibilities in maintaining registration with the regulatory body.

The workers are encouraged to lead on particular areas for example physical activities, arts and craft's.

We saw a professional and supportive interaction with parents. Staff knew the children and responded very well to children's individual needs. Staff worked very well as a team. They encouraged the older children to support the younger children to enjoy some of the activities, for example, physical play. Planning was child-centred and catered for all age groups.

Information and photographs demonstrated to parents that the service was following best practice guidance.

The responsible person told us she was aware of the project workers strengths and deployed them accordingly.

Some of the staff worked with some of the children in their school and knew all about their families and life in the community. Staff displayed excellent observational and risk assessment skills. This ensured children enjoyed their session safely and happily. All staff spoke with a great fondness and understanding of the challenges the children faced in their lives. They had great empathy for the parents. The workers took the time to speak to every child's parent at pick up time. We saw parent's appreciated this. The responsible person had just returned to work after a few months absence. We saw when a young person saw her she was so excited she cuddled and kissed her. The child smiled the whole session.

One parent said:

"The staff have great patience and are always asking how I am. They have heart's of gold."

Of the care standards questionnaires returned to us, 100% of parents strongly agreed or agreed that overall they were happy with the quality of care and support their child receives at the service.

### **Areas for improvement**

The staff should continue to be well-trained and highly motivated.

**Grade awarded for this statement:** 6 - Excellent

**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

Please refer to the service strengths under Quality Theme 1, Statement 1.1.

### Areas for improvement

Please refer to the service strengths under Quality Theme 1, Areas for Improvement.

**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

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

The aims and objectives of the service were available to parents in the handbook and operational policies.

A working with parents involvement policy was in place detailing consultation methods. The service is represented on the local Childcare Forum. The responsible staff member attends these meetings and shares good practice with the whole staff team. The service is also a member of the Scottish Out of School Care Network (SOSCN). This enables staff to keep up to date with good practice, research and quality assurance methods

We saw from staff minutes that they discussed planning and evaluated what worked well.

Staff told us they had a one to one support and supervision session with the manager. This was to discuss personal development and service developments. They told us they have an open and good relationship with the manager and speak to her daily. The manager regularly worked alongside staff monitoring their performance on an informal basis.

Additionally, the staff received a formal regular one to one support and supervision session. The manager carries out staff annual appraisal's. The organisation also carries out an annual service review. We saw the recent report and the after school project had done very well.

### Areas for improvement

To continue to use very good quality assurance systems.

**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

No 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

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

## 6 Inspection and grading history

Date	Type	Gradings	
22 Feb 2012	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	5 - Very Good
3 Nov 2009	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed

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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### Translations and alternative formats

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