

Raigmore Childcare Centre Day Care of Children

Raigmore Primary School
King Duncan's Road
Inverness
IV2 3UG

Telephone: 01463 703033

Type of inspection:

Unannounced

Completed on:

15 March 2019

Service provided by:

CALA Out of School Care

Service provider number:

SP2010011111

Service no:

CS2010278933

About the service

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

This service has been registered since 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Raigmore Childcare Centre is registered to provide a care service to a maximum of 10 children aged two - three years of age and for up to 20 children of primary school age. The service operates from premises within the grounds of Raigmore Primary School. There are two main playrooms, kitchen, toilets and nappy changing facilities. The service accessed a tarred area to the rear of the property for outdoor play. They also made use of the large grass area to the front of the building.

What people told us

The children present were observed as being very happy and relaxed in the care of the staff. There was a very good rapport between the children and both staff which allowed for natural and open communication. The older children happily told us about the different activities they enjoyed taking part in. All the children had a great deal of fun and enjoyed spending time outdoors. They also enthusiastically took part in various games and activities indoors.

During the inspection we spoke with one parent and three parents and carers gave us feedback through our questionnaires. They were all very positive in their comments about the quality of the service provided. They all strongly agreed with the statement 'Overall, I am happy with the quality of care my child receives in this service'.

Comments made included:

'Absolutely amazing staff, caring and nurturing'.

'The staff have been understanding and supportive'.

'They built a trusting relationship with my child and helped her to develop and build her self confidence'.

'A totally life saving setting where I left my child and knew that she was in safe hands'.

'My child is always happy to go there'.

'We are very grateful to have this club or I would be unable to work the extra hours required of me'.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

During this inspection, we focussed on how the service encouraged children to develop a healthy lifestyle. We also looked at the training and development opportunities for staff. In particular we focussed on the service's actions to meet the requirement and areas for improvement identified during the previous inspection. We found that the service was performing to a very good standard.

It was a priority of the service to establish close working relationships with all the families to ensure consistency of care and open communication. During the inspection we were able to observe staff being very welcoming when children and their families arrived. The parents and carers who offered feedback were all very complimentary about the staff and the very high standard of care provided.

Staff were very warm, caring and nurturing towards the young children. The morning session open to two - three year olds was very small. On the day of the inspection there were three children attending. As a consequence, the staff had a very good knowledge and understanding of the individual needs and care requirements of each child in their care. The after school group was also small which allowed staff to establish good relationships with each child.

Following the previous inspection, a requirement had been made in relation to personal plans.

The provider must ensure that there is a written personal plan for each child using the service in line with current legislation. This plan must be reviewed at least once in every six months or more often if there are significant changes to a service user's health, welfare or safety needs.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - Regulation 5.

This requirement had been met. The staff knew each of the children and their individual needs very well and there were written personal plans in place. We reminded staff to routinely reviewed the personal plans to ensure that they were up to date.

Encouraging the children who attended the service to develop healthy lifestyles was considered very important. There were daily opportunities for the children to take part in physical activities. The younger children routinely spent time outdoors either in the garden, going for walks and visits to local resources including play parks and walking to the shop to buy food for their snack. The children, both in the morning and afternoon sessions, all enjoyed being snack helper and being able to assist staff to prepare snack. The children were provided with healthy snacks which they helped to choose. It was also a time when the children were given the opportunity to try new healthy foods. Snack was very much a social time where staff sat with the children.

There was a small staff team of two who had worked together for a year and had established a very good working relationship and worked extremely well as a team. The staff were both enthusiastic and committed to providing a service of a high standard. They welcomed any feedback and suggestions as to how they could continue to develop the service.

There were various options available to staff in relation to training and development. There was in-house training and opportunities to attend external training events. Staff were of the opinion that they have been offered training which had extended their knowledge and their practice and ultimately improved the care experience for the children. They also appreciated the support they received from the manager who visited the service on a weekly basis.

What the service could do better

We discussed with the staff the benefits of attending additional training, including training in relation to working with two - three year olds and working with children with additional support needs.

Consideration should be given to developing links with relevant professionals, including health visitors and speech and language therapy.

We talked with the staff about ensuring they had appropriate written parental consents in place for those children who walked home from the after school provision.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that there is a written personal plan for each child using the service in line with current legislation. This plan must be reviewed at least once in every six months or more often if there are significant changes to a service user's health, welfare or safety needs.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - Regulation 5.

This requirement was made on 20 March 2018.

Action taken on previous requirement

This requirement had been met. Please refer to previous section for detailed information.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
20 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 5 - Very good Not assessed Not assessed
11 Feb 2015	Unannounced	Care and support
		5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Feb 2012	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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