

## Hame fae Hame Ltd Day Care of Children

Scalloway School  
New Road  
Scalloway  
Shetland  
ZE1 0TN

Telephone: 01595 881146

**Type of inspection:**

Unannounced

**Completed on:**

7 January 2020

**Service provided by:**

Hame fae Hame Ltd

**Service provider number:**

SP2005007356

**Service no:**

CS2008168226

## About the service

The service is registered to provide a care service to a maximum of 13 children aged one year and over, or 17 children aged 2-3 years in under 3s room. When both ages are present the maximum number will be 15 children. Also 20 children aged three years and over in the 'Blue Room' and 17 children aged three years and over in Platform 9 and 3/4). The care service operates between the times of 7.30 am – 6.00 pm, and can provide occasional late opening for a shoppers crèche on Thursdays from 6.00 pm – 9.00 pm.

The service operates from premises which were formerly the nursery unit and Primary 1 section of the local school in the village of Scalloway, Shetland. The service comprises of an entrance area with coat pegs, children's toilets; two main playrooms - Hame fae Hame with children's toilets and nappy change for younger children, and The Blue Room for the preschool age.

There is a general-purpose room with kitchen/food preparation area and staff office area (Platform 9 and 3/4) and a separate sleep room. This room is used by after-school aged children. There is a fully enclosed outdoor play-area.

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.

## What people told us

We sent out 20 Care Standards Questionnaires to the service to give to parents and we received 18 completed questionnaires before the inspection. We noted that parents were very happy with the care provided. We sent out 13 emails to those who supplied their address and received seven positive replies.

We noted a large amount of written comments on the questionnaires and email replies, five of which were:

"Hame fae Hame is a superb facility. Their flexibility and understanding helps me with work but more importantly they take great care of my child, the facilities are first class and they truly accommodate to your child's needs i.e. keeping them in a routine with naps etc. The staff are so friendly and helpful and made me feel so at ease when I first put my child there. They do a fantastic job! I can't speak highly enough of Hame fae Hame".

"I believe that this service really is the gold standard of childcare and I don't think there is anywhere else in Shetland that compares. I love the relaxed nature, the fact that they are child led and don't expect my two-year old to conform by sitting still and painting a picture (\*\*\*\*\* just isn't that type of child), the staff are excellent and my child clearly has secure attachments to a good few of them meaning that \*\*\*\*\* is never upset to be left".

"My \*\*\*\*\* love Hame fae Hame and have formed really close bonds with some key members of staff. I enjoy seeing what they get up to through the "Famly" app and Facebook page. I am extremely satisfied with the care and individual attention my \*\*\*\*\* receive and I don't want the set up or lovely atmosphere to ever change".

"A fantastic childcare provider, friendly, approachable, accommodating, informative. I have full trust and faith in all staff. My \*\*\*\*\* are happy and well looked after - invaluable service".

"The environment is perfect for my child, very well planned out space both indoors and out. Weather permitting, they have the opportunity to get outdoors almost every day. My child loves the time there and runs to the staff..... There are plenty of activities and resources for the children and the staff are always changing and creating new areas to encourage play. The staff are available for views/opinions either face to face, via questionnaire, via the private Facebook page or via the "Famly" app".

We talked informally to the children who were attending. When asked if they enjoyed their time at Hame fae Hame they told us they did. When asked what they liked about the service they replied with comments about their favourite activities. One told us: "snacks - I like the snacks we get after school". Another child told us they like playing with face paints describing it as: "good fun".

We observed the babies and younger children in the 'Blue Room'. We noted they were relaxed and happy with staff, playing contentedly with the activities provided and enjoying their time within the service.

## Self assessment

The service was not asked to complete a self-assessment before the inspection. As part of the inspection we look at the service's development plan and systems in place for evaluation.

## From this inspection we graded this service as:

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

## What the service does well

Hame fae Hame provides children with a welcoming and caring environment where they are nurtured by the friendly, caring staff. Children in each area could choose from a wide range of age-appropriate toys and resources. Since the previous inspection we noted several areas of change, among this were the introduction of 'loose parts' and more natural resources within the playrooms, which staff were still working on. We noted staff demonstrated enthusiasm to embrace change. Staff provided an enabling environment where children were supported to independently choose what they wanted to do including the babies in the 'Blue Room'. We saw them selecting toys and being supported in their play.

We saw happy smiling faces and 'busy' children enjoying their play. There were older school-aged children present during the inspection. We noted they were allowed to choose where they played as several had younger siblings they wanted to play with. Planning was child-led with staff using a key worker system to complete observations of children's learning and development. This was now completed using the new online system, with staff identifying next steps and planning how they would support children to achieve their potential. We noted the service was keen to involve parents with their child's learning and progress and children's journeys were regularly updated online so parents could log-in and view.

Communication was overall very good with the new 'Famly' app being introduced very successfully. This was an app (application online) with parents having their own log-in details so they could access this and contact the setting at any time. "Famly" was a comprehensive administration system with all working documents held here for example: care plans, consent forms, communication messages. The manager explained they had a calendar reminder system when reviews were due ensuring their records were updated regularly and reflected the current needs of the children.

Other methods of communication they used included daily updates and the Facebook page. Parents told us they really liked the new online system and enjoyed seeing photographs on the news feed. One told us this showed how settled and happy their child was at Hame fae Hame. We also noted information being displayed throughout the setting and heard staff feedback to parents when they collected their child/children.

Staff put the wellbeing of children at the heart of the service and regularly discussed needs, for example: we heard short discussions taking place regularly. Health and wellbeing was embedded in staff practice and reflected in planning. All staff were warm and caring, demonstrating an understanding of the specific needs of the younger children and their higher support needs. Equally they were aware of the needs of older children and their abilities and provided activities that were more challenging and promoted their independence. We did not observe outdoor play due to the very severe weather conditions, however, we noted from the news feed and photos children enjoyed playing in the outside area regularly in all weathers.

Children were supported to be healthy through enjoying a healthy diet, with meals provided by the school and the service providing snacks. Menus were shared with parents. We saw children enjoying snacks in two sittings due to numbers. Snacks were social times allowing children to chat, which helped develop their language and social skills. At lunch time staff supported babies to use implements and encouraged them to eat their meal. However, since the school was closed meals had been deep-frozen and had to be prepared by staff – see area for improvement.

Staff were very good role models with regards to behaviour and manners. We saw them reminding the children to share and take turns. Staff treated all children fairly, listened to their news and stories and joined in with play. One child asked for face-painting as we saw a lovely example of staff sitting with children offering assistance and also enjoying having their faces painted by the children.

We observed the sleep regime and noted children could nap at any time, in line with parents wishes. Sleeping children who missed lunch were given their lunch once they were up again and awake. We did note some children sleeping in buggies – see area for improvement.

Effective procedures were in place to safeguard children. The child protection policy provided clear guidance for staff. Staff were knowledgeable and understood their roles and responsibilities in protecting children. Appropriate systems were in place for recording and reporting any concerns and staff were fully aware of the need for confidentiality. Staff attended child protection awareness training on a rolling-programme as part of their core training and was now due to be refreshed.

We found that Hame fae Hame was more organised and better managed than at the previous inspection. The service was managed by a dedicated, committed manager who led staff by example. We noted very good teamwork with staff working together to ensure the service ran smoothly. They told us they valued and were regularly given credit for their efforts and achievements. The staff had positive relationships clearly enjoyed working within the service.

We found that the manager had a positive attitude to improvement and was keen to work through the areas they had identified for development within the Development Plan 2020. One area was staff development. The manager encouraged staff to keep up-to-date with current initiatives and best practice and one way was via reading and attending training. Staff were up-to-date with first aid training and food hygiene. We noted staff were suitably qualified to carry out their role, or working towards an appropriate qualification, and were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social services and regulating their education and training. Staff annual reviews were regularly completed and staff told us they could discuss their training needs at any time.

We looked at evaluation and noted that the introduction of the 'Family' app now ensured staff were evaluating practice more regularly. Evaluation of the service could be further developed, which we discussed during the feedback session with the manager.

During brief interviews parents commented on the: "friendly staff " and "home-from-home atmosphere". Parents thought highly of the staff and told us they were kind, caring and friendly. Parents thought the service was well-managed with the manager being warm, kind and very experienced in her role. We observed staff with parents and noted they were open and friendly, respectful and courteous. Parents liked the regular communication and felt staff knew their child well and understood their individual needs.

Overall a better organised service with a manager who was keen to involve parents, staff and the children with the service to ensure Hame fae Hame continued to meet the needs of those who used it. Children's needs, happiness and enjoyment were put first and staff worked hard to ensure children were supported to achieve their potential.

## What the service could do better

There were some areas we discussed with the manager during the feedback session and agreed they should work on which included:

- we noted some children sleeping in buggies, which is not recommended. We noted they worked with parents wishes and parents had signed a consent form for use of buggy. We discussed the need to ensure children could lie flat when sleeping and advised they avoid use of buggies. We agreed they should discuss with parents and ensure they were aware of current safe sleeping practice.

We shared information, which can be accessed at: Website: [www.scottishcotdeathtrust.org](http://www.scottishcotdeathtrust.org)

- we noted lunch consisted of a high number of carbohydrate foods for example, macaroni cheese and chips followed by fruit juice and a biscuit. Whilst we understood this was not a normal day with after-school children being present all day and the inspector, more careful thought needs to go into meals at these times ensuring nutritional guidelines are followed.

- we agreed they needed to work on the evaluation in general and suggested they could use various best practice guidance, for example 'Building the Ambition', 'How Good is our Early learning and Childcare' and 'Pre Birth to three'. We also discussed how they involved parents with evaluation of the service and allowing them to have their say.

- the manager should continue to look at the monitoring of the service and ensure this supports staff in their role meeting the needs of the children. Monitoring does take place informally but this should be recorded and areas needing development identified.

## 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](http://www.careinspectorate.com).

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

#### Recommendation 1

The provider must review children's care plans every six months and share this with parents. This is in line with current guidelines and will ensure care needs are regularly looked at and discussed with parents.

**Reference: National care standards early education and childcare up to the age of 16.**  
**Standard 4: engaging with children: standard 6: support and development.**

This recommendation was made on 19 December 2017.

#### Action taken on previous recommendation

The new "Family" online management system was working well. Each child had a care plan with a review date added to the calendar. This ensured that staff were aware when each plan was due to be updated and this was completed online with the parent.

We found the new regime was better organised than previously and children's records clear, more detailed and up-to-date.

#### Recommendation 2

Attention must be given to the light-fitting in the Hame fae Hame room which was flickering. This will ensure the environment support the health and wellbeing of the children.

**Reference: National care standards early education and childcare up to the age of 16. Standard 2: a safe environment; standard 3: health and wellbeing.**

This recommendation was made on 19 December 2017.

#### Action taken on previous recommendation

This had been met.

The lights in all areas are in good working order.

## Recommendation 3

The provider must establish a development plan (improvement plan) for the service which clearly identifies areas they intend to further develop and improve, which will ensure the outcomes for children are positive.

**Reference: National care standards, early education and childcare up to the age of 16. Standard 13: improving the service; standard 14: well-managed service.**

**This recommendation was made on 19 December 2017.**

### Action taken on previous recommendation

We viewed the 'Development Plan 2020' which detailed areas the service planned to work on. We noted progress had been made on some of the areas for development and the manager was keen to share plans with the inspector about how they were working on specific areas.

## Inspection and grading history

Date	Type	Gradings
19 Dec 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
7 Jan 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
28 Aug 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
4 Jun 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good



Date	Type	Gradings	
		Management and leadership	4 - Good
29 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
29 Jul 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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