

PEACE Childcare Mobile Creche Day Care of Children

Belford Mill
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Kilmarnock
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Telephone: 01563 549 804

Type of inspection:
Unannounced

Completed on:
17 July 2019

Service provided by:
PEACE Childcare

Service provider number:
SP2003000712

Service no:
CS2014327560

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service registered with the Care Inspectorate on 12 November 2014.

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 the 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. GIRFEC is being woven into all policy, practice, strategy and legislation that affects children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. 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.

PEACE Childcare (PEACE) is the registered provider of this day care of children service. PEACE is a charitable organisation managed by a voluntary board of directors (the board). The board has responsibility for the overall management of PEACE. This includes the provision of a sitter service, several out of school clubs operating throughout East Ayrshire and a full day holiday service based in Kilmarnock. The board delegates responsibility for the day-to-day running of the PEACE Childcare Mobile Creche service to a suitably experienced service manager.

The service is registered to provide care to a maximum of 24 children under the age of 12 years. The service can only be provided from premises that are fit for purpose. The provider is responsible for this and must provide confirmation to the Care Inspectorate prior to the use of the premises on the first occasion.

What people told us

We spoke with two parents and one support worker during the inspection process. We spoke with four children who told us they liked coming to the crèche service. During the inspection process, we saw the children engaging with the toys available to them.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. The PEACE service had an improvement plan. Following this inspection visit, the provider should continue to consider how the quality of provision will be monitored within the service.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

From the evidence gathered during this inspection, we found that the service was performing to a weak standard in this area.

Staff welcomed children and their parents warmly on arrival. During the inspection visit, we observed staff supporting parents to communicate with them. We spoke with a translator who worked with staff to support parents. Staff were effective at engaging with other agencies to ensure children and their families had access to the service when required, this was working effectively.

We found staff had formed positive working relationships with their colleagues through working in other services provided by Peace Childcare. Staff had a brief dialogue session at the start and end of each crèche session to discuss any issues. Staff told us they worked well together and having mixed experiences and skills helped contribute to meeting some of the needs of the children.

We observed how children responded and communicated with staff. We found that the children entered the crèche well and were comforted and given reassurance by staff for example through cuddles and sitting on staff knees. We observed staff and children laughing, singing and having fun playing. Children engaged confidently with the toys that were available to them.

As per previous inspection visits, we found current information gathered on children did not provide staff with the information needed to plan how best to support them, for example supporting a child's medical condition. We were informed that as parents remained in the same building as the crèche, staff would contact parents immediately if any incidents occurred. We require that the service reviews this in line with legislative requirements and ensures there are records and information held on children attending the crèche. This is to ensure staff have all the relevant information to plan and provide care and meet all children's needs. The service is required to hold information such as the child's name and address, next of kin and name and address of doctor. Records that all registered care services (except childminding) must keep and guidance on notification reporting can be found on the Care Inspectorate website. In addition, a personal plan must be in place for every child to show how staff plan to support their individual needs. (See requirement 1)

Requirements

Number of requirements: 1

1. In order to ensure that all children experiencing the service receive appropriate care and support and their needs are met, the provider must ensure:

- that registration details are held for each child that includes children's names and addresses, next of kin information and the name and address of their doctor.
- that a personal plan, setting out how the service will meet the health, welfare and safety needs of each child, is put in place within 28 days of the child starting to use the service and that these are reviewed when there is a significant change or at least every six months; and that the plans are made available to the people experiencing the care or their representatives.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210, 5 Personal Plans and to ensure care and support is consistent with the Health and Social Care Standards which state 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27)

Timescale: These must be in place within 28 days of each crèche starting. Paperwork and processes for ensuring this is implemented must be developed by 30 April 2020.

Recommendations

Number of recommendations: 1

1. The provider must ensure they have written permission to take children on outings from the crèche. This recommendation has been repeated from the previous inspection in November 2017.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state 'My care and support meets my needs and is right for me.' (HSCS 1.19)

Grade: 2 - weak

Quality of environment

Findings from the inspection

A risk assessment of the premises had been completed and submitted to the Care Inspectorate prior to being used to provide a crèche. Staff told us that before each crèche day is started safety checklists are completed to ensure all safety measures are in place. We found no completed paperwork to support this during the inspection visit, we did find a file containing appropriate paperwork that had not been completed in recent times. We requested that staff consider using this appropriate paperwork and complete it timeously.

At the time of the inspection, the crèche was provided from a room in Shortlees Community Centre. The room was well lit, ventilated and spacious for the number of children attending. The children did not have

access to child size toilets, however staff escorted them to the toilets in the building and ensured that the children were safe.

The entrance door to the room used by the crèche was unlocked. Staff told us they monitored the entrance door to ensure only those authorised entered where the crèche was being provided. During the inspection visit, we noted that several other groups were operating from the community centre. We saw that access to the building was not secured by the janitor. When we discussed this with PEACE staff they told us they had little control over this as the building was operated by East Ayrshire Council. We asked that access to the building be addressed with the local authority as a matter of urgency. (See requirement 1)

The crèche had been running for a number of weeks prior to the inspection visit. We noted that children were familiar and comfortable with staff and that a rapport had begun to be established. The crèche provided toys which they cleaned and maintained to ensure they were safe for the children. During the inspection visit, we noted that the toys were not always appropriate for the age and stage of the children attending on that day. We requested that staff better consider the ages and stages of the children attending to ensure toys and resources are more appropriate to meet the needs of each child. (See recommendation 1) The gathering of this information would support the personal plan requirement made under Quality of care and support.

The service used adult sized tables and chairs for children during snack time and for table top activities. The service should consider having access to more appropriately sized equipment for the age and stage of children attending crèches.

Requirements

Number of requirements: 1

1. The provider must ensure that access to the service is secure at all times.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210, 4(1) Welfare of users and 10(1) Fitness of premises and to ensure care and support is consistent with the Health and Social Care Standards which state 'My environment is safe and secure.' (HSCS 5.17)

Timescale: by 29 February 2020.

Recommendations

Number of recommendations: 1

1. The provider must ensure that age and stage appropriate toys and resources are available for each child who attends the crèche service. This recommendation remains outstanding from previous inspection reports.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21)

Grade: 2 - weak

Quality of staffing

Findings from the inspection

Staff all worked for PEACE and worked in other PEACE Childcare services. As a result, they attended development days and training events to keep them informed of childcare issues and accessed training such as child protection. As per previous inspection visits, we discussed the importance of staff accessing specific training that would develop their skills in working with younger children.

During the inspection visit infection control measures were poor. We requested that staff attend updated infection control training to ensure they are keeping themselves and the children safe. (See recommendation 1)

We noted that staff were appropriately registered with the correct registration governing body. PEACE management must continue to ensure that all staff are appropriately registered with the Scottish Social Services Council (SSSC).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should attend training and have access to information and good practice guidance that is specifically geared towards younger children and minimising infection and cross contamination risks to ensure all children are kept safe and healthy.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The service is registered with a peripatetic manager who jointly manages two other PEACE services. The peripatetic manager was not available during the inspection visit as he was the duty manager in another PEACE service that day. A Mobile Crèche Senior Worker was in attendance during the inspection visit. We spoke with the senior management team and raised our concerns with regards to the manager not being in attendance during the operation of the crèche. (See requirement 1)

During the inspection visit, we noted that the service had good paperwork available that was not being

used. As a result, we noted that the lack of leadership and management during the inspection visit contributed to an absence of quality assurance processes and monitoring.

The senior management team must now ensure the requirements and recommendations made from this inspection and the last inspection are implemented fully. They should use monitoring arrangements, which are in place in the wider organisation, to ensure the childcare mobile crèche provision continues to develop to meet the needs of the children accessing it and their families.

Requirements

Number of requirements: 1

1. The manager must remain responsible for the day-to-day operation of the service and is accountable for all aspects of the service, whether delegated or not. The provider must ensure the manager undertakes their responsibilities. Consideration should be given to the Care Inspectorate document: Guidance on Peripatetic Management Arrangements, publication date 21 December 2018.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210 4(1) Welfare of users and to ensure care and support is consistent with the Health and Social Care Standards which state 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

Timescale: by 30 April 2020.

Recommendations

Number of recommendations: 1

1. The manager must ensure that all staff have been recruited in line with best practice guidance. This recommendation has been repeated from the previous inspection in Nov 2017.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state 'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24)

Grade: 2 - weak

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 service must hold the information outlined in the Care Inspectorate document 'Records that all registered care services (except childminding) must keep and guidance on notification reporting' in a personal plan for every child who attends the service to show how staff plan to support children's health, welfare and safety needs.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing, Standard 5 - Quality of Experience and Standard 6 - Support and Development.

This recommendation was made on 15 November 2017.

Action taken on previous recommendation

This recommendation was not met and now forms part of requirement 1 under Quality of care and support.

Recommendation 2

The provider must ensure they have written permission to take children on outings from the crèche.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 15 November 2017.

Action taken on previous recommendation

This recommendation remains in place and will be re-considered at the next inspection. (See recommendation 1 under Quality of care and support)

Recommendation 3

The provider must ensure there are suitable arrangements in place to change children's nappies.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 15 November 2017.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 4

The manager must ensure that all staff have been recruited in line with best practice guidance.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12.1 - Confidence in Staff.

This recommendation was made on 15 November 2017.

Action taken on previous recommendation

This recommendation remains and will be reconsidered at the follow up inspection and considered in line with Scottish Social Services Council (SSSC) registration. (See recommendation 1 under Quality of management and leadership)

Recommendation 5

Staff should attend training and good practice guidance that is specifically geared towards younger children.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12.1 - Confidence in Staff.

This recommendation was made on 15 November 2017.

Action taken on previous recommendation

This recommendation remains in place. Please see recommendation 1 under Quality of staffing.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
13 Oct 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
23 Jun 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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