

Fast @ Faifley Day Care of Children

Sky Point Community Centre
96B Lennox Drive
Clydebank
G81 5JY

Telephone: 01389 879 797

Type of inspection:
Unannounced

Completed on:
2 September 2021

Service provided by:
Reid, Rhonda

Service provider number:
SP2006008353

Service no:
CS2018366859

About the service

The service registered with the Care Inspectorate on 01 October 2018. The registered provider is Rhonda Reid. Fast @ Faifley is registered to provide a care service to a maximum of 40 children aged from 4 years 6 months to 12 years.

The service is located in the Faifley area of Clydebank, West Dunbartonshire and operates from within a community facility. The accommodation offers two large and two small rooms which can be used flexibly, and a kitchen. Other organisations use the rooms during the times the service is not operating.

There were 40 children registered to use the service, of which nine were present during the onsite visit.

The service has a set of aims and objectives which include 'We will strive for the best possible outcomes for all our families by embracing the new Health and Social Care Standards.

We compiled this report following an unannounced inspection by a early years inspector. This began on Monday 30 August 2021 with an onsite visit between the hours of 14:15 and 18:00. Further evidence was gathered between Tuesday 31 August 2021 and Wednesday 01 September 2021 through emails and video calls. The service was provided feedback by a video call on the 02 September 2021 at 16:00.

We discussed routines and practices within the service and sampled some documentation. This included children's personal plans, certificate of registration, insurance, accident forms and training records. We observed staff interacting with children. We discussed the strengths of the service and some areas for improvement.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support."

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

What people told us

We gathered the views from six families who use the service. They all told us they were very happy with the service provided. They spoke extremely positively about the staff, the support they provided and how they kept them well informed about the service. They told us how staff knew the children , regularly consulted with them and provided quality care and support to meet their needs.

They told us their children really like attending and that they always had fun. They were pleased with the play experiences on offer and how staff plan play to support the children's interests.

We talked to a small group of children during the inspection. They told us they had fun and that staff were nice.

Self assessment

The service submitted the Key Question 5 self evaluation document before the inspection, we found the self evaluation provided sufficient evidence that they were meeting covid 19 guidance.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children were happy, content and having fun. They moved freely between play spaces and had daily supervised access to a public outdoor space. Children and staff had formed good relationships. Staff introduced themselves to new children, showing respect and courtesy. Interactions were caring, polite and well mannered. Staff responded to children's needs. For example in response to changes in facial and body language. Staff knew children well and were able to discuss their needs, interests and how they supported these. For example, children were choosing to spend more time outdoors. To support this, staff attended training in outdoor and physical play.

The children told us staff asked about what they would like to do and that they provided lots of fun things. We found that resources were in cupboards, out of sight and not easily accessible. Some resources were out for children when they arrived at the service. We observed staff to respond and provide play experiences when children asked. The type of play experiences offered could be more challenging and creative. To further enhance children's opportunities, the service could consider for example, use of photographic catalogues or having more resources on view for children to freely select. We made a recommendation about this at the last inspection as we feel this could still be improved, we have repeated the recommendation (see recommendation one).

Personal plans are in place for each child and they were regularly reviewed and updated. These plans were written in consultation with children and parents. They outlined children's needs, wishes and choices. Where specific needs were identified plans were in place to support these.

Satisfactory child protection procedures were in place, staff demonstrated they understood their responsibilities in relation to keeping children safe and free from harm. We found the service had satisfactory procedures in place. For example at school pick up, transporting children to the service and if children required medication.

The service provided children with a afternoon snack and drink. At the last inspection we recommended this as an area for improvement. The service had started to further improve the children's snack time but as it was not fully embedded, we have repeated this recommendation (see recommendation two).

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example we observed children being supported to understand the need for good hygiene. All staff understand the new arrangements for cleaning within the service. Risk assessments have been undertaken that addresses the areas within the national Covid-19 guidance. Staff had received training on infection prevention and control which adheres to Covid-19 guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that play experiences available to children are further improved to meet children's needs, interest, and choice. This should include a

- promoting more challenge, creativity, and problem-solving experiences
- resources to be easily accessible to support child self select from a range of play experiences.

This would ensure practice is in line with the Health and Social Care Standards which state: I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors (HSCS 1.25) and, As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling (HSCS 1.30).

2. It is recommended that arrangements for snacks are further improved in line with good practice guidance. The following should be considered:

- to ensure children develop their independence and self-help skills
- children have access to healthy foods and drinks

This would ensure practice is in line with the Health and Social Care Standards which state: I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning (HSCS 1.33) and, If I wish, I can share snacks and meals alongside other people using and working in the service if appropriate (HSCS 1.36)

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the premises to be safe and secure. The service has two spacious playrooms and access to a large grassed outdoor area and has a local park nearby which children access daily. The rooms were light, airy with lots of natural light, windows were open to provide ventilation and fresh air.

The toilet facilities were well maintained and had good signage to remind children and staff of good hand hygiene practice. They also have access to the kitchen area to help prepare snacks.

The service premises provide children with the opportunity to play in different play spaces. For example one space is for a quiet, calm atmosphere and the other for more active, noisy play. Children can move freely around inside, but if they wish to play outside this needs to be agreed and supervised by staff. We did suggest the service should consider a system to monitor the number of children playing in each area. For example a self register for each room and if outside. This would support staff monitor how many children are in their care, in case of any emergencies.

The play spaces could be further developed to include some soft furnishings, providing an area for children to rest and chill if they want to. The service will keep this under review in line with Covid-19 guidance and safe measures in place in response to the high number of positive cases in the local area.

The service had a good range of resources and, at present, were continuing to develop the outdoor play resources. Most resources are stored out of reach of children in cupboards. The service could benefit from having mobile storage units. This would support staff, provide a quality environment, as they need to set up and clear away the resources at the start and end of each day. Staff would benefit from designated time to set up and create different play spaces before children arrive.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were welcoming, caring and respectful towards children, parents and each other. They greeted children warmly and introduced themselves, to ensure new children felt welcomed. Their main focus of attention was the children. We observed staff showing compassion and ensuring children felt included by providing the right care and support to meet their needs. The staff knew the children well and treated each child as an individual ensuring they listened to children's voices, by providing experiences that meet their needs.

Children told us staff were nice and parents provide very good feedback about staff. One parent commented that staff were all about the children.

Staff had regular supervision and designated time to reflect and discuss their practice, children's experiences and good practice guidance. Staff had become more confident making changes and as a result they were seeing improvements in the outcome for children. For example children choosing to spend more time outdoors and eating more fruit. To ensure changes have time to become embedded, when changes are made, staff should ensure these are in place, before moving on to the next area of development.

The child protection co-ordinator had update their child protection training , however other staff need to ensure they complete regular child protection training. This is to ensure they keep informed of good child protection practices.

Four staff were employed at the time of the inspection, all were registered with the Scottish Social Services Council (SSSC), the professional register for child care workers.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The service is provided by a team of staff that work well together, sharing the same vision and working collaboratively to meet the needs of the children. The service promoted leadership within the service, and staff were growing in confidence, leading projects and sharing their knowledge and skills.

Policies and procedures were inline with legislation and good practice guidance. Safer recruitment procedures were followed and staff have good mix of skills and experience.

The service had children at the heart of what they do, children's rights were respected within the service. They valued the children and families views. When new families join the service, systems were in place to ensure they were provided with all the information needed to be well informed about the service and its policies. During children's introduction, staff focused on getting to know the child and family, to ensure they provided the right care and support.

Children were regularly consulted about their care and support. They told us they were happy with the service they received and that they get lots of fun things to do. Parents told us they were kept well informed and that the services communications were 'on the ball'.

The service had used good practice documents to support the self evaluation process. They had an action plan and had started to address areas they had identified. These included outdoor play, brighter playrooms, play experiences and snack time. Due to the pandemic they were not as far along as they wished in making changes, but plans were in place and they were keen to move forward now the new term has started. As a result, we have repeated the recommendation in relation to quality assurance and will follow up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that a systematic process of self-evaluation and quality assurance is developed that considers key aspects of the service against a recognised quality framework. Key aspects should include:

- experiences for children
- the environment
- the role of the adult/ interactions.

This is to ensure practice is in line with the Health and Social Care Standards which state: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19) and, I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership (HSCS 4.7)

Grade: 4 - good

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

Previous requirements

Requirement 1

The wing of the building used by the service must be safe and secure for children when the service is in operation. This should include the period between staff leaving to collect children from school and when they return with the children. This should be implemented immediately.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for care services) Regulation 2011 SSI/210(4)(1)(a) and to ensure practice is in line with the Health and Social Care Standards which state: My environment is safe and secure (HSCS 5.17).

This requirement was made on 4 November 2019.

Action taken on previous requirement

Manager and staff confirmed they have keys and lock the door when they leave and door is secured when they are in service. We observed the premises to be secured when they leave and when the children were present. Staff were the only ones permitted to open door to parents, visitors.

Met - within timescales

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

Previous recommendations

Recommendation 1

Recommendation 1

It is recommended that the range of experiences available to children is reviewed and developed. The following should be considered:

- the breadth of choice available
- providing challenge for all children
- interactions of staff

This would ensure practice is in line with the Health and Social Care Standards which state: I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors (HSCS 1.25) and, As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling (HSCS 1.30).

This recommendation was made on 4 November 2019.

Action taken on previous recommendation

On arrival the room layouts and resources were limited but was in response to local covid 19 positive case numbers. However, throughout session staff did respond to children's requests and bring out additional resources. Reduced resources were reasonable, to support additional cleaning guidelines at this time.

We discussed the service plans to further improve child's choices and access to resources. For example, by having more resources out in play spaces, visual resource catalogue, designated areas with resources such as art n craft, colouring in, music, construction, homework, physical etc meeting children interests and needs. Staff were meeting weekly to discuss children's experiences and reflecting on what went well and what could be improved. Staff had a better awareness of the importance of this.

The service had not been able to make as much progress as planned due changes within the service to meet Covid-19 guidance. However the service was aware of this and were keeping this under review. They did have plans in place to support improving outcomes for children. As a result, we have updated and repeated this area of recommendation within this report. We look forward to seeing the progress made at the next inspection.

Recommendation 2

It is recommended that arrangements for snack are reviewed. The following should be considered:

- how food is presented, and access is managed to ensure children can take time to develop their independence and self-help skills
- how to reduce the time children have to stand in line waiting to get a snack

- reducing limitations on snacks to ensure children's individual needs are met, including hungry children having to wait until their age group is called for a snack and children who want an extra snack.
- free access to snacks

This would ensure practice is in line with the Health and Social Care Standards which state: I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning (HSCS 1.33); I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible (HSCS 1.35) and, If I wish, I can share snacks and meals alongside other people using and working in the service if appropriate (HSCS 1.36)

This recommendation was made on 4 November 2019.

Action taken on previous recommendation

The service had made changes to the snack routine as result of covid 19. This included more finger foods, use of napkins instead of plates and less child self- service.

The service improvement plan included the snack procedure. Staff had recently reflected on practice using the Food Matters guidance. Staff were at the stages of piloting different routines to see what would work for the service. They had introduced a fruit bowl and found children were eating more fruit.

We agreed children's independence could still be improved, healthier foods could be introduced and possibility of some children having snack outdoors. As a result we have updated and repeated this area of recommendation within this report to reflect progress in this area. We look forward to seeing the progress made at the next inspection.

Recommendation 3

It is recommended that the range of resources be expanded to ensure they meet the needs of all children. Resources should:

- be suitable for all age ranges and developmental stages
- provide challenge for children
- support how different children play and learn
- promote a range of experiences
- reflect the interests of children.

This is to ensure practice is in line with the Health and Social Care Standards which state: As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural material (HSCS 3.31).

This recommendation was made on 4 November 2019.

Action taken on previous recommendation

When considering the progress of this area of recommendation, we have decided the service had taken action to address this. They had reflected on the types of play offered, type of resources and made changes on how they consulted with children.

The service was now at the stage of having to implementing their plans. For example creating a mud kitchen, use of loose part resources they had. They had plans to monitor and reflect on the positive impacts on children's experiences.

This area of recommendation has been addressed. The outcome of the improved resources will be followed up under recommendation one under quality theme of care and support at the next inspection.

Recommendation 4

It is recommended that the following aspects of the physical environment be improved to ensure they promote the best possible outcomes for children:

- the layout of playrooms and positioning of resources.
- the creation of spaces suitable for different types of play as well as space for children who would like to spend some time alone
- furnishings to make these areas comfortable
- general decoration and maintenance of floor coverings, walls and chairs
- displays to promote a sense of ownership and pleasant environment throughout all rooms.

This would ensure that care and support is in line with the Health and Social Care Standards which state: The premises have been adapted, equipped and furnished to meet my needs and wishes (HSCS 5.16); My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noises and smells (HSCS 5.18) and, I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22).

This recommendation was made on 4 November 2019.

Action taken on previous recommendation

We found the premises had undergone some refurbishment. Walls had been repainted, creating brighter, fresher play spaces. Displays that were in place were welcoming. They had ordered new chairs but they had not yet arrived.

Although The service had some areas that could be further improved, we were satisfied that this area of recommendation had been addressed. The outcome of the improved resources and use of space will be followed up under recommendation one under quality theme of care and support at the next inspection.

Recommendation 5

It is recommended that the system of support and supervision is further developed to provide more regular opportunities for reflection on learning opportunities and how these should impact on practice.

This is to ensure practice is in line 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 can follow professional and organisational codes (HSCS 3.14).

This recommendation was made on 4 November 2019.

Action taken on previous recommendation

Staff appraisals had taken place and their development needs had been agreed. Weekly meetings were in place to reflect on practice and children's experiences.

Staff training records showed the training undertaken. We seen examples of staff reflection of training. Staff discussed training they had attended and their plans to use new learning to improve outcome for children.

System are now in place , these need time to become embedded and ensure staff truly reflect on their learning and how they can use new learning to improve outcome for children. Learning and development could be linked more to service improvement priorities. As a result of our findings we are satisfied this are of recoomedation had been addressed.

Recommendation 6

It is recommended that staff have time to explore best practice documents and consider how these should be used to inform and improve practice.

This would ensure practice is in line with the Health and Social Care Standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11) and, I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and can follow professional and organisational codes (HSCS 3.14).

This recommendation was made on 4 November 2019.

Action taken on previous recommendation

Staff were allocated time to read good practice documents including Loose Parts Play, Space to Grow, Out to Play, Our Creative Journey and My World Outdoors. The staff had agreed that at a weekly team meetings they will explore how to use these to inform and improve practice.

We found evidence to support staff had considered Food Matters and were starting to make changes to the snack time, loose parts and outdoor play improvements were under way. Recently one member of staff had read the Gender Equal Play guidance and was at the stage of planning how to use this to improve the outcomes for children.

We were satisfied this area of recommendation had been addressed and look forward to seeing further improvements at the next inspection.

Recommendation 7

It is recommended that the current methods of engaging parents in the evaluation and improvement of the service are reviewed to ensure their views and suggestions can be used to inform future development and improvement in the service.

This is to ensure care and support is in line with the Health and Social Care Standards which state: I am supported to give regular feedback on how I experience care and support and the organisation uses learning from this to improve (HSCS 4.8).

This recommendation was made on 4 November 2019.

Action taken on previous recommendation

The service had further developed consultations with parents and children through Facebook, mind maps and questionnaires. However the manager still feels they could find better ways. We did discuss using consultation to help the service prioritise for improvement, rather than a general survey.

We were satisfied the service had systems in place and they were using these to improve the outcomes for children and families. This area of recommendation had been addressed.

Recommendation 8

It is recommended that a systematic process of self-evaluation and quality assurance is developed that considers key aspects of the service against a recognised quality framework. Key aspects should include:

- experiences for children
- the environment
- the role of the adult/ interactions.

This is to ensure practice is in line with the Health and Social Care Standards which state: I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19) and, I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership (HSCS 4.7)

This recommendation was made on 4 November 2019.

Action taken on previous recommendation

The service had identified areas for improvement and they had used the Plan, Do, study, Act model to organise these. These were at the Doing stage. The staff had a shared vision on the direction they wanted to go and were working together to achieve this. However, the service had not been able to complete their plans and evaluate the outcomes of changes made. The service had made good progress when taking into account the impact of Covid-19 on their service. We have repeated this area of recommendation and look forward to seeing the impacts of changes at the next inspection.

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	
19 Sep 2019	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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