Inspection report

Midlothian Sure Start - Bright Start
Day Care of Children
Loanhead Community Learning Centre
Loanhead EH20 9HG

Inspected by: Linda Smith
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 8 September 2006
Service Number: CS2005103645
Service name: Midlothian Sure Start - Bright Start

Service address:
Loanhead Community Learning Centre
Loanhead EH20 9HG

Provider Number: SP2003003175
Provider Name: Midlothian Sure Start

Inspected By:
Linda Smith
Care Commission Officer

Inspection Type: Unannounced

Inspection Completed: 8 September 2006

Period since last inspection: N/A

Local Office Address:
Stuart House
Eskmills
Musselburgh
EH21 7PB
Lo-call: 0845 600 8336
Introduction
Midlothian Sure Start Bright Start was registered by the Care Commission in November 2005. The service is registered to provide a care service to a maximum of 16 children aged between birth and 5 years. The service operate on a Tuesday, Thursday and Friday between the hours of 9.00 am and 5.00 pm.

Aims and Objectives as stated by Bright Start:
"We provide a friendly and supportive place for you and your children to come along and:
Make new friends.
Talk to others in supportive and confidential surroundings.
Learn new skills - crafts, cooking, First Aid, anything - tell us what you want to do!.
Help your children learn through play.
Get help with some of the problems of being a parent - weaning, tantrums, sleepless nights and more. Discover that you are not the only person going through these things."

This service was inspected after receiving a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the Officer which considers complaints activity, changes in the provision of the service, the nature of notifications made to the Care Commission by the service, action taken upon requirements etc.

This service was required to have a low level of support that resulted in an inspection based on the national inspection themes and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

Basis of Report
During the unannounced visit, which took place on 29th September 2006, the Care Commission Officer spoke with the coordinator, members of staff and children. The Officer also looked at a range of policies, procedures and records and spent time observing how staff members worked with children.

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for Early Education and Childcare up to the age of 16:
Standard 3: Health and well-being
Standard 4: Engaging with children
Standard 7: A caring environment
Standard 10: Involving other services
Standard 12: Confidence in staff

The inspection also took into account the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002.

Action taken on requirements in last Inspection Report
N/A

Comments on Self-Evaluation
Completed on line. The self evaluation reflected the findings on the day of the inspection.
View of Service Users
The children all appeared happy and content in the care of the staff. They were purposefully occupied throughout the visit.

View of Carers
Eight parents response forms were returned to the Care Commission. These were supportive of the service.
Regulations / Principles

Regulation:

Strengths

Areas for Development

National Care Standards

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

Strengths

Through discussion with parents and staff, it was evident that positive relationships had been developed with parents.

Policies in health and safety and child protection were in place. It was evident that staff had a good understanding of their role in protecting children. Child Protection training has been planned.

Planned opportunities for children to learn about healthy lifestyles and relationships were provided through topic work. Good hygiene was promoted.

Staff had obtained a copy of the Scottish Executive Standards for nursery and school tooth brushing programmes. The dental hygienist has visited the service. Snacks were varied and healthy. Special dietary needs were taken into account. Road safety was promoted through topic work and reinforcement on outings.

Children accessed energetic play every day indoors and outdoors. Opportunities for children to rest or play quietly were in place.

Staff were trained in first aid.

Areas for Development

The Care Commission Officer identified no areas for development however the service themselves in their self evaluation identified the following area:

“The organisation is in the process of developing a nutritional guidance policy in conjunction with parents.”

National Care Standard Number 4: Early Education and Childcare up to the age of 16 - Engaging with children
Strengths

Staff demonstrated knowledge of child development. They supported the children in their play and encouraged them to solve problems. It was clear that they knew the children well and they were responsive to individual needs.

Staff had obtained a copy of the Scottish Executive document “Birth to Three”.

Throughout the inspection, staff were observed encouraging the children to express their views.

Information about the children’s interests and routine was gathered from the parents prior to the child attending the group. A settling in procedure was in place. News was exchanged with parents informally on a daily basis.

Parents commented positively about staff interaction with children.

Areas for Development

The Care Commission Officer identified no areas for development in relation to this service however the service themselves in their self evaluation identified the following area: “The organisation is planning a number of sessions with the parents to help make them more aware of the stage of their child's development in order to help them participate in this profiling and to help them to help their child's development."

National Care Standard Number 7: Early Education and Childcare up to the age of 16 - A Caring Environment

Strengths

The aims and objectives of the service were shared with parents.

Staff created a warm caring atmosphere for the children and many of the activities promoted cooperative play.

The children were encouraged to respect each other, to take turns and to share. Good manners were promoted.

It was evident that staff worked well as a team and that they had developed positive relationships with children and parents.

A complaints policy was in place and it included contact details for the Care Commission.

Areas for Development

The Care Commission Officer identified no areas for development in relation to this standard however the service themselves in their self evaluation identified the following area: “The centre is constantly trying to increase the number of parents who attend the user group meetings. New ways are constantly being explored to get feedback.”
**National Care Standard Number 10: Early Education and Childcare up to the age of 16 - Involving other Services**

**Strengths**

Links had been developed with other agencies, support services and community groups including health visitors, speech and language therapists, social work and education psychologists.

The service has good links with the other Sure Start services in Midlothian.

**Areas for Development**

The Care Commission Officer identified no areas for development in relation to this standard however the service themselves in their self evaluation identified the following area: "Ongoing efforts are made to keep abreast of changes in the local area."

**National Care Standard Number 12: Early Education and Childcare up to the age of 16 - Confidence in Staff**

**Strengths**

Job descriptions and person specifications were in place for each role. Staff were qualified and committed to ongoing training. Appraisals were carried out annually.

Staff had obtained copies of the Scottish Social Services Councils Codes of Practice. They were aware of the need to register with the council in due course.

Appropriate adult: child ratios were confirmed on the day of the inspection.

An audit of the provider's safer recruitment policies and procedures has been carried out by the inspecting officer and these were deemed to be satisfactory.

**Areas for Development**

The Care Commission Officer identified no areas for development in relation to this standard however the service themselves in their self evaluation identified the following area: "We are developing our recruitment procedures to ensure that they are even more robust."
Enforcement
No enforcement action has been taken against this service since registration.

Other Information
Current public liability insurance is in place.

A new coordinator is in place. A change of manager form has been received by the Care Commission and a new registration certificate will be issued.

Requirements
None at this inspection.

Recommendations
None at this inspection.

Linda Smith
Care Commission Officer