

Care service inspection report

Rosebuds Daycare

Day Care of Children

Hilton Coylumbridge Hotel

Aviemore

PH22 1QN

Telephone: 07818 492470

Type of inspection: Unannounced

Inspection completed on: 19 September 2014



Contents

	Page No
Summary	3
1 About the service we inspected	4
2 How we inspected this service	6
3 The inspection	15
4 Other information	31
5 Summary of grades	32
6 Inspection and grading history	32

Service provided by:

Service provider number:

SP2012984390

Care service number:

CS2012314104

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	2	Weak
Quality of Environment	2	Weak
Quality of Staffing	2	Weak
Quality of Management and Leadership	1	Unsatisfactory

What the service does well

The manager and the staff had established good relationships with the children and their families.

The service continued to offer a flexible service which met the childcare needs of the local families.

What the service could do better

The service should undertake the requirements, recommendations and areas for improvement identified in this report.

What the service has done since the last inspection

The service now had in place individual registration forms for each of the children attending the service.

Conclusion

The manager and staff are committed to the service they provide. They need to continue to undertake further improvements to meet the requirements identified in this report.

1 About the service we inspected

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

This service registered with the Care Inspectorate on 7 May 2013.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

*A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

*A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Rosebuds Daycare is registered to provide a care service to a maximum of 24 children between the ages of 0 - 12; a maximum of 12 children aged 0 - 2 can be cared for at any one time.

The service is located within a building on the Hilton Coylumbridge complex on the outskirts of Aviemore. The building consists of a large playroom with a smaller playroom/sleep room off it, a further sleep room, kitchen area, toilet and nappy changing facilities, office, and a large bright reception area. There was a fully enclosed outdoor play area directly accessible from the playroom.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 2 - Weak

Quality of Environment - Grade 2 - Weak

Quality of Staffing - Grade 2 - Weak

Quality of Management and Leadership - Grade 1 - Unsatisfactory

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

This report was written following an unannounced inspection which took place on 18 and 19 September 2014. Feedback was provided to the manager at the end of the inspection. The inspection was carried out by 2 Inspectors.

This was a follow-up inspection to assess the actions taken by the provider to meet the requirements and recommendations made following the previous inspection on 28 and 30 April 2014. We looked at the following statements:

- Quality Theme 1, Quality Statement 1 - we ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.
- Quality Theme 1, Quality Statement 3 - we ensure that service users' health and wellbeing needs are met.
- Quality Theme 2, Quality Statement 2 - we make sure that the environment is safe and service users are protected.
- Quality Theme 2, Quality Statement 5 - the accommodation and resources are suitable for the needs of the service users.
- Quality Theme 3, Quality Statement 3 - we have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.
- Quality Theme 4, Quality Statement 4 - we use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

This report should be read in conjunction with the report dated 4 May 2014 which is available on our website at www.careinspectorate.com

During the inspection we gathered evidence from a range of sources including the following:

We spoke with:

- The manager
- Staff
- Children
- Parents

We looked at:

- The service's policies and procedures relevant to the Quality Themes and Statements being considered
- Observation of staff practice
- Examination of the premises

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

The requirement

In order to meet the health and well-being needs of the children, the service must have in place fully completed individual registration forms for each child attending the service.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210, Regulation 4(1)(a) - Welfare of users.

The Regulation of Care (Scotland) Act 2001. Scottish Statutory Instrument 2001/114 Regulation 19 (a)(b)(c) &(d) - Records.

Timescale: 1 July 2014.

What the service did to meet the requirement

The service now had in place completed individual registration forms for each of the children attending the service.

The requirement is: Met - Within Timescales

The requirement

The provider must ensure that a personal plan is in place for each child. These plans should contain all relevant information in relation to the needs of the child with clearly identified steps as to how they will support the development of the children.

Personal plans should be completed in conjunction with parents/carers and be reviewed at least every six months or sooner if the needs of the child change.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210, Regulation 4(1)(a) - Welfare of users and Regulation 5 (1) and (2)(a) (b)(i)(ii)(iii) (c) and (d) - Personal plans.

Timescale: 1 July 2014.

What the service did to meet the requirement

We found very limited progress had been made towards this requirement, therefore this requirement is re-stated. Full details can be found in Quality Theme 1, Quality Statement 3.

The requirement is: Not Met

The requirement

The provider must review and improve the medication procedures to ensure the health and welfare of children.

In order to comply the provider must:

- a. Ensure accurate and up to date records are maintained of all medications on the premises for the children's use including details of when medications are returned to parents/carers.
- b. Ensure that in the event that children may require life saving medications, all necessary information is recorded and is available to trained staff upon the child's admission to the service or when the condition first becomes known. This must include details of the action to be taken in the first instance, clear guidance as to any additional steps should the initial treatment fail, and timescales for contacting the emergency services and parents as necessary.
- c. Undertake an audit of staff training needs, and implement effective training for staff in relation to medication storage, administration and recording procedures.
- d. Identify named staff to be on duty who will have responsibility for the

administration of medication. Responsible staff must have a demonstrable understanding of the appropriate procedures to follow to ensure the safe administration of medication including the need for accurate, legible record keeping.

e. Undertake regular audits of the medication processes and record the outcome of the audit and any actions taken to improve practice as a result of the audit.

This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

Regulation 15(a) & (b) - to make proper provision of sufficient and suitably qualified and competent staff.

The Regulation of Care (Scotland) Act 2001 Scottish Statutory Instrument 2002/114 Regulation 19(3)(j) A requirement to record medicines for the use of service users.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing and Standard 12 - Confidence in Staff.

Timescale: a and b within 24 hours of receipt of this report and c, d and e 1 July 2014.

What the service did to meet the requirement

We found limited progress had been made towards this requirement, therefore this requirement is re-stated. Full details can be found in Quality Theme 1, Quality Statement 3.

The requirement is: Not Met

The requirement

The manager must undertake a review of the layout of all playrooms and take appropriate action to ensure that staff can use the space effectively to offer a range of experiences for children of all ages.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210, Regulation 4(1)(a) - Welfare of users and regulation 10 (2)(a) - Fitness of premises.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment and Standard 5 - Quality of Experience.

Timescale: 1 July 2014.

What the service did to meet the requirement

Very limited progress had been made towards this requirement, further information can be found in Quality Theme 2, Quality Statement 5. This requirement has been re-stated.

The requirement is: Not Met

The requirement

The service should have in place a robust system of staff recruitment and induction and ensure that all relevant checks are completed prior to staff commencing work.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Service) Regulation 2011/210, Regulation 4 (1)(a) Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale: 1 July 2014.

What the service did to meet the requirement

Very limited progress has been made towards this requirement, further information can be found in Quality Theme 3, Quality Statement 3. This requirement has been re-stated.

The requirement is: Not Met

The requirement

The manager must identify training needs and ensure staff undertake training relevant to their role to ensure that they have the necessary skills and knowledge to undertake their role and to meet the care, welfare and development needs of the

children attending. Staff should use what they have learnt to improve practice and outcomes for children.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Service) Regulation 2011/210, Regulation 4 (1)(a) and Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale: 1 July 2014.

What the service did to meet the requirement

This requirement has not been addressed, further information can be found in Quality Theme 3, Quality Statement 3. This requirement has been re-stated.

The requirement is: Not Met

The requirement

The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Service) Regulation 2011/210, Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service and Standard 14 - Well-managed Service.

Timescale: 1 July 2014.

What the service did to meet the requirement

This requirement has not been met, further information can be found in Quality Theme 4, Quality Statement 4. This requirement has been re-stated.

The requirement is: Not Met

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

1. The service should consider further methods of involving children, parents and carers in assessing and improving the quality of care and support provided.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the service.

Some progress had been made towards this recommendation. Further information can be found in Quality Theme 1, Quality Statement 1.

2. The manager and staff should access training in relation to the Getting It Right For Every Child approach to ensure that they have the appropriate knowledge and skills to meet the needs of the children.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Support & Development and Standard 12 - Confidence in Staff.

This recommendation had not been met. Staff had not yet attended appropriate training. Further information can be found in Quality Theme 1, Quality Statement 3.

3. The service must ensure that all parents and carers fully complete the signing in and out book each day to ensure the service have a clear and accurate record of the children present at the service at any given time.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment and Standard 3 - Health and Wellbeing.

This recommendation had not been met. Further information can be found in Quality Theme 2, Quality Statement 2.

4. The risk assessments for all areas of the nursery should be reviewed and updated. This should be done by the manager in conjunction with the staff to ensure that they fully understand the process.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

This recommendation had not been met. Further information can be found in Quality Theme 2, Quality Statement 2.

5. The manager should ensure that all staff receive regular support and supervision meetings to discuss their practice, identify agreed goals and training needs, and identify any action to be taken and by whom. Staff should receive clear written records of these meetings.

National Care Standards Early Education and Childcare up to the Age of 16: Standard 12 - Confidence in Staff and Standard 14 - Well-managed Service.

This recommendation had not been met. Further information can be found in Quality Theme 3, Quality Statement 3.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service previously submitted a self assessment.

Taking the views of people using the care service into account

Most of the children appeared happy and relaxed in the care of the staff. We observed some good interaction between the staff and the children. During the latter part of the day, a number of the children were tired and unsettled and would have benefited from a sleep.

Taking carers' views into account

The parents spoken with during the inspection were generally happy with the standard of care provided to their children. They described the manager and staff as being friendly and approachable. Parents appreciated the flexibility offered by the service to meet their individual childcare needs.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 2 - Weak

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

During this inspection we assessed the improvements made in relation to the recommendation made at the last inspection.

Quality Statement 2.1, Quality Statement 3.1 and Quality Statement 4.1 have been reported in this Quality Statement.

A recommendation was made following the last inspection that the service should consider other methods to involve children and their families in assessing and improving the quality of care and support provided. Some limited progress had been made to meet this recommendation. The manager explained that they had made use of a questionnaire but had only had a limited response from parents and carers. She stated that they had suggested to parents and carers the option of having a committee to involve them more in the ongoing assessment and improvement of the service. However parents and carers did not want to get involved in a committee. Since the last inspection, the manager and staff had got the older children involved in deciding what new resources they would like.

Areas for improvement

The manager and staff should continue to encourage the children, parents and carers in the ongoing assessment and development of the service. The children should be supported and encouraged to make choices in relation to the activities and resources available to them. It was important that the manager fed back to parents and carers the findings from any questionnaires and responded to and actioned any suggestions or comments. **(See Recommendation 1)**

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should consider further methods of involving children, parents and carers in assessing and improving the quality of care and support provided.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 13 - Improving the Service.

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

During this inspection we assessed the improvements made in relation to the requirements and recommendation made at the last inspection.

A requirement had been made at the last inspection in relation to registration forms:

In order to meet the health and wellbeing needs of the children, the service must have in place fully completed individual registration forms for each child attending the service.

This requirement had been actioned and there were now completed registration forms in place for each of the children attending the service.

Areas for improvement

At the last inspection a requirement was made in relation to personal plans:

The provider must ensure that a personal plan is in place for each child. These plans should contain all relevant information in relation to the needs of the child with clearly identified steps as to how they will support the development of the children.

Personal plans should be completed in conjunction with parents and carers and be reviewed at least every 6 months or sooner if the needs of the child change.

During the inspection we looked at the personal folders for 15 children. These included the registration forms, personal profiles and personal plans for the children. The personal plans were very limited in their content, many were not dated or signed by the member of staff completing them, there was no evidence of parental involvement in completing the plans or reviewing them. There was no evidence of personal plans being updated and reviewed following a change in a child's

needs. There was also no written record of when parents and carers notified staff of changes to their children's care needs.

The service should ensure that it has clear personal plans in place for each child attending the service. These plans should be regularly reviewed in conjunction with parents and carers and should contain all relevant information in relation to the needs of the child. **(See Requirement 1)**

When developing personal plans, the service should include clear information in relation to what sleep and rest the children require, especially the younger children. During the afternoon of the first day of the inspection, we observed a number of the young children displaying signs of being very tired and in need of some rest. The children were unsettled, irritable and fractious. The service should take account of appropriate guidance, for example NHS <http://www.nhs.uk/Livewell/Childrenssleep/Pages/howmuchsleep.aspx>. To ensure that they are able to meet the children's need for sleep, the service should ensure that they have sufficient cots and space for sleeping children.

A requirement was made following the last inspection in relation to medication:

The provider must review and improve the medication procedures to ensure the health and welfare of children.

In order to comply the provider must:

a. Ensure accurate and up to date records are maintained of all medications on the premises for the children's use including details of when medications are returned to parents/carers.

b. Ensure that in the event that children may require life saving medications, all necessary information is recorded and is available to trained staff upon the child's admission to the service or when the condition first becomes known. This must include details of the action to be taken in the first instance, clear guidance as to any additional steps should the initial treatment fail, and timescales for contacting the emergency services and parents as necessary.

c. Undertake an audit of staff training needs, and implement effective training for staff in relation to medication storage, administration and recording procedures.

d. Identify named staff to be on duty who will have responsibility for the administration of medication. Responsible staff must have a demonstrable understanding of the appropriate procedures to follow to ensure the safe administration of medication including the need for accurate, legible record keeping.

e. Undertake regular audits of the medication processes and record the outcome of the audit and any actions taken to improve practice as a result of the audit.

Only very limited progress had been made in relation to this requirement and remains outstanding. The manager and staff should ensure that all necessary medical information is recorded.

During the previous inspection, we observed the children being given lunch. It was a poor experience for the children. During this inspection we again observed the children being given lunch. No progress had been made in improving this experience for the children. The youngest children who were in high chairs received little or no support at meal time. A lot of their meals ended up on the floor. One child was in a high chair for more than 1 hour. The older children all sat round one large table with little support from staff. The manager and staff should look at the layout of the room for lunch and ensuring the children received appropriate levels of support to ensure that they were able to eat their lunch.

The service should review their practice to improve infection control. We observed young children putting various toys in their mouths at different times however staff did not clean these toys. Staff were also not prompt at assisting the young children with runny noses.

Following the previous inspection a recommendation was made that the manager and staff should access training in relation to the Getting It Right For Every Child (GIRFEC) approach to improving outcomes and wellbeing for all children. Staff were yet to access such training.

Grade awarded for this statement: 2 - Weak

Number of requirements: 2

Number of recommendations: 1

Requirements

1. The provider must ensure that a personal plan is in place for each child. These plans should contain all relevant information in relation to the needs of the child with clearly identified steps as to how they will support the development of the children.

Personal plans should be completed in conjunction with parents/carers and be reviewed at least every six months or sooner if the needs of the child change.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument

2011/210, Regulation 4(1)(a) - Welfare of users and Regulation 5(1) and (2)(a) (b)(i)(ii)(iii) (c) and (d) - Personal plans.

Timescale: 12 December 2014.

2. The provider must review and improve the medication procedures to ensure the health and welfare of children.

In order to comply the provider must:

- a. Ensure accurate and up to date records are maintained of all medications on the premises for the children's use including details of when medications are returned to parents/carers.

- b. Ensure that in the event that children may require life saving medications, all necessary information is recorded and is available to trained staff upon the child's admission to the service or when the condition first becomes known. This must include details of the action to be taken in the first instance, clear guidance as to any additional steps should the initial treatment fail, and timescales for contacting the emergency services and parents as necessary.

- c. Undertake an audit of staff training needs, and implement effective training for staff in relation to medication storage, administration and recording procedures.

- d. Identify named staff to be on duty who will have responsibility for the administration of medication. Responsible staff must have a demonstrable understanding of the appropriate procedures to follow to ensure the safe administration of medication including the need for accurate, legible record keeping.

- e. Undertake regular audits of the medication processes and record the outcome of the audit and any actions taken to improve practice as a result of the audit.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 4(1)(a) - Requirements to make proper provision for the health and welfare of service users.

Regulation 15(a) & (b) - to make proper provision of sufficient and suitably qualified and competent staff.

The Regulation of Care (Scotland) Act 2001 Scottish Statutory Instrument 2002/114 Regulation 19(3)(j) A requirement to record medicines for the use of service users.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3 - Health and Wellbeing and Standard 12 - Confidence in Staff.

Timescale: a and b within 24 hours of receipt of this report and c, d and e 12 December 2014.

Recommendations

1. The manager and staff should access training in relation to the Getting It Right For Every Child approach to ensure that they have the appropriate knowledge and skills to meet the needs of the children.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 6 - Support & Development and Standard 12 - Confidence in Staff.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 2 - Weak

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

The strengths reported under Quality Theme 1, Statement 1 also apply to this statement.

Areas for improvement

The areas for improvement identified for Quality Theme 1, Statement 1 also apply to this Quality Statement.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

During this inspection we did not assess all aspects of this quality statement. We assessed the improvements made in relation to the recommendations made at the previous inspection.

At the last inspection, access to the staff toilet was via the sleep room. This was not a satisfactory arrangement as sleeping children could be disturbed. The service now made use of an alternative room for sleeping children which allowed children to sleep uninterrupted.

Areas for improvement

It was a recommendation from the previous inspection that the service should ensure that the signing in and out sheet was completed to ensure that they had an accurate record at any given time of who was present in the building. When we examined the signing in sheet it was incomplete and there were children present who had not been signed into the building. **(See Recommendation 1)**

The manager explained that she had updated the policies and procedures however there was not a copy of the services up to date policies and procedures available in the building for either the staff or parents and carers to access. There was no evidence of staff being involved in the review, development and updating of the policies and procedures and no system in place to evidence that all staff had seen, read and understood the service's policies and procedures.

The service had yet to review and update their risk assessments. All staff should be involved in this process. **(See Recommendation 2)**

We found the outdoor area in need of some development. The grass was bare in many areas, the planting areas were not being tended and toys were dirty. The service should improve this area to allow the children to have a positive outdoor experience.

Grade awarded for this statement: 2 - Weak

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The service must ensure that all parents and carers fully complete the signing in and out book each day to ensure the service have a clear and accurate record of the children present at the service at any given time.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 2 - A Safe Environment and Standard 3 - Health and Wellbeing.

2. The risk assessments for all areas of the nursery should be reviewed and updated. This should be done by the manager in conjunction with the staff to ensure that they fully understand the process.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 2 - A Safe Environment.

Statement 5

The accommodation and resources are suitable for the needs of the service users.

Service strengths

We did not assess all aspects of this statement, we assessed the improvements made in relation to the requirement made at the last inspection.

The requirement made at the last inspection stated:

The manager must undertake a review of the layout of all playrooms and take appropriate action to ensure that staff can use the space effectively to offer a range of experiences for children of all ages.

We found very limited progress had been made towards this requirement. During the inspection we noted that the service had made some small changes to how they used the accommodation available to them.

Areas for improvement

There had been little change made to the layout of the playroom. On the day of the inspection there were few activities set up for the children to access independently. There was no water or sand play activities available throughout the day, there was no paint or messy play activities set up and limited choice in relation to construction and imaginative play resources. The manager should ensure that there should be stimulating and challenging resources available throughout the day to meet the various ages and stages of development of the children attending the service. **(See Requirement 1)**

During the inspection, we provided detailed feedback in relation to planning positive play environments for children including directing the manager to useful resources.

The service provided after school care for several primary school age children however this was very limited in terms of what was offered to these children. The manager and staff should develop the after school service and actively get the school age children involved.

The service had yet to undertake an audit of the resources they had stored in two large cupboards. These resources were not readily accessible to either the staff or the children. Staff did not appear to know what all resources they did have. The manager and staff should organise the storage of their equipment to allow for easier access both by the staff and the children.

Grade awarded for this statement: 2 - Weak

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The manager must undertake a review of the layout of all playrooms and take appropriate action to ensure that staff can use the space effectively to offer a range of experiences for children of all ages.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210.

Regulation 4(1)(a) - Welfare of users and regulation 10 (2)(a) - Fitness of premises.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 2 - A Safe Environment and Standard 5 - Quality of Experience.

Timescale: 12 December 2014.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 2 - Weak

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The strengths recorded under Quality Theme 1, Statement 1 also apply to this Quality Statement.

Areas for improvement

The areas for improvement identified under Quality Theme 1, Statement 1 also apply to this Quality Statement.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We did not assess all aspects of this statement, we assessed the improvements made in relation to the requirements and recommendation made at the last inspection.

During the inspection we found staff to be caring and nurturing. We observed good interaction between the staff and the children. The children were observed to be happy and relaxed in the care of the staff.

At the last inspection a requirement was made in relation to the service having a robust system of staff recruitment and induction and ensure that all relevant checks are completed prior to staff commencing work. We found that only very limited progress had been made towards meeting this requirement. Since the last inspection new staff had been recruited. The manager ensured that she obtained references, including references from previous employers, before new staff began working at the service.

Following the previous inspection the recommendation was made that:

The manager should ensure that all staff receive regular support and supervision meetings to discuss their practice, identify agreed goals and training needs, and identify any action to be taken and by whom. Staff should receive clear written records of these meetings.

We found that some very limited progress had been made. Some staff had received support and supervision meetings, although not on a regular basis and no written minutes were kept.

Areas for improvement

The requirement previously made in relation to having a robust system of recruitment had required that all checks were completed prior to staff commencing work. Two new members of staff had started work prior to PVG checks being completed. The manager must ensure that all checks, including PVG's, are completed before any new staff commence work with the children. We directed the manager to best practice guidance and documentation to broaden her understanding of her responsibility in relation to appropriate recruitment practice. **(See Requirement 1)**

A requirement had been made at the last inspection in relation to training. This had not been met. The manager should carry out a skills and training audit of all staff employed within the service to identify any relevant training needs. An action plan should then be implemented to meet the identified training and development needs of staff.

During the inspection we observed staff engaging in horseplay with individual children rather than engaging in meaningful activities to support their learning and development. Given that the majority of the children attending the service were under 3 years of age, any 1 to 1 activity of this nature left the other children effectively not being supervised appropriately. Staff need to learn how to offer caring nurturing support whilst retaining a professional demeanour.

Grade awarded for this statement: 2 - Weak

Number of requirements: 2

Number of recommendations: 1

Requirements

1. The service should have in place a robust system of staff recruitment and induction and ensure that all relevant checks are completed prior to staff commencing work.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Service) Regulation 2011/210 Regulation 4 (1)(a) Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale: 12 December 2014.

2. The manager must identify training needs and ensure staff undertake training relevant to their role to ensure that they have the necessary skills and knowledge to undertake their role and to meet the care, welfare and development needs of the children attending. Staff should use what they have learnt to improve practice and outcomes for children.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Service) Regulation 2011/210 Regulation 4 (1)(a) and Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale: 12 December 2014.

Recommendations

1. The manager should ensure that all staff receive regular support and supervision meetings to discuss their practice, identify agreed goals and training needs, and identify any action to be taken and by whom. Staff should receive clear written records of these meetings.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 12 - Confidence in Staff and Standard 14 - Well-managed Service.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 1 - Unsatisfactory

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The strengths identified under Quality Theme 1, Statement 1, also apply to this Quality Statement.

Areas for improvement

The areas for improvement under Quality Theme 1, Statement 1, also apply to this Quality Statement.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We did not assess all aspects of this statement, we assessed the improvements made in relation to the requirement made at the last inspection.

The requirement made at the last inspection stated:

The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

We found that limited progress had been made towards this requirement. As stated previously in this report, the manager had completed some support and supervision meetings with staff however no written records were completed. The manager was yet to complete staff appraisals. We discussed with the manager the benefits of completing monitoring visits to the playroom.

Areas for improvement

Following the previous inspection, 7 requirements and 5 recommendations were made. Only one requirement was met at this inspection. An effective quality assurance system would ensure requirements and recommendations were addressed, and effective monitoring systems in place to ensure these improvements were maintained. **(See Requirement 1)**

Staff should receive regular support and supervision sessions where they are supported to reflect on their practice and the impact on improving the quality of children's experiences. Staff training needs should be identified and an action plan implemented to meet these identified training and development needs of staff. **(See Requirement 1)**

The manager continued to spend much of her time directly on the floor working with the children. As a result she was not fulfilling her roles and responsibilities as a manager. She was failing to provide staff with appropriate leadership, guidance and support. Staff were not routinely receiving support and supervision sessions or staff appraisals. Policies and procedures and risk assessments were also not routinely reviewed and updated to reflect best practice. The manager had no previous experience as a manager and would benefit from attending appropriate management training. **(See Requirement 2)**

Grade awarded for this statement: 1 - Unsatisfactory

Number of requirements: 2

Number of recommendations: 0

Requirements

1. The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) Develop and implement a rigorous quality assurance programme
- b) Implement regular effective support and supervision for all staff
- c) Involve staff in the systematic evaluation of their work and the work of the service
- d) Put clear plans in place for maintaining and improving the service
- e) Ensure the manager effectively monitors the work of each member of staff and the service as a whole

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Service) Regulation 2011/210 Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 13 - Improving the Service and Standard 14 - Well-managed Service.

Timescale: 13 February 2015.

2. The manager requires the opportunity to develop her skills in relation to being the manager of a child care service to ensure that she provides staff with appropriate leadership, guidance, support and supervision.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Service) Regulation 2011/210 Regulation 3 Principles, Regulation 4 Welfare of Service Users, Regulation 9 (2)(b) Fitness of Employees and Regulation 15 (a) and (b) Staffing.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 14 - Well-managed Service.

Timescale: 13 February 2015.

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 2 - Weak	
Statement 1	3 - Adequate
Statement 3	2 - Weak
Quality of Environment - 2 - Weak	
Statement 1	3 - Adequate
Statement 2	2 - Weak
Statement 5	2 - Weak
Quality of Staffing - 2 - Weak	
Statement 1	3 - Adequate
Statement 3	2 - Weak
Quality of Management and Leadership - 1 - Unsatisfactory	
Statement 1	3 - Adequate
Statement 4	1 - Unsatisfactory

6 Inspection and grading history

Date	Type	Gradings
6 May 2014	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and Leadership 2 - Weak

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0345 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0345 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0345 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com