

## Care service inspection report

# Childcare in the Community - Burnbank Family Centre

## Day Care of Children

Burnbank Family Centre  
2 Donaldson Street  
Burnbank  
Hamilton  
ML3 0NS

Type of inspection: Unannounced

Inspection completed on: 28 November 2014



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### **Service provided by:**

Committee of Childcare in the Community

### **Service provider number:**

SP2004006008

### **Care service number:**

CS2003041262

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## 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	5	Very Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

Children and their families are encouraged to get involved and make decisions about the service. They are supported to do so by caring staff who listen to their views and value their contributions. Staff knew the children very well and were responsive to their needs and interests.

### What the service could do better

The service should continue to involve children and their families in developing the service.

Staff should ensure that children's personal plans are regularly reviewed with children and parents/carers.

The service should formally record risk assessments for the areas used by children.

### What the service has done since the last inspection

Management and staff responded well to the recommendations made at the last inspection.

The manager and staff have continued to listen and respond to children and their families' ideas and suggestions.

## Conclusion

Overall we found that children benefit from the very good quality of care and support provided by management and staff in Burnbank Family Centre out of school care service. Children are cared for in a welcoming, inclusive environment where they are listened to, respected and their views are valued.

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

### Requirements and recommendations

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

- 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 condition of registration. Where there are breaches of the regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the inspectorate.

Childcare In The Community - Burnbank Family Centre provides an out of school service to a maximum of 29 children aged five years and over. The provider is Childcare in the Community.

The service operates after school, five days a week during term time and is open from 3 pm to 6 pm. During school holidays the service operates five days a week between 8 am and 6 pm.

The service is based in Burnbank Family Centre, Burnbank, Hamilton. The service is close to shops, local amenities, and bus routes. The service is provided from a large room. Toilet facilities are outside the playroom. The accommodation is on one level and has a secured entry system.

The service aims to provide affordable, flexible childcare, quality play, care and learning activities for all children cared for.

The full aims and objectives statement is available to people who use the service.

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 4 - Good**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - Grade 4 - Good**

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](http://www.careinspectorate.com) or by calling us on 0845 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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

This report was written following an unannounced inspection carried out by one Inspector. This inspection took place over two days. Our first visit took place on Wednesday 26 November 2014. We returned to the service Friday 28 November 2014 where feedback was shared with the manager and the director. As requested by us, the service sent us an annual return and self-assessment form.

We issued 25 care standards questionnaires for the service to distribute to parents/ carers on our behalf. Six completed questionnaires were returned to us.

During this inspection, we gathered evidence from various sources, including:

- Relevant policies and procedures
- Health and safety records, including risk assessments
- Registration certificate
- Public liability insurance certificate
- Children's personal plans, including medication records
- Service questionnaires
- Displays of children's work
- Information available to parents/ carers
- Staff training records
- Accident/incident records
- Children's meeting records
- Staff meeting records.

We spoke with:

- The director
- The manager
- Two play workers
- Most of the children attending the sessions
- Three parents/ carers.

We observed how staff worked with the children and looked around the environment and at the equipment used in the service.

### **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](http://www.firelawscotland.org)



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

We made four recommendations at the last inspection. The service had addressed three of these. One remains outstanding.

Intended outcomes should be included in children's personal plans.

National care standards for early education and childcare up to the age of 16,  
Standard 3 - Health and wellbeing.

Staff should consider additional methods to enable children to assess staffing and management and leadership in the service.

National care standards for early education and childcare up to the age of 16,  
Standard 13 - Improving the service

Supervision support notes should demonstrate whether action required has been addressed.

National care standards for early education and childcare up to the age of 16,  
Standard 14 - Well managed service

The service provided us with information which supported how they had addressed these recommendations.

These recommendations had been met.

Staff should ensure that the risk of spreading infection is minimised.

National care standards for early education and childcare up to the age of 16,  
Standard 2 - Safe environment.

This recommendation was in relation to the use of waste bins where children were touching the lids. The service discussed the difficulties in addressing this and informed us that plans were now in place to have suitable bins in the toilet areas. As this recommendation had not been met, this will be repeated in this inspection (see Quality Theme 2, Statement 2).

## 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.

We received a fully completed self assessment from the service. This provided us with details about what the service thought they did well and areas for improvement.

## Taking the views of people using the care service into account

Children told us that they were very happy and enjoyed their time at the service. They told us that they were given opportunities to make decisions about how they spent their time there. They spoke very positively about staff and described them as "great", "funny" and "really nice". They particularly enjoyed outdoor play and going on outings.

## Taking carers' views into account

We spoke with three parents/carers during our visit. They were happy to tell us about their child's experiences and about how staff had supported their child. They found staff very approachable and friendly. They were confident that the children were safe, happy and content at the service. One parent/carer told us that they would like more information about how their child spent their time at the service.

100% of parents/carers who completed the care standards questionnaires indicated they received clear information about the service and were able to visit the service before they used it.

50% of parents/carers indicated that staff shared information about their child's learning and development. One parent/carer disagreed with this.

100% of parents/carers strongly agreed/agreed that their child appeared happy and confident with staff.

Their comments included:

"My child has attended afterschool since aged 5. He is happy attending and staff have always been eager to let us participate in any activities at planning stage"

"I think the children should be out in the fresh air more often"

"The staff are great, each and everyone of them involved"

"My child enjoys her time there".

## 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: 5 - Very Good

#### 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

We found that children and their families continued to have very good opportunities to participate in assessing and improving the quality of the service.

The service's positive, welcoming ethos encouraged children and their families to get involved. They used meaningful ways to gather their views and suggestions and used these to identify what was working well and make any improvements to benefit children's experiences.

Children had many ways in which they were involved in planning how they wished to spend their time at the service. From the outset it was clear that they had opportunities to express choice, take responsibility and plan together with their friends. One example of this was them taking the decision to set up the playroom with the toys and resources at the beginning of each session. Children told us that staff had supported them to develop a system to enable them to easily identify and access the toys and equipment they would need. We observed confident children working together with their friends to set up the playroom with the toys that they wanted to play with and taking responsibility for clearing them away before they accessed something else.

We could see that children were listened to and their voices were heard and responded to by staff. They were fully involved in making decisions and their views were respected by staff. They shared examples of how they were involved in making decisions about purchasing toys and resources, planning holiday programmes, and snacks. They spoke to the inspector about the rules they had created and discussed how these were in place to ensure that everyone was safe, respected and included.

Some of their comments included:

"we decide what we want to do"

"staff help us to get the things we need"

"we put photos on the cupboards so we can just help ourselves"

"We made the snack menu. It's all the things we like to eat".

We observed staff welcoming parents/carers at the end of the day. Parents/carers told us that these times were useful to find out about what their child had been doing during the session. They told us that staff listened to their views and they were confident that their views were taken account of.

Children and parents/carers could provide formal feedback on the service through written suggestions, evaluations and questionnaires. Parents/carers were also encouraged to be part of the management committee.

We spoke with three parents/carers during our visit who spoke very positively about the service. Some shared specific examples of how their child had been supported by staff. One parent/carer told us that they would welcome more information about what their child had been doing during the session when they picked them up.

Overall, management and staff continued to demonstrate a commitment to involving children and their families in the on-going development of the service. This impacted positively on the quality of experiences for children.

80% of parents/carers strongly agreed/ three agreed and one disagreed that the service had involved them and their child in developing the service.

### **Areas for improvement**

The service should continue to build on their very good practice.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 3**

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

### **Service strengths**

We found that the service had a very good performance in relation to this quality statement.

During our visit we observed children engaging in fun activities that were initiated by

them and clearly interested them. They had access to a good selection of toys and resources. We observed them enjoying playing with arts and craft materials, construction toys, cars and books. They had developed positive relationships with staff and happily invited them to participate in their play. Staff knew the children very well and had good knowledge of their individual personalities and personal preferences.

We saw some children socialising with groups of friends, while others enjoyed periods of time on their own or being supported by staff. Where children were still developing confidence in the setting we observed caring and kind children guiding and helping them.

Children were encouraged to be considerate, respectful and supportive of their friends. They told us that they particularly enjoyed having the opportunity to be a "mini staff" for the day. This encouraged children to learn about responsibility and be positive role models.

Snack time was a relaxed, sociable occasion for the children. A variety of healthy snacks were available to them including fruits and sandwiches. Children were supported and encouraged to be independent at snack time. They told us that they were encouraged to learn about leading healthy lifestyles. They were involved in planning snack menus which were displayed for them and their parents/carers. Staff used snack times to chat to the children about their day and promote social skills.

Children told us that they had opportunities to enjoy physical activities outdoors in the fresh air. They told us about how they enjoyed visits to parks in the local community.

Children told us that they felt safe in the service. They were confident and familiar with their routine when being picked up at school and told us about how these opportunities helped them to think about keeping them and their friends safe.

Children commented:

"We have a good selection of snacks"

"We know what is good for us"

"I can come for snack when I'm ready"

"We sit and talk to our friends".

100% of parents/carers who completed the care standards questionnaire strongly agreed/agreed that the service provides a healthy and well-balanced diet which meets their child's dietary and cultural needs.

100% strongly agreed/agreed that staff encourage their child to form positive relationships with other children.

### Areas for improvement

The service should continue to build on their very good practice.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

### Statement 1

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

#### Service strengths

Information relating to the range of ways children and their families can be involved in assessing and improving the quality of the service can be found in Quality Theme 1, Statement 1. This also includes ways in which they can influence the quality of the environment.

#### Areas for improvement

Please see Quality Theme 1, Statement 1.

**Grade awarded for this statement:** 5 - Very Good

**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

We found that the service was performing at a good level in this quality statement.

Children were cared for in premises that were in a good state of repair and had suitable heating, lighting and ventilation. Children's artwork and projects were attractively displayed on the walls, as was information for parents/carers and details of staff and their roles, qualifications and training that they had attended. The premises were accessible from the main centre which had a secure entry system. Staff kept daily registers and parents/carers signed when their child was leaving which was monitored by staff. Staff completed daily checklists to support them to maintain a safe environment for children.

The playroom provided children with sufficient space to enjoy their activities. They could choose from a wide range of equipment and play materials that were clean, well maintained and accessible to them. Children confidently accessed what they



needed throughout the session being supported by staff when needed.

As part of this inspection we focused on how this service promoted children's health and wellbeing through infection prevention measures. We found children had access to suitable hand washing facilities and we observed them washing their hands before eating snack and after using the toilet. We observed staff display good hygiene practices by washing hands and wearing disposable aprons when preparing and serving snack. We concluded that these measures are likely to reduce the risk of spread of infection in the service.

Children told us that they particularly enjoyed the opportunities they had to visit a range of interesting places in the local and wider community, particularly during the holidays. They clearly enjoyed these experiences and spoke enthusiastically about trips to local parks and museums.

They commented:

"We play in the park sometimes, but all the time during the holidays"

"We plan where we're going; we went to the fire station "

100% of parents/carers who completed the care standards questionnaire strongly agreed/agreed that the service has a suitable range of equipment, toys and materials for the children.

Two parents/carers strongly agreed, 2 agreed and 2 disagreed that there is enough space for the children to play and get involved in a range of activities.

### Areas for improvement

Staff used a general checklist to support them to maintain a safe environment and recorded risk assessments for outings. We recommended that the provider further develop risk assessments to reflect the areas of the premises used by children, which should be reviewed regularly by management and staff (see recommendation 1).

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The provider should further develop risk assessments which take account of the areas of the premises used by children.

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

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

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

#### Service strengths

Information relating to the range of ways children and their families can be involved in assessing and improving the quality of the service can be found in Quality Theme 1, Statement 1. This also includes ways in which they can influence the quality of staffing.

#### Areas for improvement

Please see Quality Theme 1, Statement 1.

**Grade awarded for this statement:** 5 - Very Good

**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 found that the service had a good performance in ensuring that staff were professional, trained and motivated.

We observed staff engaging and interacting well with the children. They were kind and caring, treated children with respect and clearly enjoyed working with them. They listened to what they had to say, asked for their views and responded to their requests for specific toys and activities.

Staff knew children and their families well and were welcoming and friendly when parents/carers arrived to pick up their child. Parent/carers told us that they were confident in the quality of care their child received by them.

We spoke with staff during the course of the inspection and found them to be

motivated and enthusiastic about their work. They enjoyed working with one another and worked well as a team. They told us that they felt supported by management to carry out their role and felt valued for their contributions.

All staff were registered with Scottish Social Services Council (SSSC) or awaiting registration. They were familiar with the National Care Standards and used this to guide their practice. Staff told us and records confirmed that staff meetings were used to discuss all aspects of the service including suggesting areas for improvement.

The management team met with staff regularly to formally appraise their work. This provided them with opportunities to reflect on their strengths and identify training needs to further develop their skills and knowledge. We found that staff had engaged in a range of relevant training including:

- \* child protection
- \* first aid
- \* Internet safety
- \* food hygiene
- \* GIRFEC
- \* play strategy
- \* outdoor play

Staff also had opportunities to share practice with other wider colleagues within the organisation. We found that staff had formally evaluated training they had attended. This provided them with the opportunity to reflect on how their new skills and knowledge impacted on their work with children.

Staff had gathered important information about children which supported them to meet their individual needs. Details of their health and care needs were recorded, including information about allergies and medication. Where children required medication, systems were in place to record details of how this had been administered. Where children had additional support needs, information about how their health and wellbeing needs were to be met had been considered.

100% of parents/carers who completed the care standard questionnaires strongly agreed that they were confident that there was always enough staff in the service to provide a good quality of care.

### **Areas for improvement**

Although personal plans were in place, we found that some had not been reviewed regularly in consultation with children and parents/carers. We have made a recommendation that staff ensure that each child has a personal plan and it is reviewed regularly. It is important that staff have current information about the children to enable them to meet children's individual care needs (see recommendation 1).

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

## Requirements

1. Staff should ensure that personal plans are reviewed regularly.

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

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### 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

Information relating to the range of ways children and their families can be involved in assessing and improving the quality of the service can be found in Quality Theme 1, Statement 1. This also includes ways in which they can influence the quality of the management and leadership.

#### Areas for improvement

Please see Quality Theme 1, Statement 1.

**Grade awarded for this statement:** 5 - Very Good

**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 found that the service had a good performance in relation to this quality statement

We found that the service used a range of ways to involve children and their parents/ carers in assessing and improving all aspects of the service. Many examples of this are included in Quality Theme 1, Statement 1 and throughout this report.

Informal discussions took place with children throughout the sessions and parents/ carers could share their views at pick up times. More formal opportunities including, questionnaires and "question of the month" were also used to gather their views and suggestions. The service used a number of ways to share feedback and details of any actions they had taken, for example, in newsletters and displays. It was clear that

children and parents/carers' views were valued and their feedback influenced the service.

The service's operational plan set out their priorities which were evaluated regularly by staff and the management team.

The manager had developed a system using the National Care Standards to collate evidence.

Management and staff were involved in completing the self-assessment for the Care Inspectorate.

Through regular support and supervision sessions and appraisals, management were able to celebrate staff's achievements and identify their strengths and areas for development.

100% of parents/carers who completed the care standard questionnaires strongly agreed/ agreed that overall they were happy with the quality of care their child received.

### **Areas for improvement**

The service should continue to develop their quality assurance systems ensuring that parents, staff and children are involved in the process. This should include recording any audits and monitoring carried out by management (See recommendation 1).

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The provider should continue to further develop quality assurance systems and involve all stakeholders in this process.

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

## 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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 2	4 - Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 4	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings	
15 Feb 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
23 Jul 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	4 - Good
20 Aug 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	3 - Adequate



## Inspection report continued

12 Aug 2008	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and Leadership 3 - Adequate

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

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

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

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