

Care service inspection report

Childcare in the Community - Whitehill Out of School Care

Day Care of Children

Whitehill Neighbourhood Centre
9 Hunter Road
Whitehill
Hamilton
ML3 0LH

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 18 March 2014



Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	22
5 Summary of grades	23
6 Inspection and grading history	23

Service provided by:

Committee of Childcare in the Community

Service provider number:

SP2004006008

Care service number:

CS2012307588

Contact details for the inspector who inspected this service:

Jacqueline Clark

Telephone

Email 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	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

We found that staff had developed very positive relationships with children and parents. Staff knew children attending their service well and this enabled them to respond to individual needs and interests.

What the service could do better

To further involve parents and service users in assessing and improving the quality of the service, the management could provide all parents with the opportunity to grade the service through the quality statements and themes.

What the service has done since the last inspection

This was the first inspection since new registration granted.

Conclusion

We found that the service was performing well in the areas which we inspected. Parents and children were given many opportunities to be involved in evaluating the service on a regular basis. Management and staff were committed to providing children with good quality childcare. The service should implement the recommendations made in this report to further improve the quality of care provided.

Who did this inspection

Jacqueline Clark

1 About the service we inspected

Introduction (Don't include Grading Information)

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

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

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 the Regulations, Orders or conditions a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Whitehill Out of School Care is part of the Childcare in the Community Project. Until June 2013 the out of school care registration was part of the nursery provision. Then they applied to the Care Inspectorate to register the out of school care as an individual service. This is the first inspection since registration last year.

Whitehill Out of School Care operates from the Whitehill Neighbourhood Centre in Hamilton. The service is registered to care for a maximum of eighteen children attending primary and secondary school. The service operates from 15:00 - 18:00hrs term time and 08:00 - 18:00hrs during school holidays. There are currently 36 children accessing the service.

Through viewing the aims and objectives of the service it was noted that they aimed to provide a "safe, secure environment for children to participate in new and exciting experiences."

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

Quality of Care and Support - Grade 4 - 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 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

We wrote this report following an unannounced inspection. This was carried out by Inspector Jackie Clark. The inspection took place on Tuesday 18 March 2014.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We sent ten care standard questionnaires to the manager to distribute to parents. Two were completed and returned before the inspection.

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

We spoke with:

- * the manager
- * one staff
- * eight children
- * five parents

We looked at:

- * minutes of staff meetings
- * newsletters
- * parental questionnaires
- * accidents/incident reports
- * policies and procedures
- * medication policy
- * the environment and equipment
- * staff training
- * risk assessments
- * children's information

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

Not applicable - this is the first inspection since registration.

What the service did to meet the requirement

The requirement is:

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

Not applicable - this is the first inspection since registration.

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: No

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 document from the service. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service highlighted their strengths and identified the areas for further development.

Taking the views of people using the care service into account

On the days of the inspection visit the Inspector had the opportunity to chat with all of the children attending the service. Three children took the opportunity to complete a questionnaire to share their views about many aspects of the service they received. All children who were spoken with or those who wrote their feedback stated they felt good when at the service. The reasons given for this was:

"I have got friends at after school care."

"I like the computer."

"It's fun and cheerful"

"You get colouring sheets and art stuff."

The only thing one child said she would change is to get some more toys for older kids. The service line manager stated that this would be passed on to the manager to discuss with the children and take this suggestion forward.

Taking carers' views into account

Two parents returned completed care standard questionnaire. We had the opportunity to speak with a further five parents individually during our inspection. All parents provided very positive feedback about the quality of the service. Comments included:

"I am very happy with service."

"My child really enjoys attending."

"I have never made any suggestions as I can't think of anything to improve."

"My child not long started but she enjoys it."

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: 4 - 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

At this inspection, we found that the performance of the service was very good for this statement.

We found the service provided good opportunities for children and parents to share their views and ideas about the quality of care and support offered.

Questionnaires, suggestion box and meetings supported parents to share their ideas and suggestions to improve the service provided.

All feedback was collated and shared with parents either through newsletters or verbally. This confirmed to parents that any ideas or issues were addressed by the management.

Children had the opportunity to choose their own resources daily. They had the opportunity to evaluate activities and outings which was then used to influence future planning.

Children's ideas were sought through the use of questionnaires and regular discussions. There was also a children's council which encouraged children to share their views on all aspects of the service.

Three children who completed a questionnaire from the Inspector on the day of the visit agreed that they got to make decisions regarding the service. One child commented "we get to choose trips and snack" with another stating "we decide everything"

The service policies and procedures were readily available for staff, parents and visitors to access.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of care and support offered.

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

At this inspection, we found that the performance of the service was good for this statement.

Staff helped promote a healthy lifestyle to the children through the daily routine offered. This involved encouraging the children in good hand hygiene and healthy eating.

Staff had developed positive relationships with children and evidenced to the Inspector that they knew the children as individuals.

A good range of policies and procedures which promoted the health and wellbeing of the children attending the service had been developed including health and safety and child protection.

The service had recently introduced new paperwork in relation to children's care plans. A personal plan was completed by parents and included details such as next of kin, emergency contacts, GP information, medical and dietary requirements and consent for outings, photographs and emergency treatment. A section of the plan was completed by staff and included any additional support a child may require and how they would provide this.

Children also completed a care plan which recorded details of family, friends, likes, dislikes and safety. A system was in place to update these plans every six months in line with new legislation.

Accidents were recorded and information shared with parents. Monthly audits were carried out in relation to accidents and any further action or risk assessment undertaken.

Satisfactory procedures were in place to store and administer medication to children. Parental consent was in place prior to this being undertaken.

Areas for improvement

The staff should monitor the impact the new plans have on the children's health and wellbeing needs being met.

Grade awarded for this statement: 4 - 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

At this inspection, we found that the performance of the service was good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

A written participation strategy had been developed by the service which detailed how parents could be involved in assessing the service.

Children were encouraged to take care of their environment and were involved in the purchasing on new resources.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the environment provided.

Grade awarded for this statement: 4 - 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

At this inspection, we found that the performance of the service was very good for this statement.

Children were cared for in an environment which was safe, secure and clean. The accommodation was found to be in a good state of decoration and repair. This view was shared by parents who returned our questionnaire and those spoken with during the inspection.

Children had regular access to a games hall which allowed them to participate in physical activities.

Parents who returned our questionnaire and those spoken with at the inspection agreed that the service was

The service had a secure entry system which was monitored by staff at all times. Staff signed the children into the service and parents signed them out.

All visitors signed in at reception stating who they were and the purpose of their visit.

The service had accessed the best practice document Infection Prevention and Control in Childcare Settings.

The service had developed and implemented a range of policies and procedures to ensure children's safety. Regular risk assessments were carried out for both premises and outings.

Of the three children that completed a questionnaire for the Inspector in relation to games and activities two thought they were "very good" and one thought "good".

Areas for improvement

It was noted on the inspection that of the two toilets used by the children only one had a pedal bin, the other had a bin with no lid. To further prevent the spread of infection pedal bins should be in use in both children's toilets (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Pedal bins should be used in the children's toilets.

National Care Standards for Early Education and Childcare up to age 16. Standard 2:4 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

At this inspection, we found that the performance of the service was good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of staffing.

Grade awarded for this statement: 4 - 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

At this inspection, we found that the performance of the service was good for this statement.

All staff had registered with the Scottish Social Services Council which is the body that regulates the care workforce in Scotland and sets standard for training and qualifications.

One member of staff held a childcare qualification and the other staff member was working towards one.

Staff had accessed a range of training courses to extend their knowledge and skills including food hygiene, child protection and first aid.

Regular meetings allowed the staff team to discuss issues and concerns relating to the service or individual children. Staff confirmed to the Inspector that they were consulted on any changes proposed for the service.

Staff took part in year appraisals which allowed them to set targets for the professional development. Supervision took place every six months to discuss and monitor staff development.

Staff in this out of school care had the opportunity to meet up with other staff within the project to share ideas and discuss good practice.

Both verbal and written feedback given to the Inspector regarding staff was of a positive nature. Comments included:

"Staff really nice"

"They keep me informed about how my child is doing."

"Staff are great."

"They are very friendly, helpful and approachable."

"Staff are great at organising activities and parties."

Through the questionnaire given to children by the Inspector they were asked what they thought of the adults at the service. All three children ticked "very good". One child wrote "they listen to what you say" with another child commenting "when someone gets hurt they help them."

Areas for improvement

The new manager was advised by the Inspector to contact the Scottish Social Services Council (SSSC) to inform them of her change of status from practitioner to manager. (See recommendation 1) The manager should continue to support the staff member undertaking training.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Manager must contact SSSC to inform them of her change of role.

National Care Standards for Early Education and Childcare up to age 16. Standard 12:2 Confidence in Staff

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

At this inspection, we found that the performance of the service was good for this statement.

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of management and leadership.

Grade awarded for this statement: 4 - 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

At this inspection, we found that the performance of the service was good for this statement.

Although the current manager has only been in post for six weeks she has had a positive impact on the service. As she had previously worked in the service she had already developed positive relationships with parents and children.

The manager had introduced some changes to the service including changing the location of the parent's noticeboard to make it easier for parents to access. In consultation with children she has reviewed the snack menu to provide children with the choice of hot food.

The manager does observe staff practice which was feedback to staff on an informal basis.

An operational plan was in place which detailed objectives, targets, outcomes and resources for all out of school care operating within the project. The manager had developed this further into an implementation plan which focused on her service.

Areas for improvement

The service should continue to develop their quality assurance systems and ensure that parents, staff and children are involved in the process. (See recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Further develop quality assurance systems and involve all stakeholders in process.

National Care Standards for Early Education and Childcare up to age 16.
Standard 13:1 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

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

6 Inspection and grading history

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 0845 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 0845 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 دی روا ولکش رگی دی 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 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: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com