

Childcare in the Community Mobile Creche Day Care of Children

Whitehill Neighbourhood Centre
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Whitehill
Hamilton
ML3 0LH

Telephone: 01698 477498

Type of inspection:

Unannounced

Completed on:

28 November 2018

Service provided by:

Childcare in the Community a Scottish
Charitable Incorporated Organisation

Service provider number:

SP2017012912

Service no:

CS2017355822

About the service

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Childcare in the Community Mobile Creche registered with the Care Inspectorate on 21 July 2017. The service provider was previously registered under a different legal entity and because this changed, a new registration was created. The service is provided by Childcare in the Community a Scottish Charitable Incorporated Organisation, who provide a further four childcare services in the Hamilton area.

This service provides a mobile creche service to support adult education and parenting groups in the area. At the time of this inspection nine creches were being provided from five locations. These varied from rooms that had been set up specifically for the purposes of supporting childcare, to church halls that needed to be resourced and set up before use. The registration states that the service is to provide a mobile creche service to a maximum of 15 children at any one time. The manager of this service also manages an out of school care service for the organisation. This means that a condition has also been placed on the certificate of registration which states that the registered manager is also the registered manager for Childcare in the Community Hillhouse Out of School Care under a peripatetic management arrangement. The peripatetic manager must be present in each service for at least one session each week, as and when a mobile creche service is being provided. The manager deploys staff to each creche ensuring that at least one staff member is registered as a practitioner with the SSSC (Scottish Social Services Council). All other staff are registered with the SSSC as support workers.

A service manager has overall responsibility for the service, with qualified early years practitioners planning and providing the day to day care and education for children. A childcare manager oversees all Childcare in the Community services.

The aims of the organisation have been adopted in each service and include, "It is the aim of Childcare in the Community to work closely with parents/carers to encourage the development of their child. We aim to provide a safe, secure environment for children to participate in new and exciting experiences. We aim to provide a team of qualified childcare workers who are offered ongoing training for all staff to further develop their skills." A full statement of aims and objectives is available in the service.

We check services are meeting the principles of Getting It Right For Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC - Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included, also known as the SHANARRI wellbeing indicators.

What people told us

Children attending were very young and as a result were unable to give us their views about the service. However, we saw that children were settled and that they had good relationships with staff. We saw that children were engaged with activities and that they enjoyed their time at the creche.

We visited three locations where a creche facility was provided from. However, one location had been cancelled at short notice. This meant that we saw two creches operating from two different locations.

Four parents and five children were in attendance at the creche in Burnbank Family Centre, and two parents and two children were in attendance at the creche in Cambuslang Family Centre. We spoke with all parents and children during our visit.

Overall, parents were very happy with the service. They trusted staff and were confident that staff cared for their child. Parents said that staff had got to know their child and that they planned care and support that met their needs. Some parents used more than one creche and had met several staff, and said all staff were consistent in the way they cared for children. Comments included:

"My child settled no problem. Staff are really friendly and really engaging. Staff know my child and notice any differences, for example if they were unhappy about anything. It makes it a lot easier being able to trust the staff. Staff are amazing. They're fantastic. They're really patient and take time to get to know each child. They share information. There's a variety of arts and crafts and activities change every week. Children get to use the garden. Last week they were out collecting leaves. I wouldn't change it. It's great the way it is." Some parents told us they did not receive information about the creche, and some felt that the first day of a new creche was so busy it became stressful. We looked at the paperwork provided to parents and found that it contained relevant information about the creche service. However, the layout was bland and did not draw in the reader. Before our second creche visit, the manager had changed this so that headings on the creche information leaflet were highlighted. We agreed that she should continue to monitor this and evaluate its effectiveness with parents over time. The manager agreed to review how the first day of any crèche was supported to relieve stress for parents.

We also spoke with two course facilitators who agreed that crèche staff worked well with them and the families attending their course.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service improvement plan and discussed this with the manager.

As with all Childcare in the Community services, an overall plan was in place. We asked the manager of this service to look at identifying priorities and developing a plan that was more reflective of the specific work being carried out here. For example, personal plans for children attending this service would be different from personal plans in the nursery or out of school care services. The manager was continually evaluating how effective paperwork was in the service and this could form a development plan that was more specific to this service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

Staff had worked hard to get to know all children attending. This meant that children were settling well and that staff could provide activities and support that met their needs. They worked well with parents to gather information about each child and it was clear that good relationships were in place between staff and children. Staff had created a nurturing environment where children were offered cuddles and comfort often. They warmly welcomed children into the playroom at the beginning of the day and chatted informally with parents to get an idea of any possible issues for each child on that day. For example, if they had not slept well or had been unwell. Staff had a good understanding of child development and attachment and as a result, were responsive and flexible and their approach.

Staff had developed "My time in crèche" forms to record their conversations with children and children's preferences. They used these to evaluate how they provided care and to inform what activities to provide. Although information was gathered from parents, and parents remained in the same building as their children, personal plans should still be in place. Most children attending crèche were very young and may only attend for a few weeks one session a week. Courses were generally around ten weeks. This meant that it was more important for staff to gather appropriate information at the beginning of the course. We discussed this with the manager and agreed on a template that could record basic information that could still support staff in getting to know the child and planning care and support. By the end of the inspection visits, the manager had developed a template for this and planned to use it when crèches resumed after Christmas.

We saw that children were learning to share and that staff offered appropriate praise and encouragement when children tried new experiences. Healthy snacks were provided and we saw that snack time was sociable and unhurried. We asked the manager to ensure all children could easily access water throughout their time at crèche and not only at snack or lunch times.

Overall, we found that staff had overcome the barriers crèche provision created. They knew children well and were trusted by parents. We evaluated this theme as very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Both environments providing crèches during our visits were safe, secure, with good space and direct access to a safely enclosed outdoor area.

They were well maintained and resources were varied and in a good state of repair. Natural daylight and windows that could be opened helped to sustain an environment that was welcoming, nurturing and comfortable. Staff had created areas where children could rest or be cuddled quietly in both environments and soft furnishings supported this. Both rooms we checked could be adapted to create more physical play space for energetic play. We saw that children particularly enjoyed this.

Children could access toys and games independently in all areas of the rooms, and we saw that they confidently did this. Children were able to make choices about what they did while at crèche, and staff had planned and resourced arts and crafts activities. Children enjoyed taking part in these.

Staff used the local areas to take children walks, especially when crèches were provided all day. For very young children, this was usually a time to sleep and parents appreciated that their child was out in the fresh air and getting a sleep at an appropriate time of day.

Toilets and personal care areas in both environments we checked were good, and staff had been trained on safe nappy changing procedures. A good supply of personal protection resources were available and very good systems were in place to ensure all crèches were well resourced with everything they needed to keep themselves and children safe. Risk assessments had been developed for each crèche location, and daily health and safety checklists were completed and checked by the manager. We found that risk assessments were generic and did not always detail how risk would be reduced. For example, if the toilets were outwith the room the manager made sure an additional member of staff was present. This detail could be included on the risk assessment. We discussed this with the manager and were confident that she would take our advice on board. Overall, based on the environments checked during these visits, we evaluated this theme as very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

All staff we met were professional, motivated and showed care and compassion towards the children they cared for. Staff were either qualified or working towards an appropriate childcare qualification. Staff were registered with the SSSC (Scottish Social Services Council-who regulate staff training and qualifications) and knew their responsibilities around training and codes of conduct. We found that one staff member was not registered and this was addressed immediately before the inspection process was complete. We asked the childcare manager (who oversees all Childcare in the Community services) to ensure all staff were aware that if they changed their registration from support worker to practitioner, this would involve a new application to the SSSC.

We asked the manager of this service to continue to monitor the work staff did to ensure they were registered correctly as either Support Workers or Practitioners with the SSSC.

Staff were working well as a team and consistency was maintained in each crèche. The manager deployed staff in a way that meant children and parents knew who would be supporting their crèche each day. Parents told us they appreciated this and that they had found all staff to be consistently good. One lead staff member was deployed in each crèche and the manager visited each crèche at least once a week. This meant that staff felt supported and able to quickly raise any concerns and have these addressed. As a result, crèches were operating smoothly, children felt secure, and parents had confidence in the service provided.

Staff talked to us about how much they enjoyed their work. They talked about additional research they carried out to support activities in crèche, and their attitude was positive and happy. The manager had created a chat group to communicate with all staff, and staff told us they liked this as it helped them feel included. Overall, we evaluated this theme as very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The manager was committed to improving the service and was continually reflecting on how effectively the service met the needs of families. There was a culture of continuous improvement evident and the manager was eager to share her ideas for improvement with us. The manager took on board our suggestions for improvement and engaged positively with the inspection process.

Staff felt supported by the manager. Appraisals were carried out and staff found these useful for identifying any support they needed to complete training or increase their confidence in any areas. The manager was a visible presence in the crèches as well as using the group chat to keep all staff up to date and informed about what was happening in each service.

The manager evaluated each crèche at the end of a course using a simple form. All feedback was positive. A newly developed template to record children's views had been put in place and its effectiveness was being monitored by all staff. Staff felt confident that their views were heard and the manager was confident that her role was valued in the organisation.

Child protection training had been completed by all staff during their induction, and staff we spoke with were confident that they knew the procedures and any action they should take.

The manager effectively monitored staff practice during her visits, although if these were recorded, they could be used to inform the appraisal meetings.

After talking with some parents, we discussed minor changes that could be trialled and monitored during the next block of crèche provision after Christmas. These included developing the Welcome Booklet for parents, agreeing clearer first day procedures with course facilitators to ensure parents and children had time to complete written information and settle their child before starting a course, and developing personal plans for children. Some of these changes had been made before our inspection ended and would be used during the next crèche block. We also asked the manager to try to link feedback with a development plan that was more specific to this service. We had confidence in the manager and her ability to make these changes and continue to drive improvements, support staff, and manage a service that met the needs of families. Overall, we evaluated this theme as very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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