

Care service inspection report

Happy Feet Nursery and Out of School Club

Day Care of Children

47 - 49 Claude Street

Larkhall

ML9 2BU

Inspected by: Lynn Clements

Kara Doonan.

Type of inspection: Unannounced

Inspection completed on: 4 February 2013



HAPPY TO TRANSLATE

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Service provided by:

Happy Feet OSC Limited

Service provider number:

SP2010011183

Care service number:

CS2010273623

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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	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The children were happy, engaged, talkative and content.
A variety of activities, resources and equipment were available for the children.

Children were involved in the service and were encouraged to make their own decisions. The staff have progressed children's involvement in the service since the last inspection. The outcomes for the children had improved.

Children knew the daily routine. The routine was varied and included physical and active play.

The staff had a good rapport with the children. Their interaction with the children was skilled. They were professional, confident and interacted well with the children. Their tone of voice was reassuring and they praised and encouraged the children. The staff worked well together and were confident in the service they provided.

As a result of increasing children's involvement in the service staff were informed about children's needs and development. This led to children being provided with care and support that met their individual needs.

The manager of the service had achieved a recognised qualification since the last inspection and applied this knowledge resulting in an improved service for the children. The manager was confident about the service provided and led the staff well.

Written documentation to support the work of the staff was well presented and provided good information about the service.

What the service could do better

The providers and management should pause, preserve service strengths and achievements and take time out to focus and identify how to take the service forward now that a quality child care service has been established.

Staff should consider how to make lunchtime in the 2-3 room a more enjoyable experience for themselves and the children.

Staff in the 3-5 room should further encourage children's independence.

What the service has done since the last inspection

The Manager and staff spoke confidently about the service. There was a pleasant atmosphere and ethos, staff practice and the way children were involved meant that children were relaxed, confident and engaged. Activities were child led.

Children enjoyed being involved in the service, they explained how this happened. Care plans for each individual child had started to be developed. There was evidence that the manager and care staff had reviewed and increased children's involvement in the service and this had led to improved outcomes for the children.

The manager had achieved a recognised qualification since the last inspection. The manager was confident about the service provided. Changes to the staffs practice, the way the service was delivered and the way the staff enabled the children, led to a care service based around children's needs.

Conclusion

At this inspection we considered eight quality statements in four quality themes. We awarded a grade for each statement.

For the statements considered at this inspection the service is currently performing at very good level in all quality statements.

The care service is of a very good quality, the children were happy and safe in the staffs care. The children experienced a range of activities and interacted with each other and the staff. The staff should continue to maintain children's involvement.

Who did this inspection

Lynn Clements

Kara Doonan.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all 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.

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.

Happy Feet Nursery and Out Of School Club provides a daycare service for a maximum of 112 children aged between 0 and primary school age. The service operates 5 days a week throughout the year between the hours of 7 am to 6 pm. The provision is based in Larkhall, South Lanarkshire. The service is close to shops, local amenities, and bus routes. The service is provided from a modern building. The accommodation is on one level and has a secured entry system. The provider is Happy Feet OSC Limited.

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 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very 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. Inspectors Lynn Clements and Kara Doonan carried this out. The inspection took place on Monday 4 February 2013 from 7:30 am to 1 pm.

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 gave twenty care standard questionnaires to the manager to distribute to parents and carers. Twelve parents/carers sent us completed questionnaires. At the inspection, we left care standard questionnaires for parents to complete and return to us. At the time of writing this report, seven were returned.

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

We spoke with:

- the providers
- the nursery manager
- the depute manger
- twenty children
- ten staff.

We looked at:

- staff appraisals
- risk assessments and checklists
- care plans
- photographs
- folders of evidence
- children's suggestions
- minutes of children's meetings
- evaluation forms
- questionnaires to parents
- children's floor books
- evaluations

- surveys
- medication records
- children Council records
- children folders including personal plans
- display and notice boards
- the environment, resources and equipment.

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

The provider must ensure that staff supervise the children effectively at all times when attending the nursery.

What the service did to meet the requirement

An additional member of staff has been employed with expertise in the curriculum for excellence, the management team carry out room observations, records of discussion are kept and staff training has been delivered.

The requirement is: Met

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

We made seven recommendations in the last inspection report.

Staff should further demonstrate how people who use the service assess care and support, the environment and staffing including management and leadership. Parents and children assess these themes therefore this recommendation is considered addressed.

In the self assessment staff should demonstrate outcomes for children following the use of methods currently in place. Outcomes for children are recorded therefore this recommendation is considered addressed.

Children should be consulted about food choices, their roles during meal times and how these experiences could be improved. Children are consulted and we could see meal times for the children had improved therefore this recommendation is considered addressed.

The manager should monitor medication records and ensure they detail, last dosage, reason medication was administered late or as required. Records included all relevant information therefore this recommendation is considered addressed.

The manager should record information how they have checked professional registers. The manager should cease providing references for prospective employees. Records

included all relevant information therefore this recommendation is considered addressed.

The manager should observe, monitor and record staffs practice in relation to infection control measures such as use of gloves during nappy changes and meal times. Documentation should detail where improvements have been made. Monitoring of staffs work occurs and Records included all relevant information therefore this recommendation is considered addressed.

Formal staff appraisals should commence. Appraisals are carried out for staff including the management team therefore this recommendation is considered addressed.

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 completed self assessment document from the provider on 16 March 2012. We were satisfied with the relevant information they had given us for each of the headings that we grade them under.

Staff and management identified what they thought they did well and detailed areas of improvement. In the last inspection report we recommended that the self assessment detail outcomes for the children following methods in use and this has been addressed.

Taking the views of people using the care service into account

All children were settled and engaged in play. The children chatted to the SCSWIS Inspectors about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment. Staff cared for the children and allowed them to settle and play.

Taking carers' views into account

Nineteen care standard questionnaires from people who use the service were returned to us..

These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership.

Information from the care standard questionnaires can be found in sections this report.

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

At this inspection, we found that the performance of the service was very good for this statement. The service ensured that children participated in assessing and improving the quality of care and support effectively. We looked at minutes of children's meetings, evaluation forms and written suggestions completed by the children, observed practice and spoke with children to assess this statement.

We considered how the service had involved children in assessing and improving the quality of care and support. There was evidence that children were involved and made decisions about the service. There was a variety of successful methods used by the staff to gain children's views and suggestions. Children attended meetings and made decisions about how to raise funds to purchase toys and games. They discussed rules and safe use of toys and equipment. They chose activities, trips and outings and provided written and verbal opinions about what they would like to do. They decided what food to eat. Children and staff held meetings. The minutes we read demonstrated that the manager and staff had followed up and responded effectively to their suggestions and comments. Eight children told us staff had made changes to reflect their wishes. At the time of the inspection, the children were interested in construction and to support this learning the staff and children had created a building site with cement mixers and bricks. This area was used well and children were observed to be actively learning while having fun.

For the children under three years of age staff planned using South Lanarkshire Councils 'Together We Can' (TWC) planning systems. This system focuses on staff creating environments that meet the needs and interests of the children. Staff achieve this through regular discussions with families, observation of children at play and

talking to the children.

The after school care children were encouraged to share their views and contribute to the service they received. They had a designated children's council; they were consulted on various topics, collated their findings and presented them to the service. They also were encouraged to complete evaluations on the service they received including the management and leadership.

Children played freely at their own pace, made decisions and applied choice. They were motivated and happy in the staffs care. The care routines in place were appropriate. We found that experiences were enjoyable and stimulating for the children. Staff supported the children in their decisions. Children select what they want to play with and access toys, equipment and resources freely.

The service had made considerable improvement in letting the children influence their care and support. This resulted in improved outcomes for children and staff.

The service provided very good opportunities for parents and carers to give feedback and make suggestions for improving the service. There was a variety of successful methods used by the staff. Parents complete evaluations and questionnaires, review care plans and meet with staff regularly. There was very good evidence that the manager and staff responded to parents suggestions.

The outcome was that approaches developed by staff to involve parents were successful.

The CSQ included positive comments from parents including:

"I am extremely pleased wit the care my children are getting, I am confident that my children are well looked after".

"My child is happy to go and sometimes we can't get my child out".

"Happy feet have been a god send, I cannot praise the management and staff enough".

After reviewing all the evidence we concluded that the service had used methods that resulted in regular parental/carer and child involvement which influenced the quality of the care and support being provided. We have graded the service (5) very good for this statement.

Areas for improvement

The service could further develop the floor books to become a more effective consultation tool with children.

Staff completed records to support transition between playrooms. These did not yet include records of children's strengths which could help staff expand and further develop these.

The service should review the type of questions being asked within the evaluations to

ensure that they are effective and provide them with results in which they can respond to.

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 very good for this statement. The service ensured they met children's health and well-being effectively. We looked at care plans, observed practice and spoke with children and staff to assess this statement.

We considered how staff met children's health and wellbeing needs. We found that staff were confident about the service they provided. Outdoor play, exercise and active play happens daily to promote development, health and well-being and raise children's self-esteem. The ethos, staff practice and the way children were involved meant that children were relaxed, confident and engaged. Activities were child led. Children take on specific roles on a rotational basis. The children who took part in the inspection embraced these responsibilities and assisted the staff and younger children competently.

Healthy eating was promoted and we observed children enjoy a variety of nutritious food. A cook has been employed. Staff knew what children liked and encouraged them to try a range of food and snacks. Children's dietary needs were taken into account. Healthy eating guidance was used. Children chose the snacks. We observed snack time and saw children serve themselves, set up and clear away. The outcome was that the children enjoyed this experience.

Staff spoke with children in a kind and gentle way. They used positive language and showed children respect. They encouraged children and used praise effectively. We found staff very active at encouraging the children. We saw that the staff have a caring, warm manner. The staff are clear of their roles and responsibilities. Staff working with the children were observed to interact appropriately with the children and spoke about the children in their care affectionately. Staff enabled the children to lead activities and children sought staffs assistance as required. Children were motivated and keen to learn.

Written aims and objectives reflect how the provision meets the needs of people who use the service.

We saw that a range of activities and equipment was available for the children to support their needs and these were used well. We found that the service had developed a planning system based on the needs of the children. Staff, children and parents could view staff and children's achievements on the wall display.

The service had put in place systems to work with parents/carers to support individual children's needs such as challenging behaviours. Achievement folders for each child are in place. The service worked closely with parents and to ensure they supported children. Care plans for each individual child had started to be developed. There was evidence that the manager and care staff had reviewed and increased children's involvement in the service and this had led to improve outcomes for the children.

Our CSQ included very positive comments from parents such as:

"I have found the staff accommodating and helpful even at very short notice they are always available".

"My child attends the after school club and absolutely loves going, I'm 100% confident my child is looked after exceptionally well".

"My child has progressed and became a happy, confident child".

"I am pleased with the staffs work".

After reviewing all the evidence, we concluded that the service had ensured that children's health and well-being needs were met. We have graded the service (5) very good for this statement.

Areas for improvement

We discussed children's personal plans and guided management and staff to the regulations relating to these. The management agreed to take account of the regulations and will now progress personal plans to ensure they meet requirements.

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: 5 - Very 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 very good for this statement. The service ensured that children participated in assessing and improving the environments they use effectively. We looked at minutes of children's meetings, evaluation forms and written suggestions completed by the children, observed practice and spoke with children and staff to assess this statement.

We considered how the service had involved children in assessing and improving the quality of the environments they use. There was evidence that children were involved and made decisions about the service. There was a variety of successful methods used by the staff to gain children's views and suggestions. We saw children set up the playroom; they recorded at meetings and discussed with staff what they wanted to play with. They chose activities, trips and outings and provided opinions about what they would like to do. Children and staff had frequent discussions. Documentation demonstrated that staff had followed up and responded effectively to their suggestions and comments. Children told us staff had made changes to reflect their wishes. Staff enabled the children to influence the environments they use. Staff carried out consultations with children in the 3 to 5 years playroom to find out their current interests. They then created play areas that reflected the children's interests. For example: when setting up the imaginary area.

The staff working with the under three year's old children made changes in the environment as a result of using TWC. This encouraged staff to ask themselves questions on the impacts the environment is having on children experiences. When areas are identified staff had responded by making positive changes. The staff members working with TWC were confident and give examples of how they supported the children's needs.

The service had made considerable improvement and enabled the children participate in activities and experiences that happened naturally. This resulted in improved outcomes for children and parents. Staff planned and made changes to the playrooms

in response to the needs and interest of the children.

The service provided very good opportunities for parents and carers to give feedback and make suggestions for improving the service. There was a variety of successful methods used by the staff. Parents attend meetings, complete evaluations and questionnaires, review care plans and meet with staff regularly. The service had an Eco committee which discussed and made positive changes within the service environment. All those involved in the service had contributed to the environmental review completed for the service. This identified areas which could be more environmentally friendly. The service had other methods to gather feedback on the service environment this included evaluations and surveys. All feedback received was collated and outcomes shared. When suggestions or improvements had been received, the service had taken these on board.

There was evidence that the management team and staff responded to parents suggestions. The outcome was that approaches developed by staff to involve parents were successful.

Our CSQ included very positive comments such as:

"An excellent childcare facility from the spacious well laid out rooms with the latest equipment to friendly and professional staff".

"The finger print access is an excellent idea".

"A great place for my child to be part of".

After reviewing all the evidence, we concluded that the service had used methods that resulted in regular parental/carer and child involvement which enable them to assess and improve the quality of the environments the children use. We have graded the service (5) very good for this statement.

Areas for improvement

We found some information in relation to medication displayed on the front of cupboards in the playrooms. This should be kept confidential. See recommendation one.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Medical information held on children should be kept confidentially. National Care Standards for Early Education and Childcare up to age 16, Standard 14 - well managed service

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. The service ensured that the environment was safe and secure for the children. We observed practice, examined all areas children access, spoke with children and staff to assess this statement.

We considered how the service environment was maintained to ensure the children were kept safe and protected. Children have access to secured playrooms, outside area, cloakroom and toilet facilities. The areas accessed by the children and staff were found to be clean and tidy. The toys available were well maintained and fit for purpose. The children toilets were found to have appropriate hand washing materials such as liquid soap, warm water and disposable hand towels. Hand hygiene is promoted in the playrooms and additional sinks for the children have been fitted.

There was a secured entry system. A finger print system for parents ensures secure access to the service. In each area and playroom information displayed was easy to read and gave a good indication of what happens in the service. Displays and presentations were stimulating and included examples of children's work, photographs, information about the staff and how to become involved in the service.

The service had annual maintenance in place such as testing completed on electrical equipment. We saw that areas accessed by the children were very hygienic, smoke free and had appropriate heating, lighting and ventilation.

The furnishings and layout were appropriate for the children. The furnishings were modern and up to date. The provider ensured that children had access to the latest resources and sustained this.

There was suitable space to allow the children to take part in physical and active play. The children enjoyed the outdoor area and this was continuously in use. Mini buses are available for children's use.

Children were encouraged to tidy up after themselves and care for the premises. Risk assessments were completed regularly by staff. Contents of the first aid boxes had been checked and were suitable. Policies and procedures are in place and applied by staff including emergency procedures, risk assessment and lost children.

In the care standard questionnaires returned to us before the inspection parents told us that there was enough space for their child to get involved.

Our CSQ included very positive comments from parents such as:

"The quality of play and education is very high".

"I have very high standards, all of which are met at Happy Feet".

"I could not be happier with Happy Feet and the fantastic experiences and opportunities they are providing for my child".

The outcome was that the environment was safe and secure for the children. The children and staff were comfortable and happy here. Staff took pride in their surroundings and told us the environments and resources enabled them to provide quality activities and experiences for the children.

After reviewing all the evidence, we concluded that on the day of inspection, the environment was safe and children and staff were protected. We have graded the service (5) very good for this statement.

Areas for improvement

See the area of improvement and recommendations in:

- quality theme two, quality statement one.
- quality theme three, quality statement three.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

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 staffing in the service.

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service ensured that children participated in assessing and improving the quality of staffing effectively. We looked at minutes of children's meetings, evaluation forms and written suggestions completed by the children, observed practice and spoke with children and staff to assess this statement.

We considered how the service had involved children in assessing and improving the quality of staffing. There was evidence that children were involved and made decisions about the service. There was a variety of successful methods used by the staff to gain children's views and suggestions. Children and staff had frequent discussions. Children gave their views in verbally and writing about the staff. Staff informed us that when children evaluating the weekly activities they revised their practice and made changes to improve. The staff using TWC felt that by taking time to be reflective on the service they provided, they were continually improving their skills. Staff had attended training, shared practice and further developed their skills to ensure they provided a service that met the needs of the children in their care. Documentation demonstrated that staff had followed up and responded effectively to their suggestions and comments. Children told us staff had made changes to reflect their wishes. Staff enabled the children to influence the service they receive.

The service provided very good opportunities for parents and carers to give feedback and make suggestions for improving the service and staffing. There was a variety of successful methods used by the staff. Parents attend meetings, complete evaluations and questionnaires, review care plans and meet with staff regularly. We reviewed completed questionnaires and parents gave their view about staffs performance, interaction, the environment, food and the general routine.

Further development to include parental and child involvement in recruitment of staff is planned. The service displayed a range of staff qualifications and training certificates. Parents/carers had been given the opportunity to comment on the quality of staffing through verbal discussions, completing evaluations and surveys.

Management informed us that comments were positive. If any issues arise they would find an appropriate solution. Parents were encouraged to nominate staff working in the service for awards in recognition of their work. There was evidence that the management team and staff responded to parents suggestions. The outcome was that approaches developed by staff to involve parents were successful.

After reviewing all the evidence, we concluded that the service had used methods that resulted in regular parental/carer and child involvement which enable them to assess and improve the quality staffing. We have graded the service (5) very good for this statement.

Areas for improvement

See the area of improvement and recommendations in:

- quality theme two, quality statement one.
- quality theme three, quality statement three.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 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 very good for this statement. The organisation ensured that staff operated and delivered the service effectively. We looked at minutes of children's meetings, evaluation forms and written suggestions completed by the children, observed practice and spoke with children to assess this statement.

We considered how professional, trained and motivated the workforce was and observed their practice.

We observed staff practice and found that staff were helpful and approachable and cared for the children present. Adult child ratios were maintained.

Staff who cared for the children had a good rapport with them. Their tone of voice was reassuring; they were supportive, friendly and assisted the children. Staffs communication was appropriate; children were busy, talkative and engaged. Staffs intervention, approach and interaction was encouraging. Staff are confident about the service they provide and this is reflected in their practice. Overall, staff practice was responsive to children's needs.

We examined training records and saw that staff had been consulted and attended a variety of training. Appraisals are carried out regularly. The outcome was that staff delivered a professional service.

Staff promoted a variety of learning experiences for the children and found health and well being embedded in their practice. We saw that staff had assisted the children to create a friendly, welcoming comfortable environment and we saw that children's involvement was promoted in most aspects of the service.

We found that management and staff were eager to progress the service and the staff team worked well together. We found the management team had already made changes beneficial to the service.

In the care standard questionnaires returned to us parents told us:

"The staff are knowledgeable, welcoming and consistent".

"My child feels comfortable and safe with the staff. They are always pleasant and helpful".

"Staff in other rooms know and speak to my child by name which shows a general level of care".

"The staff are always friendly and happy and show care and interest in my child's learning".

We concluded after reviewing the evidence presented that the staff in the service were well trained, motivated and professional. We have graded the service (5) very good for this statement.

Areas for improvement

We observed lunch time in the 2-3 room. On the day of inspection, the room was busy and lunch was served over two sittings. Lunch, children at play, tidying up, changing children and the sleep routine occurred at the same time. The outcome was that due to various routines this was at times difficult to manage and hectic. Although there was sufficient space we recommend that staff use either the outdoor space or the adjacent room for the children who do not attend the first lunch sitting. This would enable lunchtime to become a more enjoyable experience for all the children. See recommendation one.

We observed the 3-5 room and the way staff worked. We saw staff were mostly always with the children. Although the staff worked well we have advised that staff review practice and enable children to develop more independence while at play.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff should consider how to make lunchtime in the 2-3 room a more enjoyable experience for themselves and the children. National care standards for early education and childcare up to the age of 16, Standard 13 - Improving the service and Standard 5 - Quality of experience.

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service ensured that children participated in assessing and improving the quality of management and leadership effectively. We looked at minutes of children's meetings, evaluation forms and written suggestions completed by the children, observed practice and spoke with children and staff to assess this statement.

We considered how the service had involved children in assessing and improving the quality of management and leadership. There was evidence that children were involved and made decisions about the service. There was a variety of successful methods used by the staff to gain children's views and suggestions. Children and staff had frequent discussions. Children gave their views in verbally and writing about the staff. The after school care children had completed different evaluations on the service management and leadership and had a children's council to air their views. This included management and leadership evaluations focused on how the children viewed the managers. The outcome was that children were given opportunity to make suggestions on how things could be improve. The majority of the children requested that the management 'spent more time with them'. The management informed us that they had responded to this and spent quality time in the after school club. Documentation demonstrated that staff had followed up and responded effectively to their suggestions and comments. Children told us staff had made changes to reflect their wishes. Staff enabled the children to influence the service they receive.

The service provided very good opportunities for parents and carers to give feedback and make suggestions for improving the service and staffing. There was a variety of successful methods used by the staff. Parents attend meetings, completed evaluations and questionnaires. The service had other methods in place which included;

- regular verbal feedback
- complaint procedure

- open door policy

The outcome was that parents/carer had the opportunity to raise any issues or make suggestions on how the service could improve.

The service demonstrated a commitment to involving those using the service through encouraging children and parents to get more involved for example through the eco committee and parents council.

There was evidence that the management team and staff responded to parents suggestions. The outcome was that approaches developed by staff to involve parents were successful.

We concluded after reviewing the evidence presented that the service had methods in place to involve parents/carers and children in the assessment and improvement of the quality of management and leadership within the service. We have graded the service a grade of (5) very good for this statement.

Areas for improvement

To further involve those using the service in helping identify areas for improvement the service should consider consulting with parents/carers and children focusing on identified areas for improvements. For example priorities within the service improvement plan.

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

At this inspection, we found that the performance of the service was very good for this statement. The organisation ensured that there were effective quality assurance systems in place. We looked at minutes of children's meetings, evaluation forms and written suggestions completed by the children, observed practice and spoke with children to assess this statement.

We considered how the service involved those using the service, working or in partnership with the service in making the service better.

We found:

- staff were encouraged to share their views on the quality of service provided for example through meetings and annual appraisals.

- staff were supported by South Lanarkshire Council development team.

- the service had an improvement plan in place identifying areas to be improved.
- parents/carers were encouraged to share any views verbally, through the evaluations and survey.
- children views were taken on board through planning systems, discussions, committees and evaluations.

Parents and children influence the service they received.

The staff team were realistic about the strengths in the service and where improvements to be made.

We found that policies, procedures were applied by staff.

Documentation supported the work of the staff and demonstrated the views of people who use the service. The outcome was that staff could clearly demonstrate how outcomes for children, parents and themselves had improved following the use of the quality assurance methods already in place.

We concluded after reviewing the evidence presented that the service had methods in place to involve parents/carers and children in the assessment and improvement of the quality assurance systems were effective and involved children, parents and other stakeholders. We have graded the service a grade of (5) very good for this statement.

Areas for improvement

Staff were aware of the National Care Standards for early education and childcare up to the age of 16 but did not routinely use this to review their practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

There has been one upheld complaint about the service since the last inspection. You can find information about complaints that have been upheld on our website www.scswis.com.

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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings
19 Oct 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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

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