

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: 19 October 2011



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	10
4 Other information	27
5 Summary of grades	28
6 Inspection and grading history	28

Service provided by:

Happy Feet OSC Limited

Service provider number:

SP2010011183

Care service number:

CS2010273623

Contact details for the inspector who inspected this service:

Lynn Clements

Telephone

Email enquiries@scswis.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

Staff provided an environment that recognises and promotes children's independence and learning. Staff and children used the layout flexibly to suit the changing needs and interests of the children. The play rooms and outdoor area were safe, spacious, welcoming and offered children freedom to move around.

Systems were in place to identify and support children's learning and development needs. Staff held regular meetings to discuss child development and progress. The outcome being that staff planned the care and support needed to meet children's needs.

At the time of the inspection all staff that working with the children had the relevant qualifications or were working towards achieving them. The relevant staff were registered with the appropriate professional bodies such as Scottish Social Services Council (SSSC).

Parents, children and stakeholders continue to be involved in the decision making process.

What the service could do better

We found that policies and procedures should be updated to include the name of the current scrutiny body.

In the self assessment staff could demonstrate outcomes for children following the use of methods currently in place.

Parents and children should continue to assess care and support, the environments, staffing and management and leadership.

Formal monitoring of staffs work should now occur.

Communal stock of medication should not be kept.

What the service has done since the last inspection

This is the first inspection we have carried out since registration in February 2011.

Conclusion

At this inspection four quality themes were inspected against each containing three quality statements. Each statement was awarded a grade. For the statements considered at this inspection the service is currently performing at:

* A very good level for two quality statements.

* A good level for ten quality statements.

Although the service has only been in operation for a short period of time staff provide child care from a safe and secure environment. The staff and children planned care and support that meet the needs of the children and families using the service.

The service has established, developed and implemented good systems and processes to achieve their aims and objectives.

Who did this inspection

Lynn Clements

Kara Doonan.

1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS, now known as the Care Inspectorate.

Happy Feet Nursery and Out Of School Club provides a daycare service for a maximum of 105 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 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 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.scswis.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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

Basis of the report:

This report was written following two inspection visits carried out by Lynn Clements and Kara Doonan, Inspectors. At the first inspection visit we looked at the service provided to the nursery children aged from 0 to those not yet attending primary school. This visit occurred on Monday 29 August 2011 between the times of 8 am and 2 pm. The second inspection visit occurred on Wednesday 19 October 2011 between the times of 8:30 am and 12:30 pm during the school holidays. At this visit we looked at the service provided to school children. Inspection feedback with the providers also occurred at the end of the visit.

Before the Inspection:

The Annual Return

We did not require the service to submit an annual return at this time.

The Self-Assessment Form

The service submitted a self-assessment form as requested by us. The form contained information about how well the service was performing and how things could be improved.

Views of service users

We issued 20 care standards questionnaires and asked the staff to give these to people who use the service, 9 were completed and returned to us before the inspection. The care standards questionnaire provides an opportunity for parents or carers to comment on the quality of the care, staffing, the environment and management and leadership.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the SCSWIS Inspector which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Inspectorate by the service (such as absence of a manager) and action taken upon requirements. The SCSWIS Inspector will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a medium RSA score and so a medium intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process:

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- * the self assessment.
- * range of policies and procedures
- * questionnaires to parents and children
- * audit of questionnaires
- * staff files
- * floor books
- * folder of interests
- * evaluation forms
- * record of staff training
- * training certificates
- * appraisals
- * daily diaries
- * photographs, etc

Discussions with various people, included:

- * the providers
- * 8 members of staff
- * children individually and in small groups
- * parents and carers.

The inspection also took account of The Social Care and Social Work Improvement Scotland (Requirements to care services) Regulations 2011.

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 recommendations we made at our last inspection

This is the first inspection we have carried out 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 provider and most of the information they gave us was relevant. The service provider identified what they thought they did well, some areas for improvement and any changes they planned. We found that the self assessment told us about the methods used by staff in relation to consultation. We have advised that future self assessments should also demonstrate outcomes for the children and progress in the service as the service becomes further established.

Taking the views of people using the care service into account

The children were observed to be taking part in a variety of play situations. The children that spoke with the SCSWIS Inspectors said they enjoyed the service. They described how they were involved and any changes they planned.

Taking carers' views into account

We sent out 20 care standard questionnaires to the service for distribution to people who use the service and 9 were returned to us before the inspection.

These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership. The responses did not raise concerns.

Parents' comments can be found throughout 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

Overall 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

We considered how parents and children assessed care and support. We found that people who use the service give their views in a variety of ways to encourage involvement and consultation about aspects of the service.

Staff consult with children and use a range of methods. This includes daily discussion time, one to one discussions and small group discussions. Mind mapping occurs and floor books contain examples of their work and consultations including their comments, photographs, and achievements. Children's councils are established and the minutes of meetings can be seen in the corridor. Children have their own role within these councils. The outcome is that further discussion between staff and children is promoted to enable the children to voice their opinions and views. Children choose resources and are consulted about trips and outings. Children provide suggestions throughout each session and are encouraged by staff; they also provide their views in writing. They were able to influence what they wanted to learn. Staff were quick to respond to their suggestions and views. The outcome was that children were motivated and confident in the service.

Parents and carers make comments or suggestions about the service and the curriculum for excellence. Methods are used by staff to gain their views. Parents and carers can:

- * provide suggestions and assist staff with initiatives,
- * attend meetings,
- * join various committees,
- * provide written information about what the service can improve on,
- * give their views through newsletters, evaluations and questionnaires.

Handouts told parents about opportunities to become involved in the service and the life of the nursery. They recorded their comments on notice boards in the entrance

areas. The aim of the participation strategy is to ensure children and parents participate in all areas. Audits told us that parents' suggestions and views had been actioned.

Three parents who took part in the inspection said they were happy with service their child received. They told us that:

- * the care and support they and their child received was good.
- * management of children's behaviour was good.

The outcome is that parents had a good awareness about care and support and are involved in the care service.

After a review of documentation, discussions with staff and children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to establish a parent's council.

Daily diaries are issued to parents for the younger children; we found that staff could encourage parents to provide more written comments.

Although parents and children are consulted they should continue to assess care and support, the environment, staffing and management and leadership. We found that staff should further demonstrate how children and parents assessment of the quality themes impact on the outcomes for children. We have recommended that this is addressed.

In the self assessment staff demonstrated methods currently in use, outcomes for the children were not yet recorded. We have recommended that this is addressed.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Staff should further demonstrate how people who use the service assess care and support, the environment and staffing including management and leadership. They should also show the outcomes for the children following assessment.
National care standards for early education and childcare up to the age of 16, standard 13 - improving the service.

2. In the self assessment staff should demonstrate outcomes for children following the use of methods currently in place.

National care standards for early education and childcare up to the age of 16, standard 14 - well managed service.

Statement 3

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

Service strengths

We considered the ways that children's health and well being needs are met and found the outcomes for the children were good due to:

- * The activities on offer are suitable for the children present.
- * The ethos throughout is constructive and encouraging.
- * Opportunities exist for children to have a rest or quiet time when required.
- * Children are encouraged by staff to care for and consider each other.
- * A 'buddy system' is in place and children assist their peers.
- * The cook prepares meals and snacks.
- * Outings and outdoor play occurs.

Written aims and objectives reflect how the provision meets the needs of people who use the service. Policies and procedures support good practice and personal safety.

Physical and active activities are promoted as well as activities that promote play. The service has its own mini bus to transport the children. Fitness classes occur.

The ethos was conducive to children's learning and development. They were happy, active and accessed toys and activities.

Staff demonstrate a good understanding of meeting young children's needs. They have a caring, warm manner and are responsive to the children in their care. The staff are clear about their roles and responsibilities. The service has a child protection policy and through discussion staff demonstrate a good understanding of their roles and responsibilities in protecting the children in their care. Staff receive updated training in child protection.

Children are encouraged to wash their hands, toilet facilities are appropriate. Staff attend a range of training including food hygiene and first aid. Liquids are mainly offered with food. Toothbrushing occurs.

In questionnaires provided by staff, parents are encouraged to provide comment about the service, staff and resources. Parents wrote:

"My child loves the nursery I'm glad my child has settled and is happy to go".

"The outings are great; staff enjoy working with the children which makes a happy environment. There are very good resources".

After a review of documentation, discussions with staff, children and parents and observation of practice we found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to extend the use of the outdoor play area. This area is suitable for use. The provider should now apply to remove the condition from their registration certificate about outdoor play. In the care standard questionnaires returned to us two parents told us that the children would benefit from using the outdoor area more.

Sensor activated lights are in use throughout and the providers have agreed to review the level of light while children are sleeping.

We examined the range of policies and procedures and found that the child protection policy did not indicate:

1. Timescales for staff to notify the services child protection officer if a child protection issue arose.
2. How staff would be trained on child protection.

These issues were discussed with management and by the second visit the child protection policy had been updated to include these points.

The service had a policy for uncollected children this did not include the procedure for staff to follow if a child was not collected within a reasonable time. The manager had amended the uncollected children's policy giving staff clear guidance on what to do if a child is not collected.

During the inspection overall the snack and lunch experience for the children was good. During the first visit in the 3-5 room we found that:

- * The lunch was swift and hurried and staff should sit with the children to prevent this.
- * Liquids should be offered at all times with snack.
- * Children should be given additional responsibility to serve themselves, tidy up, etc.
- * Snack could be used to promote consultation and information sharing.
- * Children and parents had some input into food choices.
- * Suitable seats for staff should be available.

By the second visit although the lunch experience for the children had been reviewed, we recommend that this process is continuous and have made a recommendation that this is addressed.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Children should be consulted about food choices, their roles during meal times and how these experiences could be improved. Review of meal times should be continuous.
National care standards for early education and childcare up to the age of 16, standard 5 - quality of experience.

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service strengths

We considered the range of communication methods in use and how effective they were. We found that staff use a range of methods to communicate with people who use the service including:

- * written and electronic correspondence
- * face to face discussion both formal and informal
- * through the variety of meetings held
- * events
- * diaries
- * parents meetings, open days
- * comment and evaluation sheets
- * information boards.

The outcome being that parents are kept informed and are happy with the level of communication in the service due to the very good methods and range of communication in place.

The entrance areas and play rooms contain very good systems to enable people who use the service to access current information and an understanding of what was happening in the service. They are updated and consulted regularly. Communication diaries to parents are maintained for the children. All parents have the opportunity to attend meetings to discuss their children's learning. Staff speak informally with parents and carers as they drop off and collect their children. The providers are active at these times and throughout the day.

A range of policies and procedures are established and applied by staff to support effective communication including confidentiality and complaints.

Strategies ensure that formal and informal involvement in the service is considered by staff. Each room produces their own newsletter.

At the inspection parents spoken with informed that they were satisfied with the communication methods in place.

Children are involved in planning activities, events and their own learning. Staff use a range of methods to ensure successful and effective communication with the children. They are given time to respond at their own pace. The way staff generally communicate enabled the children to participate confidently resulting in a positive ethos throughout. Children communicated successfully with their peers and staff.

After a review of documentation, discussions with staff, children and parents and observation of practice we have found the service to have a very good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to set up parents' evenings.

Staff should continue with the range of communication in place and could demonstrate how this is maintained or improved.

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

We considered how parents and children assessed the environment. We found that the children were consulted about the environment both inside and away from the service. Documentation including evaluation of environments showed the way children were involved and the children confirmed this occurred. They told us about how they decided where to go on outings and photographs showed us the range of outings they participated in. On return to the service children evaluated these trips and told staff how they could be improved.

Children told us how they set up each playroom and made decisions about what toys they purchased for the areas within the rooms.

In the care standard questionnaire returned to us parents told us that:

- * Staff asked their child's views about activities and outings and used this information to inform planning.
- * The service is safe, secure and welcoming.
- * There is enough space for the children.
- * There is a suitable range of toys and equipment.

Parents provided suggestions on the environment both indoors and out.

Overall, children and parents are consulted; the outcome is that there are good opportunities to enable children and parents to assess the environments in use and they were confident in this process.

After a review of documentation, discussions with staff, children and parents and observation of practice we found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to extend the use of the outdoor play area. See the area of improvement in quality statement 1.3.

The staff should continue to involve children and parents in assessing the quality of

the environment and show where improvements have been made. See the area of improvement and recommendations in quality statement 1.1.

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

We considered how staff ensure the environments are safe and service users are protected.

The service has a secure entry system which included a video camera and finger printing to ensure those entering are known to the service. Staff check visitors' identification and request visitors to sign in and out of the building.

Risk assessments are in place for areas throughout the premises that identify hazards and control measures to reduce risks. Maintenance checks and procedures in place ensure premises and equipment is fit for purpose. The outcome being that the premises were found to be clean and well maintained.

Children were observed to follow safety rules such as using 'walking feet' and good hand washing practice. The sink areas were found to have appropriate resources for hand washing.

The service held accurate records on the number of children in attendance.

The toothbrushes used for cleaning the children's teeth were found to be stored appropriately.

After a review of documentation, discussions with staff, children and parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to extend the use of the outdoor play area. See the area of improvement in quality statement 1.3.

We looked at medication in the service and related documentation and found that communal medication is in use. We recommended that this medication be removed. The manager confirmed that there were no longer any communal medications in the service and the service medication policy had been updated to include the changes.

Some of the medication forms viewed did not contain all the relevant information including reason for medication being given late and no record of last dosage recorded. We have recommended that these issues are addressed.

Each play room had their own first aid box. The manager agreed to have a system in place to monitor the supplies to ensure that they had appropriate levels and stock. This had been addressed.

The service had a lost child policy that indicated if staff became aware of a child being lost that after 15 minutes to contact the police and parents. The service should review this policy to ensure the best outcome for the children in their care.

On the day of the first visit very hot water was coming out of one of the taps in the 2-3 years old room. The inspector informed the staff who informed the manager. Appropriate measures were put in place and the manager informed the inspectors that they were monitoring this issue and had put up a caution hot water sign. The manager stated that they had not had an issue since it was identified by the inspector and informed that temperature controls are fitted.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should monitor the medication records and ensure they detail:
 - * last dosage,
 - * reasons medication was administered late or as required.National care standards for early education and childcare up to the age of 16, standard 3 - health and well being.

Statement 5

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

Service strengths

We reviewed the accommodation and resources and found that all areas are used very well. The accommodation is secure and welcoming, overall areas were bright and spacious and suitable to the needs of the children using the service. Security of children is a high priority.

Parents and carers who participated in the inspection told us that the children have access to a good range of materials and toys and that the activities were stimulating and challenging.

In the care standard questionnaires returned to us, parents wrote:
"The facility is fabulous, modern, safe and clean".

"The equipment is first class".

During the inspection we found that a very good range of activities, toys and materials were available for the children. Children were familiar with the resources and how these could be changed or improved. Inventory and audits of resources are kept and maintained. Staff supported the children's decisions; staff were enthusiastic and relaxed and took time to sit with the children.

We observed staff encouraging the children to access resources and saw documentation completed by staff about how to improve areas that children access. The service has recently been nominated as finalists to receive an award about their indoor learning environment.

After a review of documentation, discussions with staff, children, parents and observation of practice we have found the service to have a very good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to extend multi cultural resources.

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: 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

We considered how children and parents assess and improve the quality of staffing and found that the children were comfortable in the staff's care. The staff team were caring and parents told us that staff were easy to talk to. Staff were motivated and keen to ensure that they were doing a good job.

Parents wrote in the care standard questionnaires returned to us:
Their experience of using this service was positive.
They felt supported by the staff and that staff met their child's needs.
Staff were approachable, confident, and friendly.

We found that parents and children were able to influence aspects of the service. The outcome was that parents were confident about the work of the staff and felt involved in the service.

Five children who participated in the inspection praised the service and the staff. They told us that:
The staff were nice.
They have fun, attend meetings and give their views in writing.

After a review of documentation, discussions with staff, children and parents and observation of practice we found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to share training plans with children and parents.

The staff should continue to involve children and parents in assessing the quality of staff and show where improvements have been made. See the area of improvement and recommendations in quality statement 1.1.

Grade awarded for this statement: 4 - Good

Number of recommendations: 0

Number of requirements: 0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

We considered how staff are recruited and inducted and found that the staff recruitment policy outlined how new staff members were fit to work within the service.

We examined four staff files during the inspection. All files contained application forms or CVs and appropriate references and disclosure or Protection of Vulnerable Groups (PVG) checks carried out.

Each file had a front cover indicating the records held within the staff files. This gave management a system for checking and ensuring all relevant checks and information had been received before new staff members were employed.

There was evidence that the service had checked staffs qualifications, experience and skills to carry out their roles and responsibilities.

After a review of documentation, discussions with staff, children and parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us no areas of improvement recorded by staff in relation to this quality statement.

We found that although induction and recruitment of staff was good, some areas could be improved upon:

Copies of qualifications were contained within the files. A designated person should sign and verify these to indicate that they have seen the originals.

The manager stated that they checked new staff members against the appropriate professional bodies during the recruitment process. We recommend that this is recorded.

Some staff and the manager previously worked together and the manager informed that the staff were known to her. We found that references for these staff were provided by the manager even though staff were prospective employees; this was

found to have occurred on more than one occasion. We have recommended that this process ceases and have made a recommendation that this is addressed.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should record the information on how and when they have checked the relevant professional registers. The manager should cease providing references for prospective employees.
National care standards for early education and childcare up to the age of 16, standard 14 - well managed service.

Statement 3

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

Service strengths

We considered how professional, trained and motivated the workforce were and observed their practice; we found that 12 staff are employed to care for the children attending the nursery. They were qualified or working towards gaining relevant qualifications and were registered or undergoing registration with the appropriate professional body.

Management ensured that all staff completed training and kept up to date with good practice guidance. This had been achieved through formal training or in house training events. These covered topics such as first aid, food hygiene and child protection.

New staff members had undergone an induction into the service which ensured that they were informed of the service policies and procedures.

Staff held meetings to share practice and discuss issues that arise in relation to their roles and responsibilities.

Due to the work ethic in place, development opportunities for staff and support and encouragement from management we found staff helpful, motivated and keen to maintain and improve practice.

After a review of documentation, discussions with staff, children and parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the areas of improvement recorded by staff shows that they plan to develop a staff retention policy.

During the first visit, we found that infection control measures during nappy changing and meal times could be improved to promote more effective measures around infection control. These were discussed with the manager. By the second visit staffs practice had been reviewed and improved. The management informed us that they had raised this with staff to ensure staff were made aware of good practice guidance for infection control. We recommend that the manager should observe, monitor and record staffs practice in relation to infection control measures.

We found that management had a system in place to support staffs development needs but no formal staff appraisal system had been started. The manager informed us that plans were in place to start this process. We have recommended that this is addressed.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. 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.
National care standards for early education and childcare up to the age of 16, standard 12 - confidence in staff and standard 14 - well managed service.
2. Formal staff appraisals should commence.
National care standards for early education and childcare up to the age of 16, standard 12 - confidence in staff and standard 14 - well managed service.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 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

We considered how parents and children assessed management and leadership. We found that people who use the service were able to comment on the quality of management and leadership through:

- * informal chats,
- * attending meetings and completing documentation.

Strategies enable children and parents to participate in the service. Staff consult with people who use the service and receive feedback to determine future objectives, identify goals and meet individual needs.

Parents who participated in the inspection told us:

"I am very happy with the service, my child is happy there".

"The management are personable, friendly and attentive, the staff are always happy to assist".

"My child loves all the staff".

"The staff are brilliant and strive to do their best for the children".

After a review of documentation and discussions with staff, children and parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to extend parents and children's involvement in assessment of management and leadership. See the area of improvement and recommendations in quality statement 1.1.

We found that assessment of management and leadership for children and parents could be progressed. Although parents were more involved in assessment of management and leadership, children's involvement at this time was informal.

The staff should continue to involve children and parents in assessing the quality of management and leadership and show where improvements have been made. See the area of improvement and recommendations in quality statement 1.1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

To encourage good quality care, we promote leadership values throughout the workforce.

Service strengths

We considered how leadership values were promoted throughout the workforce and found a management structure is in place and each member of staff had their own roles and responsibilities. Each playroom had senior staff that co-ordinated areas and supported the staff members that worked with them.

Staff had taken on board additional roles and responsibilities such as health promotion, children's council, eco committee and policy reviews.

Staff had taken on board opportunities to further their professional development through attending training.

The service has been operational for a short period of time, however, we found that staff morale is good due to the opportunities afforded to staff.

In the care standard questionnaires returned to us parents said:

"My child has a fantastic relationship with all the staff".

"In the short time that my child has attended the staff have been very good with my family. The care that's been provided has been consistent, of a high standard and a professional manner".

"The staff who run the after school are excellent, they are young and energetic and there are lots for my child to do".

After a review of documentation and discussions with staff, children and parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the areas of improvement recorded by staff shows that they plan to commence staff appraisals. We found that management should continue to encourage leadership within the work force through staff appraisals. See the area of improvement and recommendation in quality statement 3.3.

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

We considered how staff involve children, parents and stakeholders in quality assurance and assessment of the service as a whole. We found that staff measure quality through self assessment and their interaction with children, parents and the community.

Advice is sought from the local authority who assist the staff as required. Staff told us they value feedback from partners. Various tools and guidance are used to assist staff in providing a quality service including the curriculum for excellence and the many methods devised.

We found that staff had made a good effort in self assessment and had made a concerted effort to establish a quality care service since registration.

After a review of documentation and discussions with staff, children and parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

In their self assessment returned to us the areas of improvement recorded by staff shows that they plan to progress quality assurance.

We found that although quality assurance is in place the service should develop an improvement plan.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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 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 - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Statement 4	5 - Very Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 5	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 3	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 SCSWIS. You can get more copies of this report and others by downloading it from our website: www.scswis.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।

هه باى تسرد ىم ونابز رگىد روا ولکش رگىد رپ شرازگ تعاشا هى

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

ىرخأ تاغل بو تاقي سننتب بلطلا دن ع رفاوتم روشنملا 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@scswis.com

Web: www.scswis.com