

Care service inspection report

Skool Is Out @ Barclay Viewforth Church

Day Care of Children

1 Wrights Houses

Edinburgh

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Inspected by: Sonia Priest

Type of inspection: Unannounced

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Service provided by:

Skool Is Out Ltd

Service provider number:

SP2003003248

Care service number:

CS2003013971

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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

Skool Is Out @ Barclay Viewforth Church provides a professional, caring and flexible service for children and their families. This was confirmed through observation, discussion and information gathered as part of the inspection process. There was a variety of systems in place for families to give their views about the service and to also support staff to gather information about children's needs.

What the service could do better

Skool Is Out @ Barclay Viewforth Church should continue to promote participation opportunities for all parents and children to encourage them to give feedback about the service. They should take action to address the recommendation and the areas for improvement identified in the report. This must include ensuring that all children's personal plans are reviewed a minimum of once every six months in line with new legislation

What the service has done since the last inspection

Skool Is Out @ Barclay Viewforth Church has continued to work hard to maintain and improve on the quality of the service delivered. Improvements had been made to the medication system and record keeping. Considerable work had been done to encourage families' to participate in assessing and improving the service. This had included the expansion of the parent liaison group, surveys throughout the year and

having a children's council. Staff files had also been improved upon to evidence appointment letters and communication with prospective staff.

Conclusion

Skool Is Out @ Barclay Viewforth Church provides children with a high standard of care and support with a professional and welcoming approach. The Manager and the Provider were enthusiastic and committed to continue to maintain and improve upon the quality of the service along with the staff team.

Who did this inspection

Sonia Priest

1 About the service we inspected

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

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on best practice or the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is provided by Skool Is Out Ltd. A Manager has day to day management responsibility for the service.

The service is registered to provide a care service to a maximum of 138 primary school age children overall, with a maximum of 90 at Barclay Viewforth Church, with no more than 65 in the Bruntsfield Hall and no more than 25 in the Chalmers Room. A maximum of 48 children can attend Bruntsfield Evangelical Church at 71 Leamington Terrace with no more than 40 in the upper hall and no more than eight in room 2 during school term time only.

During school holidays and in service days the service can provide care to a maximum of 65 children either at Barclay Viewforth Church or 48 children at Bruntsfield Evangelical Church.

During the two day inspection, we visited both of the service's venues. On the first day of the inspection, 68 children attended the service at Barclay Viewforth Church and on the second day there were 15 children attending the venue at Bruntsfield Evangelical Church.

The stated aim of the service is:-

'To provide good quality, affordable out of school care which:-

- is in an atmosphere that differs from school
- has a range of recreations and relaxing activities
- is a service that supports the needs of the whole family
- puts the care and safety of the child first'.

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. This was carried out by Inspector, Sonia Priest. The inspection took place on Wednesday 26 June between 1.45 pm and 6.00 pm and Thursday 27 June 2013 between 11.00 am and 5.35 pm. On the second day, we gave feedback to the Manager and the Provider about our findings and the proposed grades to be awarded in the report.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us. We sent 46 care standards questionnaires to the service for them to give to parents to complete. We received 19 completed questionnaires from parents before the inspection visit.

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

We looked at:

- the service's participation strategy. This is the service's plan for how they involve services users.
- the 19 care standards questionnaires we received
- the environment, equipment and toys
- children's files and records kept
- policies and procedures
- training records
- staff appraisal and support and supervision information
- certificate of registration
- records of attendance
- public liability insurance certificate
- evidence from the service's self assessment
- the medication recording system
- the accident and incident recording system
- staff practice during the inspection.

We spoke with:

- the Manager
- the Director of the Company who provides the service
- the Assistant Manager
- the staff
- some of the children who attended the service
- some parents when they collected their child from the service.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

In the last inspection report, one recommendation was made;-

1. It is recommended that when expired medication is renewed by parents, the original permission form should be checked and updated accordingly with parents. Family medication provided for the use of siblings must also be checked to confirm it reflects the name of each child. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3 Health and wellbeing.

We viewed the medication held on the premises and the associated record keeping. Family medication was no longer used for siblings and all medication was now named for individual children. There was a system to check expiry dates of medication and ensure that these were replaced by parents. When updated medication was received, the initial parent permission form to administer medication was checked and updated as appropriate. Therefore this recommendation had been met.

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.

The Care Inspectorate received a fully completed self-assessment document from the Manager. We were satisfied with the way they had completed this and with the relevant information included for each heading that we grade services under. The Manager identified what they thought the service did well, some areas for development and any changes they had planned. The Manager told us how people who had used the care service had taken part in the self-assessment process.

Taking the views of people using the care service into account

We observed the children enjoying their play and to be confident in their interaction with staff. Some of the children were happy to talk to us about the service and what they liked to do. The children we spoke to were very positive about their experiences at the club. They talked to us about their role on the children's council and how their views were taken into account in the planning of the service. They told us that if children were bored they could use the suggestions boxes, speak to a council representative or staff member. They showed us the pictorial inventory list that children could look at to identify resources that were available to play with. Children could then ask staff to access for them from the cupboards.

Taking carers' views into account

Nineteen parents returned completed care standards questionnaires. All parents indicated 'Strongly agree' or 'Agree' to the statement 'Overall, I am happy with the quality of care my child receives in this service'. Parents' feedback from our questionnaires are included throughout the report. We discussed the comments we received from these questionnaires with the Manager whilst ensuring that parents' names remained anonymous. The Manager agreed to take action to address any issues that have been highlighted from this feedback. Some parents comments included:-

My child had difficulties settling in but (Manager's name given) and the team were fantastic at coming up with strategies to help her (and us)'.

'Before my child started I was a bit concerned because we didn't always get acknowledgements of registration or payments - it made me worry about their admin systems. Would they have my child's name on the right list so that they picked the child up? But since starting my child has become confident in the environment, the staff interact really well with the children and handle any concerns or anxieties sensitively - I think the staff are brilliant, they always are able to say what each child has been up to, they think of an endless range of craft activities, and they treat the children with respect'.

'I find the service to be an excellent after school club facility. I feel that the staff know my daughter very well and the family too. Communication is excellent and I have welcomed the informal chats and updates I receive from staff at 'pick-up' time such as if my child has seemed tired, or has made a special request'.

'(Child's name given) loves it - which is just as well since we work full time. (Manager's name and Lead Practitioner's name given) are very professional and leadership is strong'.

'Children in the club enjoy being there, like and trust the staff and are safe as far as

the staff can influence'.

'I am very happy with the after school care and holiday club care that Skool Is Out provide. The staff are caring and helpful, and it's a good environment to have male carers in a very female workplace (e.g. nurseries are a very female environment). My son is happy there'.

'I am very happy with the service - there is a great range of activities as well as space and time for my child to do her homework if she prefers. Lots of books are also available. Staff are always kind and approachable'.

'I have used Skool is Out as an after school service for nearly eight years and wouldn't hesitate to recommend it to other parents. The staff are very positive role models and have the children's best interests at heart in a safe, secure and very happy environment. The children's views and suggestions are listened to and where applicable are put into action'.

'My child is on a gluten free diet - the team have worked well with me to ensure his dietary needs are met, they recently did gluten free baking with some of the children and are providing gluten free snacks for the end of school term party. The team is good at giving me updates and checking with me if they are unsure if food contains gluten or not'.

'My son thoroughly enjoys attending Skool is Out After School Cub. He gets lots of free play and spends a lot of time outside playing which is something that is very important to me as a parent. The staff are also very good at dealing with both good and poor behaviours. Children who display good behaviour are acknowledged and recognised whilst poor behaviour is dealt with positively rather than ignored'.

'I am very happy with the quality of service provided by Skool is out, both for the after school provision and holiday camps'.

'The food can be healthy, e.g. breadsticks and houmous, or unhealthy, e.g. biscuits and jam sandwiches, but his may be that some children won't eat healthy options'.

'Staff continuity has been a plus point with Skool is Out. Evidence of staff development has also been a positive step which in turn makes the staff and children happier'.

One parent had included a letter with their completed questionnaire. This expressed further comments about the service user experience for themselves and their child while attending Skool is Out. They were highly complimentary about the service, staff, Manager, holiday club, activities and consultation opportunities for parents. Some quotes from this letter included:-

'As a parent I believe that my son benefits enormously from the consistent quality of relationships with staff and his peers across the 5-12 age range; the variety of indoor and outdoor experiences; the sense of community and security; and the established routines and standards of behaviour expected for the 'walking bus' (between school and the club), at the Skool is Out after school club as well as the Skool is Out holiday programmes'.

'As a parent I have a high regard for the consistently calm and authentic rapport of staff with children and parents/carers that I have experienced and observed'.

'As a parent it has been reassuring to know that there is continuity of staffing and standards between the day-to-day after school care and the holiday club under the personal oversight of the manager (Manager's name given) as well as key staff for my son's P1-4 age group: (staff names given). The continuity of staffing fosters sense of stability, trust and community for the children and makes a further positive contribution towards forming a generation of responsible citizens, confident individuals and effective contributors'.

During the inspection visit, we also spoke to several parents when they arrived to collect their child. They were all very complimentary about the service and staff.

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 excellent for this statement. We looked at information displayed for families, communication methods between the service, parents and children, spoke with staff and children and observed staff practice.

We found that families were consulted, informed and asked to give feedback about the service through having:-

- a children's participation and parental involvement policy. This outlined how they could be involved in the improvement of the service.
- regular newsletters issued to parents about the service including staff roles/ changes, summer camp and the new website.
- a parents' liaison group where there was a two way process for decision making, policies and feedback about the service including management.
- information displayed about the service including activities to be provided and the snack menu for the week.
- annual parental and child surveys to seek their views about the service with feedback results communicated through a summary handout which also outlined the action that had been taken.
- a children's noticeboard with information about who was on the child council and their photograph.
- suggestions boxes to gather ideas about the general service, art activities, physical activities and snack.
- a new website with information about Skool Is Out Ltd.

- the introduction of on line surveys for parents to encourage more feedback on a regular basis.
- opportunities to share information about children's care and support with their parents by phone or when they arrived to collect their child.
- a welcome booklet about the service for families.
- photographs to demonstrate the activities and experiences that children had taken part in at the service.
- daily registration time to discuss what is happening each day and the chance for children to give any comments or ask questions about the service.
- a wipeboard in the hall at Barclay Evangelical Church reminding children of the daily activities available. This was also outlined on the planner on the children's noticeboard.
- children being involved in giving their ideas about the activities that were to be provided. Their name was recorded on the planning sheet to demonstrate this.
- activity evaluations about what they did, what was successful and what could be improved upon.
- child observation/conversation records to show when these had informed planning.
- children being able to request additional resources throughout the session and choosing from the pictorial inventory.
- children being able to record comments about the snack menu for the week.
- information about the regulatory body displayed on the staircase at Barclay Viewforth Church and in the hall at Brunstfield Evangelical Church including copies of previous inspection reports.
- a designated staff member to answer the buzzer at the entrance door, welcome parents and support information exchanges or to discuss any concerns.

Due to it being the end of term, for some children it was their last day at the service. We saw parents thanking staff for the care and support they had given their child.

Parental surveys asked for feedback about care and support, the environment, staffing and management and leadership. Parents could comment about specific aspects of the service as well as give general feedback and ideas to help improve the service. Feedback about the results of surveys were given to parents and a copy was also on display at the service.

We saw staff asking children about their chosen activities and consulting them about what they wanted to take part in. This included accessing outdoor play with staff and activities in the hall. This meant that children's interests and needs were met throughout the session.

In the 19 care standards questionnaires returned to us, all parents indicated 'Strongly

agree' or 'Agree' to the statement 'I am kept informed about what is happening in the service, for example through newsletters and information boards'.

Eighteen indicated 'Strongly agree' or 'Agree' to the statement 'The service has involved me and my child in developing the service, for example asking for ideas and feedback'.

Eighteen parents indicated 'Strongly agree' or 'Agree' to the statement 'The staff ask for my child's views about the activities and outings, and use them to plan future activities'.

Areas for improvement

In their self assessment, the service told us that the new website was under construction to enable parents to be able to give comments on line and to introduce a 'club blog'. They told us that they planned to continue to work at ways of improving communication and involving parents. For example the parent liaison group to review relevant policies and procedures.

In the care standards questionnaires, one parent indicated 'Don't know' to the statements 'The service has involved me and my child in developing the service, for example asking for ideas and feedback'.

One parent indicated 'Don't know' to the statement 'The staff ask for my child's views about the activities and outings, and use them to plan future activities'.

We discussed the above feedback and the Manager and Director thought that this information was shared with parents through their participation policy, the new website and newsletters. The Manager planned to further promote this information to families.

Grade awarded for this statement: 6 - Excellent

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. We looked at information including children's records, care plans, the medication system and accident reporting system. Company policies and procedures were in place to support this statement and inform staff work practice.

Some of the strengths under Quality Theme one, Statement one also apply to this

Quality Statement.

Effective systems were in place to support the gathering of information about children's needs. Enrolment forms were completed when children started the service and included a record of children's name, date of birth, G.P. details and emergency contacts. Allergy and dietary information was also sought along with parental consent for outings and photographs. On receipt of this information, written care plans were developed for children with any identified additional support needs, medication needs or known allergies. This meant that staff and parents worked together to ensure children's needs were recorded and met throughout the session.

The medication system in place included seeking written parental permission and instructions prior to administering medication. The Manager also recorded the expiry date of medication held on the premises from families so that they could be reminded to bring in a replacement. An accident/incident reporting system was also in place which parents countersigned. This meant that parents were informed of anything that had happened to or involved their child during their time at the service.

Planning was carried out weekly and was evaluated by staff and the children. Staff monitored children in their play and intervened appropriately to encourage their experience and maintain safety. Staff used positive behaviour strategies and discussion to further support children with their experience at the service.

We saw that children had access to drinks during snack time and throughout the session. Clear information was recorded about children who had any allergies or dietary requirements. This was assessed each day against the daily register when snack was prepared to ensure that all children's needs were being catered for in line with parental requests.

Through discussion with staff, it was clear that they knew the children in their care well. They described how they met the children's individual needs and interests. It was clear that children's individual needs to ensure continuity of care and support for children. By parental request, some children left the service without staff supervision to go home. A written risk assessment was carried out before this was authorised by the Manager.

The service collected children from several schools. Staff demonstrated the preparation procedures they carried out each day before they collected children. A checklist was in place to help with this and this included ensuring that staff mobile phones had been charged. Staff also carried a bag with a first aid kit and tabards for themselves and the children to wear during their escorted walk to the venue. We saw that staff used mobile phones to contact the Manager to confirm or query children's attendance for that day. This meant that they could quickly account for children's whereabouts and clarify if there was any changes to childcare needs from families.

In the care standards questionnaires, eighteen parents indicated 'Strongly agree' or 'Agree' to the statement 'My child regularly gets fresh air and energetic physical play'. One parent indicated 'Not applicable'.

Eighteen parents indicated 'Strongly agree' or 'Agree' to the statement 'The service has a clear code of behaviour for children, and works with the children to make sure they understand it. One parent indicated 'Don't know'.

All 19 parents indicated 'Strongly agree' or 'Agree' to the statements:-

- The service makes good use of resources in the community for example library and parks.
- My child can experience and choose from a balanced range of activities.

Areas for improvement

In their self assessment form the service told us that they planned to continue with regular healthy eating weeks to encourage children to make informed choices about the foods they eat.

Children aged primary five - seven years attended the Brunstfield Evangelical Church venue. The Assistant Manager who had day to day responsibility for this venue. We were told us that there were no current from parents for the service to administer medication to their child. Some children had their inhalers in their bag for their own use and parents had identified this during the enrolment process. We advised that a medication permission form should also be completed by parents to outline the procedures that the child and staff should be following or monitoring in the event of their medication being needed. We directed the Manager to the good practice document 'The Management of Medication in Daycare and Childminding Services' to help ensure that the service's procedures were in line with this. We will follow this up at the next inspection.

We accompanied staff to collect children from one primary school and who were then escorted back to Bruntsfield Evangelical Church. We observed that some children's behaviour was challenging on the walk back to the service. We acknowledged that this was the last day of attendance before the summer holidays for some children and the end of term party scheduled for that day. We discussed this with the Manager. It was agreed that this would be reviewed and monitored by staff in the new term to ensure safe walking procedures were in place at all times. We will follow this up at the next inspection.

The Manager told us that they were currently reviewing the wording of the care plans that were in place for children with allergies and other medical needs. This was to help ensure the information recorded was clearer. We discussed that where children with allergies are not to be given any medication if symptoms develop, then this should be recorded on the care plan. The Manager agreed to action this where appropriate. We will follow this up at the next inspection.

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

The strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement

In their self assessment, the service told us that they would encourage parents and children to design the playspace set-up and how to best utilise play spaces. They also told us they would continue to provide specific quieter spaces for homework with consistent staff as requested by some families.

The information under Quality Theme one, Statement one, also applies to this Quality Statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The evidence we viewed demonstrated how the service ensured that the environment was safe and service users were protected. There were various policies and procedures in place to support this statement such as risk assessing, health and safety and infection prevention and control.

We found the areas used by the service to be suitably lit and well maintained. Any maintenance issues were recorded in a maintenance book and reported to the landlord. This demonstrated that the service took responsibility and made a commitment to the upkeep of the areas they used.

Risk assessments had been carried out to assess the environment, activities and outings. Daily club checks were also carried out to ensure and maintain the safety of the environment and the children attending. Public Liability Insurance was in place and displayed for information. Emergency Evacuation procedures were displayed. This demonstrated that the service was committed to ensure that staff and children were aware of what to do in the event of an emergency.

There was a secure entry system in place at the main entrance door of both venues. Parents and visitors had to be given access to the building by staff. Visitors' details were recorded on entering and leaving the building. This helped ensure that children were kept safe.

The play areas allowed children to be involved in a variety of activities either on their own or in small groups. They were set out to make best use of the available space and were well used by children who were able to move about freely. There was sufficient storage for the resources and an inventory had been developed. Children were able to select alternative resources to play with by viewing the inventory and requesting equipment from staff. This meant that children's individual interests were actioned throughout the session.

Children had access to the meadows play park with staff to take part in a variety of outdoor play. Staff used mobile phones to keep in contact with indoor staff to exchange information. Children who attended the Bruntsfield Evangelical Church venue also had access to an enclosed garden area to the rear of the property. This meant that all children had access to outdoor play and fresh air as part of the planned programme of activities.

We saw that staff carried out and promoted appropriate hygiene procedures. These included cleaning the tables before and after snack and encouraging children to wash their hand before eating. Staff monitored the toilet facilities on a daily basis to ensure that these were well maintained. Any concerns were reported to the landlord.

In the 19 care standards questionnaires all parents indicated 'Strongly agree' or 'Agree' to the following statements:-

- * The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- * There is enough space for the children to play and get involved in a range of activities.
- * The service has a suitable range of equipment, toys and materials for the children.

Areas for improvement

In their self assessment form, the service planned to involve children in the daily risk assessment of the club premises and ensure that assessments are updated and

consistent between the two venues. They also planned to continue to implement improvements following Environmental Health inspections in line with new legislation.

Some children told us that it sometimes got too hot at the service. We discussed this with the Manager who advised that the windows would normally be opened before the start of each session as part of the daily premises checks. We heard staff suggest to children who were hot to remove their school jumpers and coats on arrival to the service. Some children chose not to do this. One of the downstairs playrooms was not in use during our inspection. We viewed this room and found that it was stuffy with a malodour. The window cords in this room were also hanging down. The Manager told us that this room would be risk assessed and action taken to ensure child safety before this room was to be used by children. The Manager agreed to ensure that the rooms were well ventilated each day as part of the daily checklist. (See recommendation one).

We saw that the top of the radiators in Barclay Viewforth Church had pipework exposed that may be a potential hazard to a child if they fell on this. The Manager told us that these were normally covered by spongeballs to prevent injury. These were missing on all of the radiators. It was acknowledged that the venue was used by other groups at different times and these may have been removed. The Manager agreed to speak with the landlord and action this. This should be part of the venue's daily checklist. (See recommendation one).

The cleaning schedule had timescales stipulated as to when resources and equipment were to be cleaned daily, weekly or termly. This was difficult to clearly audit as the timescales differed for each item and these may need less or more frequent cleaning. Following discussion, the Manager planned to review this document so that this could be easily audited and completed by staff to record the cleaning timescales decided upon. We will follow this up at the next inspection.

The Manager agreed to update the maintenance log to clearly record the action taken by the landlord to address any issues that had been passed on. We will follow this up at the next inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. To ensure child safety and comfort, the daily venue risk assessments should be updated to include the monitoring of the temperature, ventilation, window cords and the radiator pipe covers. National Care Standards for Early Education

and Childcare up to the age of 16 - Standard 2 - A safe environment and Standard 3 Health and wellbeing.

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

The strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement

In their self assessment, the service told us that they would continue to develop the involvement of families in the recruitment process of any staff.

They had also planned to develop a policy document on parent and child participation to reflect their current practice. This had now been achieved.

The information under Quality Theme one, Statement one, also applies to this Quality Statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. We looked at training plans, appraisal forms and induction information. There was also a range of policies and procedures to support and inform practice including staff recruitment/vetting and training and development policies.

We found that staff were professional, caring and committed to providing quality care to the children. Staff worked well together as a team. An induction programme was in place for all new staff. This helped ensure they were aware of the service's policies

and procedures and their role to help maintain child protection and child safety at the service.

A staff rota outlined their role and responsibilities each day. This included a reminder about what was to be done at the start of the day, during the session and the end of the day. It also identified who was in charge that day, who was on door duty to meet and greet parents and what venue staff would be working in. This meant that all staff knew what was expected of them when it was their turn for specific tasks.

The Manager and the majority of staff team members were registered with the Scottish Social Service's Council (SSSC). The SSSC are the body who regulate care staff and decide on the level of qualification for each post. One member of staff was registered with the General Teaching Council (GTC). The GTC are the body who regulate registered teachers. Some staff registered with the SSSC had a certain length of time to gain a qualification suitable for the position they held in order to meet their registration criteria. This was to ensure that registered staff would have recognised qualifications and the skills to meet the needs of the children in their care. Plans were in place for new members of staff and support workers to also register with the SSSC.

Individual staff files were kept. We viewed a sample of these and saw that these outlined the safer recruitment practice that had been carried out prior to employment. Training information about staff training achievements and needs were identified and recorded in their file and monitored through support and supervision sessions and these helped inform the annual performance review process. Support and supervision sessions were used to discuss any issues, areas of strength, areas of development, action points and comments about the service.

The Manager worked alongside the staff team to deliver the service each day. This meant that the Manager could view staff practice and any issues, information or new ideas could be communicated with staff either on an individual basis or through the team meeting.

Staff contributed to the weekly team meeting agenda and their ideas and suggestions were valued. We saw examples of this through viewing the written notes from the meetings. An annual staff survey asked staff for feedback about the service, management and training and development requests. This meant that the service were committed to work with staff to continue to improve upon staff skills and the service to be delivered for families.

A staff information folder outlined information about staff GTC and SSSC registration information, qualifications, courses and their experience. This was available to view by parents. Information and photographs of staff were also displayed on noticeboards in the hallway at Barclay Viewforth Church or in the main hall at Bruntsfield Evangelical

Church. This meant that parent could see who had been caring for their child and assess their skills and experience.

In the 19 care standards questionnaires, all parents indicated either 'Strongly agree' or 'Agree' with the following statements:-

- My child appears happy and confident with the staff.
- The staff treat my child fairly and with respect.
- I am confident that the staff will protect my child from harm, abuse, bullying and neglect.

Eighteen parents indicated either 'Strongly agree' or 'Agree' to the statements:-

- I am confident that the staff have the skills and experience to care for my child and support their learning and development.
- I am confident that there are always enough staff in the service to provide a good quality of care.

Areas for improvement

In their self assessment, the service told us that they would continue to recognise strengths within the staff team and motivate them to take on more day to day responsibility.

In the care standards questionnaires, one parent indicated 'Don't Know' to the following statements:-

- I am confident that the staff have the skills and experience to care for my child and support their learning and development.
- I am confident that there are always enough staff in the service to provide a good quality of care.

We saw that information about staff skills and experience was displayed in both venues. During the inspection we saw that there was enough staff at the service to meet the staff:child ratios as outlined in the National Care Standards. We discussed with the Manager that parents who arrive at the end of the session may not be able to view the information that is normally displayed as may have already been tidied away. It was agreed that the service would continue to provide regular reminders in newsletters, the website and welcome packs about the location of this information. This may help parents who have indicated that they don't know about this information. We will follow this up at the next inspection.

The Manager and Director told us that they were continuing to support staff to meet their SSSC registration criteria within the timescales stipulated. This was to ensure that all staff achieve training relevant to the post they hold. We will follow this up at the next inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

The strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement

In their self assessment form, the service told us that they planned to continue:-

- to involve parents and children to give feedback about the management of the service
- encourage new families to be involved with the parent liaison group
- research further ways to involve children in evaluating the management and leadership of the service

The information under Quality Theme one, Statement one, also applies to this Quality Statement.

Grade awarded for this statement: 6 - Excellent

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. We looked at evidence about the systems used to assess the quality of the service provided.

A complaints procedure was in place and was shared with parents. This meant that parents were informed about who to contact in the event of any concerns.

The Manager described and demonstrated the quality assurance systems and processes that were used to monitor, maintain and improve the quality of the service. These systems and processes had helped assess the service with improvements then made about record keeping, policies, staff practice and the experiences provided for children attending the service. These systems and processes included:-

- the senior management team meeting on a monthly basis to discuss and review the service delivered. This included the attendance of the Manager, Assistant Manager and the Lead Practitioner of the service. The Director of the Company sometimes attended these meetings too.
- the Manager provided the Director with a monthly report about the service.
- the Director and the Manager met on a weekly basis to exchange information about the service and to look at any outstanding issues or points to be actioned.
- having a parent liaison group which met regularly and who were encouraged to give feedback, be involved in decision making and help improve the service.
- the Manager being supernumerary and peripatetic to oversee both the venues. This meant that they spent time in both venues and they had developed systems to help assess consistency, support and maintain the quality of the service delivered.
- surveys given to parents, children and staff. This included assessing the noticeboards, environment, staff/child interaction, paperwork, snack and any other general comments and observations. These were then discussed with staff on a one:one basis or through the weekly team meeting.
- having an annual development plan. This year the service were focussing on improving the outcome for children and parents as service users and the quality of provision of leadership and management.
- having Managers' meetings regularly to discuss consistency and practice.
- annual appraisals for staff and the introduction of support and supervision sessions.
- reviewing and updating their policies on a regular basis.
- a 360 degrees service evaluation. This included asking parents and children for feedback about areas of the service including care and support, environment, staffing and management and leadership. The results of this were shared with families along with comments received. In response to families' comments, the Manager had outlined the service's current practice and what they planned to now do as a result of feedback. This meant that families' feedback was valued and helped to improve the service.

Areas for improvement

In their self assessment form, the service told us that following feedback from the parent liason group, they planned to continue to identify strategic targets and improvements over a period of time and evaluate these.

Plans had also been in place to further introduce an external quality assurance system. The Manager and Provider now planned to continue to assess and monitor the quality of the service through their own in house systems.

Discussion took place with the Manager about children's 'personal plans' which includes information gathered at the time of their annual enrolment, through care plans or any changes throughout the year. The company are aware that in line with SSI 2011/210 (5) (2) (b) every child's 'personal plan' must be reviewed either when requested by parents, when there are any changes or at least every six months. The service had introduced a system to complete 'about me information' every six months. This was due to be carried out for all children who attended the service. This will be followed up at the next inspection.

Grade awarded for this statement: 5 - Very 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.

You can find information about complaints that we have upheld or partially upheld on our website at www.careinspectorate.com

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Not applicable.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
30 Sep 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
16 Sep 2009	Unannounced	Care and support 2 - Weak Environment 4 - Good Staffing 2 - Weak Management and Leadership 3 - Adequate

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

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