

Care service inspection report

Indigo Childcare @ Castleton Primary School

Day Care of Children

70 Dougrie Road
Castlemilk
Glasgow
G45 9NW

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 25 May 2012



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Service provided by:

The Indigo Childcare Group

Service provider number:

SP2007009288

Care service number:

CS2007166498

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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

We found that the manager and staff had developed very positive relationships with both parents and children. Staff were responsive to the needs of the individual children attending the service. Children were involved in the planning and evaluating of activities and outings.

What the service could do better

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

What the service has done since the last inspection

Since the last inspection and to promote positive behaviour a "Star of the Month" project has been introduced. This encouraged children to take responsibility for their own behaviour. Since this initiative has been introduced the service has noticed a decrease in the number of children with challenging behaviour.

Conclusion

We found that the service was performing well in the areas which we inspected. Staff worked well as a team and were committed to providing quality childcare.

Parents and children were given many opportunities to be involved in evaluating the service on a regular basis. The service should implement the recommendations made in this report to further improve the quality of care provided.

Who did this inspection

Jacqueline Clark

1 About the service we inspected

Indigo Childcare @ Castleton is an Out of School Care Service provided by The Indigo Childcare Group. The service operates from Castleton Primary School in the Castlemilk area of Glasgow. It was registered to care for a maximum of 65 children attending primary and secondary school. During term-time it operates from 07:30 - 09:00 then 15:00 - 18:30. During school holidays the service is open from 07:30 - 18:30. The service also operates a mobile crèche registered for 24 children. This was not operational on the day of the inspection visit.

Through viewing the aims and objectives of the service it was noted that it aimed to ensure "parents had access to high quality affordable childcare."

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.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 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 which took place on 23 and 25 May 2012 and was undertaken by one inspector.

As requested by us the care service completed an annual return. The service also submitted a self assessment form.

We issued 20 questionnaires to parents and carers of people using the service. Seven were completed and returned before the inspection.

During the inspection evidence was gathered from a number of sources including:

- * Discussion with manager, staff and children
- * Viewing a range of policies and procedures including behaviour, complaints, child protection, accidents, confidentiality, healthy eating and prevention of infection
- * Observation of practice
- * Observation of the environment and resources.

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

Four recommendations were made at the last inspection and have been addressed by the service.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic.

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

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

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

Taking the views of people using the care service into account

On the day of the inspection visits the inspector had the opportunity to chat with some of the children attending the service. Six children took the opportunity to complete a questionnaire to share their views about many aspects of the service they received.

Older children discussed their enjoyment of the new service introduced called Indigo Youth, as they felt some of the activities were aimed at the younger children. One child commented "I think Indigo is very good because there are a lot of fun activities to participate in."

The inspector shared some of the children's comments with the manager during feedback who agreed to address them.

Taking carers' views into account

Seven questionnaires were returned before the inspection visits. Feedback was mostly positive. Five parents "strongly agreed" and two "agreed" that overall they were happy with the quality of care their child received from the service.

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

The service regularly and actively provided parents and children with the opportunity to participate in assessing and improving the quality of care and support offered. This was accomplished through a variety of methods including:

- Suggestion box
- Questionnaires
- Children's consultation sheet
- Mind Maps
- Floor books
- Website
- Facebook
- SurveyMonkey
- Verbal discussions
- Audits.

Through the open door policy promoted by the management, parents were encouraged to share ideas and suggestions and discuss any concerns they had regarding their child's care or the service provided.

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

Children took part in planning meetings through the use of mind mapping and floor books. Children's comments were recorded.

A parent representative was on the Board of Directors and all parents were invited to the Annual General Meeting.

Parents were kept informed of any changes made as a result of feedback through the monthly newsletters and website.

Of the six children who completed a questionnaire from the inspector on the day of the visit, four agreed that they got to make decisions regarding the service. One child commented "we love to go to the gym" with another stating "we get to choose what activities we want and outings to go on."

Written feedback received from the service was positive with one parent stating "you have given support and understanding to my son" with another commenting "good quality of care for children."

Of the seven parents who returned our questionnaire, four "strongly agreed" and three "agreed" that they were kept informed about what is happening in the service.

Areas for improvement

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

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

Children's health and wellbeing was of great importance to staff who promoted a healthy lifestyle through the daily routine offered. This involved encouraging the children in personal hygiene and safety.

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

Children's files contained a range of information relating to the child's individual needs. This included dietary and medical requirements, likes, dislikes, interests, behaviour chart, permission forms, assessment/observations and any correspondence.

The service had developed and implemented a detailed behaviour management policy. They worked in partnership with parents when dealing with challenging behaviour. Since the introduction of the "Star of the Month" staff had noticed a reduction in the number of children using behaviour charts.

Of the seven parents who responded to our questionnaire three "strongly agreed" and four "agreed" that the service had a clear code of behaviour for children and worked with children to make sure they understand it.

A wide range of policies and procedures which promoted the health and wellbeing of the children attending the service had been developed including healthy eating, outdoor play and prevention of infection.

Children were consulted with regards to the snack menu and were involved in preparing and serving it. Through the questionnaire given by the inspector, one child commented "the snacks are very tasty" with another stating "they are delicious".

Children had regular access to the school gym hall and playground. This provided the opportunity for them to participate in energetic play and enjoy fresh air.

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

Staff had undertaken food hygiene training to further develop their skills and knowledge.

Areas for improvement

The service should develop a system to record and evidence when children's care plans/files are updated in line with the new regulations. (See Recommendation 1)

The service should review its enrolment forms to allow parents to extend the information provided relating to their individual child's needs including additional support needs. (See Recommendation 2)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The service should develop a system to record and evidence when children's care plans/files are updated in line with the new regulations. National Care Standards for Early Education and Childcare up to the age of 16, Standard 6.2 - Support and Development.
2. The service should review its enrolment forms to allow parents to extend the information provided relating to their individual child's needs including additional support needs. National Care Standards for Early Education and Childcare up to the age of 16, Standard 6.2 - Support and Development.

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 methods of service user consultation and participation reported in Quality Theme 1, Statement 1, remain relevant for this statement.

A written participation strategy had been developed by the service which detailed how parents, carers, young people and children could be involved in assessing the service.

Parents provided the service with positive feedback regarding the environment offered. One parent commented "pleasant and friendly environment" with another stating "a friendly and cheery atmosphere".

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

Of the parents who responded to our questionnaire three "strongly agreed" and four "agreed" that the service was a safe, secure and stimulating environment.

Areas for improvement

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

Grade awarded for this statement: 5 - Very 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

The service provided children in attendance with an environment which was clean, safe and secure. The premises were found to be in a good state of decoration and repair. Children had access to the school playground which encouraged physical activity.

A secure entry system was in place which was monitored by staff at all times. Visitors were requested to sign in/out of the building.

The layout of the playroom allowed children to participate in a range of activities with their peers or individually. Of the parents who returned our questionnaire three "strongly agreed" and four "agreed" that the service had a suitable range of equipment, toys and materials for children. One parent commented "it is a good environment for kids with lots on offer."

Policies and procedures had been introduced to ensure children's safety including child absence, health and safety, child protection and risk assessments.

Children's access to the internet, computer games and DVDs was closely monitored by staff to ensure that they are age and stage appropriate.

The service had accessed the new document 'Infection Prevention and Control in Childcare Settings.'

Staff had access to a range of training including child protection, food hygiene and first aid.

Areas for improvement

Through the self assessment document the service highlighted that they intended to create a policy to encourage to care for the environment.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

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

The service provided parents with the opportunity to participate in the recruitment process by suggesting questions to be asked during interviews.

The feedback from parents to the service regarding the quality of staff was very positive with one parent commenting "staff all friendly" with another stating "staff are very helpful."

The children had the opportunity, through the questionnaire given by the inspector, to share their views on the staff. Comments were of a mostly positive nature with one child stating "they are helpful for sorting out your problems" with another commenting "they play games with me."

Areas for improvement

Through the self assessment document the service identified that it would continue to examine new ways in which parents and children can assess the quality of the staff.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

Staff employed within the out of school care had a range of experiences, skills and qualifications which enabled them to meet the individual needs of the children attending the service.

All practitioners were registered with the Scottish Social Services Council and were aware of their responsibilities under the Codes of Conduct.

A new member of staff confirmed to the inspector that she had undertaken an induction programme.

Weekly and monthly staff meetings provided all staff with the opportunity to share ideas and reflect on their practice.

Performance review meetings took place regularly and included objective settings. A staff training and development policy was in place with a training record for each staff member.

Staff confirmed to the inspector that they had access to a wide range of training courses to extend their professional development.

Areas for improvement

Management stated through the self assessment document that they would continue to support and encourage staff to be reflective practitioners.

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 methods of service user consultation and participation reported in Quality Theme 1, Statement 1, remain relevant for this statement.

Of the parents who responded to our questionnaire three "strongly agreed", three "agreed" and one "disagreed" that the service had involved them and their child in developing the after school care.

Areas for improvement

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

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

Management were committed to improving and developing the service provided. They were responsive to feedback from staff, parents and children.

Staff confirmed that the management operated an open door policy and that they were encouraged to share their views and participate in the self assessment document.

The service had recently achieved its Level 3 Aiming High Quality Assurance Award in conjunction with the Social Out of School Care Network. They also held an Investors in People award.

The management had involved staff and parents in assessing the quality of the service through the How Good Is Our Out of School Care. Children's development and progress was discussed by staff during regular staff meetings.

An Improvement Plan had been developed taking account of evaluations from staff, parents and children. Business objectives, regulatory recommendations and national and local guidelines also influenced this plan.

All records, policies and procedures were maintained appropriately and were available for examination during the inspection visit.

Areas for improvement

The management should continue to ensure that all stakeholders are involved in the quality assurance process.

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.

Enforcements

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

Additional Information

N/A

Action Plan

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

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings	
12 Oct 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	4 - Good
10 Dec 2009	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate
30 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and Leadership	3 - Adequate

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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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