

Care service inspection report

Indigo Childcare @ St Bartholomew Primary School

Day Care of Children

St. Bartholomews Primary
30 Castlemilk Drive
Glasgow
G45 9TR

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 12 April 2012



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Service provided by:

The Indigo Childcare Group

Service provider number:

SP2007009288

Care service number:

CS2007159933

Contact details for the inspector who inspected this service:

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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

Staff provided children with a wide range of activities and resources. They had developed very good relationships with parents. Staff knew children attending their service well and this enables them to respond to individual needs and interests.

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

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

Conclusion

We found that the service was performing very well in the areas covered by this inspection. The staff demonstrated a commitment to continually developing and improving the service through access to training, The service should implement the recommendations within this report to further develop and improve their service.

Who did this inspection

Jacqueline Clark

1 About the service we inspected

We wrote this report following an unannounced inspection which took place on 12 April 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. Five 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 child protection, complaints, confidentiality, health & safety, open access, participation, infection control and additional support for learning
- * Observation of practice
- * Observation of the environment and resources

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

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- * Observation of practice
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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

There were three recommendations made at last inspection which 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 identified what they thought they did well and highlighted the areas for future development.

Taking the views of people using the care service into account

On the day of the inspection visit the Inspector spoke with many of the children attending the service. Some children took the opportunity to complete a questionnaire to share their views about many aspects of the service they received. One of these was why they liked attending the service. Children's comments included:

"Because I have fun there"

"I like football."

"You get to play."

"I like painting best."

"I like all my friends."

Taking carers' views into account

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One of these was why they liked attending the service. Children's comments included:

"Because I have fun there"

"I like football."

"You get to play."

"I like painting best."

"I like all my friends."

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 provided parents and children with regular opportunities to be involved in assessing and improving the quality of care and support offered. A range of methods used included:

Children's consultation sheets

Suggestion box

Parental questionnaires

Newsletters

E-Mail

Text messages

Children's questionnaires

Mind mapping

Facebook

Floor books

Feedback from parental and children's questionnaires was collated and any changes implemented were conveyed via newsletters.

The service policies and procedures were available for parents through the use of a welcome pack.

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

Children had the opportunity to evaluate activities and outings which was then used to influence future planning.

Children's ideas were sought through the use of mind mapping, floor books and

children led consultation.

Of the seven children who completed a questionnaire from the Inspector on the day of the visit, six agreed that they got to make decisions regarding the service. One child commented "they ask what you want on the planner" with another stating "we get to decide things like snacks, trips and lots more."

Of the seven parents who returned our questionnaire two "strongly agreed" and three "agreed" that they were happy with the quality of care their child received. One parent commented "I am with the service provided for my daughter."

Areas for improvement

Through the self assessment document the service highlighted that they would involve parents in reviewing policies and procedures.

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

Management and staff were caring and committed to the health and wellbeing of the children in attendance. Staff were aware of the importance of working in partnership with parents to ensure individual children's needs were being met.

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.

Behaviour charts were used for children with challenging behaviour in partnership with parents. These were reviewed and updated regularly in agreement with parent and child.

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

The service had developed and implemented a wide range of policies and procedures which promoted the health and wellbeing of the children attending the service. A Health Information Booklet was issued to parents accessing the service.

The service promoted a daily routine which encouraged children to learn about relationships, healthy lifestyles, personal hygiene and safety.

The service promoted healthy eating. Children were consulted through a questionnaire on the snack menu. The menu was devised using the Nutritional Guidance for Early Years and the children's feedback. During school holidays parents provided a packed lunch which was stored appropriately.

Arrangements in place for storing, administering and recording medication given were satisfactory.

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)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Develop a system to evidence the frequency that care plans are updated.
National Care Standards for Early Education and Childcare up to age 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 Statement 1:1 remain relevant for this statement.

The service issued a questionnaire to new parents to allow them to share their views on the environment offered. Feedback was very positive with comments including:

"Environment looked great all children playing and very friendly."

"Good environment with lots to offer."

"Very laid back and I know my child will be safe."

"Pleasant and friendly"

Children were encouraged to participate in the purchasing of new resources and equipment.

one parent who returned our questionnaire "strongly agreed" and four "agreed" that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment."

Areas for improvement

Through the self assessment document the service stated that to further involve parents and children in assessing the quality they would be purchasing easi speak microphones.

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

Children were cared for in an environment which was safe, secure and clean. The accommodation was found to be in a good state of decoration and repair. Children had access to an enclosed playground and football pitch which allowed them to access fresh air and enjoy energetic activities.

The service had a secure entry system which was monitored by staff at all times.

The service had developed and implemented a range of policies and procedures to ensure children's safety. These included risk assessments, sickness, health & safety, trips & outings and safe transportation. Procedures were in place to report maintenance issues which were addressed satisfactorily.

The layout of the room allowed children to move freely and participate in group activities. This was confirmed by the parents who returned our questionnaire two "strongly agreed" and three "agreed" that there was enough space for the children to play and get involved in a range of activities.

Children's artwork and photograph's were displayed to acknowledge achievements and interests.

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

Daily risk assessments were carried for the playroom and outdoor area. Children and staff carry out risk assessments for all outings and visits undertaken.

The service had developed and implemented satisfactory child protection procedures and staff had access to annual in-house training.

Areas for improvement

The service should review their hand washing procedures to help prevent the spread of infection. (See recommendation 1)

Although the service has a system in place to record visitors who enter and leave the premises, on the day of the inspection visit it was not implemented.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Review hand washing procedures to prevent the spread of infection.
National Care Standards for Early Education and Childcare up to age 16. Standard 2:4 A Safe Environment

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 Statement 1:1 remain relevant for this statement.

Parents and children had the opportunity to provide questions to be used during the interviewing process for new staff.

Written feedback received from parents regarding staff was of a positive nature with one parent commenting "staff very friendly and welcoming" with another stating "staff are very helpful."

On the day of the inspection children were given the opportunity through a questionnaire provided by the Inspector to share their views on why the staff were good. Children's comments included:

"Because they help"

"They make me happy."

"They help me."

"They look after us properly."

"When I am upset they take the time to calm me down."

Areas for improvement

Through the self assessment the service stated that they would continue to introduce different ways to involve parents and children in assessing the quality of 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 childcare setting had a range of qualification, skills and experience which ensured that children's individual needs were being met.

Management encourage staff to keep themselves updated regarding service policies and best practice.

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

Staff were observed to work well as a team and were enthusiastic in their interaction with the children.

Regular meetings allowed staff to discuss and evaluate their work and children's progress and share good practice.

Staff development framework included staff supervision, continuous professional development and an education and training programme. 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 regular access to training to extend and update their knowledge.

Areas for improvement

The management should continue to support and encourage all support staff to get registered and registered staff to continue to update registration.

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 Statement 1:1 remain relevant for this statement.

The service had developed and implemented participation strategies for both parents and children.

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

Areas for improvement

The service should continue to seek ways of involving parents and children in accessing and improving the quality of management and leadership.

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

The service had recently achieved their Level 3 Aiming High Quality Assurance Award in conjunction with the Social Out of School Care Network.

The management had involved staff and parents in assessing the quality of the service through the How Good is our Out of School Care. Staff took part in regular quality meetings which enabled them to discuss and evaluate their work and children's development and progress.

Staff confirmed that the management was approachable and supportive encouraging them to share their ideas and views.

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

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

Areas for improvement

The service should ensure that a current registration certificate is displayed which was issued by the new regulatory body. (See recommendation 1)

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: 1

Recommendations

1. Updated registration certificate should be displayed which reflects the current regulators information.
National Care Standards for Early Education and Childcare up to age 16. Standard 14:2 Well-Managed Service

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

None.

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 |
|-------------|-------------|---|
| 24 Jan 2011 | Unannounced | Care and support 5 - Very Good Environment Not Assessed Staffing 4 - Good Management and Leadership 4 - Good |
| 9 Jul 2009 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate 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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