

Care service inspection report

Full inspection

Ashley Road Kids Club (ARK) Day Care of Children

Ashley Road Primary School
45 Ashley Road
Aberdeen



HAPPY TO TRANSLATE

Service provided by: Ashley Road Kids Club (ARK)

Service provider number: SP2004005647

Care service number: CS2003001672

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care 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	4	Good
Quality of management and leadership	4	Good

What the service does well

The manager and staff had a caring approach and had built up positive relationships with the children. They were motivated and keen to develop the service and had worked hard to make positive changes since the last inspection.

What the service could do better

The service should continue to build on the improvements they have made since the last inspection.

What the service has done since the last inspection

The manager and staff had worked hard to further develop activities for the children. These created a more stimulating environment for the children who were very positive about the changes.

The recruitment process had been reviewed and updated since the last inspection, taking account of feedback from the last inspection. We could see that recruitment practice had improved.

The quality assurance system had been further developed. The provider of the service was now actively involved in both quality assurance and the recruitment of staff.

Conclusion

The provider, management team and staff had worked hard since the last inspection to make required and recommended improvements.

1 About the service we inspected

Ashley Road Kids Club (ARK) is registered to provide a care service to a maximum of 40 primary school children Monday to Friday from 2.45pm to 6.00pm during term time and from 8.00am to 6.00pm on in-service days and during school holidays.

The Provider of the service is Ashley Road Kids Club (ARK), a management committee made up of parents of children using the service. As such they have ultimate responsibility for the service. ARK have contracted out the day-to-day management and staffing of the service to Great Western Pre-School Nurseries and Out of School Clubs.

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

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

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people

using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 4 - Good

Quality of management and leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 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 high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

The Care Inspectorate is committed to improving the health and well-being of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight well-being indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

We wrote this report following an unannounced inspection carried out by one inspector. The inspection took place on 18, 19 and 24 May 2016. Feedback was provided to the provider (chairperson), the manager of the service and also the provider and the general manager for Great Western Pre-School Nurseries and Out of School Clubs (the contractor) on 31 May 2016.

We issued 30 Care Standards Questionnaires (CSQs) to the service for parents and carers to complete. We received 11 back.

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

We spoke with:

- the manager of the service
- the general manager of the service
- the chairperson of the management committee (the provider)
- the provider for Great Western Pre-School Nurseries and Out of School Clubs (the contractor)
- staff
- parents who used the service
- children who attended the service.

We observed:

- staff practice
- the children's experiences
- the environment for the children.

We looked at a range of relevant documents including the following:

- children's records
- feedback systems
- snack menu
- medication records
- accident and incident records
- recruitment records
- training records
- staff appraisal records
- policies and procedures
- quality assurance systems.

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.firescotland.gov.uk

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 service completed and submitted a self assessment as requested prior to the inspection taking place. This outlined what the service felt they were doing well and what they felt they could improve.

Taking the views of people using the care service into account

Children we spoke to fed back very positively about their experience of the service. Comments we received included the following:

- "Since we got this photo booth we like to dress up and sing to all the music".
- "We got a plate of foam, held it with the plate's topside down to see how long it lasts".
- "Lots of new activities".
- "Got more toys and got more interesting".
- "Going to be doing a story contest - I did a poster for it".
- "Out almost every day".
- "Like when staff come and join our chat".

- "Photo booth and ping-pong ball game are really fun".
- "Like drawing so always do a lot of drawing".
- "Go to the gym hall - get balls out, play basketball".
- "Enough for older children to do but definitely more resources for younger children".

The children enjoyed a visit from the critter keeper and said "would like to do more of that" and "would like to go to different places/trips".

When asked about the staff who supported them at the service children told us that "we really like them" and that they were "really funny".

Taking carers' views into account

We spoke with one parent during the inspection who told us that their child was "happy, content, well fed, well exercised". They said that the staff "all seem pleasant and responsible". Their child liked "the art and craft projects". They told us that the children were "almost always out".

We received further feedback from CSQs. One parent told us that their child "has been very happy and has settled in well". Another parent told us "I like the staff and Natalie the supervisor but I suppose I don't know them very well".

Three parents and carers 'strongly agreed' and 7 'agreed' with the statement "Overall I am happy with the quality of care my child receives in this 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

We observed children making choices throughout the session and children confirmed that they were encouraged to do what interested them. The children were keen to put forward their ideas and we saw that these were encouraged by staff and led to some really positive outcomes for the children. Particularly we found a significant improvement in the quality of activities offered to children. We were also able to see evidence of children's involvement in planning future activities and in developing the snack menu. This helped children to feel included and respected.

The service had continued to use a range of tools for encouraging and supporting children, parents and carers to feedback on the quality of the service with a focus on the SHANNARI indicators. We could see that comments received resulted in action being taken. The service had also developed and implemented more creative approaches for encouraging a higher level of response to key areas.

We found that staff were very good at providing parents and carers with quality feedback about their child's day at club when they picked them up. They also received regular newsletters keeping them up-to-date with what was happening at the club.

Areas for improvement

We discussed at feedback how the service could further explore feedback from parents and carers questionnaires. We also discussed whether there could be an opportunity for parents and carers to become more actively involved in the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We ensure that service users' health and wellbeing needs are met."

Service Strengths

A requirement was made at the last inspection that in order to ensure that children's health needs are responded to promptly and appropriately at all times, the provider must ensure that:

- staff are knowledgeable and competent in relation to medication
- all medication is stored in its original box
- the services medication records are fully completed
- detailed information is in place to guide staff in relation to action they need to take, should presenting symptoms not ease after medication is administered.

Staff told us that they had read the new medication guidance and found the guidance and forms easier to understand. They spoke confidently about current children's medical needs and how these needed to be supported. We found that the medication procedure was comprehensive and in line with best practice. There were clear protocols in place to let staff know how to respond to children's individual allergies. We therefore found this requirement to have been met.

A recommendation was made at the last inspection that in order to reduce the risk of children choking, staff to be knowledgeable and competent in relation to potential choking hazards and use this to ensure safe practice.

Staff told us that they have read the guidance in relation to choking and were confident about reducing the risks of choking. We could also see evidence that this was discussed at a team meeting. We found that food for snack was prepared appropriately. We found therefore that this recommendation was met.

We found that care plans were in place and that these included all required core information. They also recorded children's interests and preferences, which could be used to help settle a child and build up relationships. Staff also kept detailed notes of any significant events and we could see this information being used to support the children.

We found that snack reflected a healthy menu and provided more energy dense options for children that were hungry. Children could have snack when it suited them so that it did not interrupt their play experiences. We found that staff sat with children for snack. This helped create a more social experience.

Feedback we received from parents, carers and children was that children had regular opportunities to be outdoors. This helped to keep them healthy and active. We found that the quality and range of outdoor play experiences had significantly improved since the last inspection. We found that staff actively got involved in the children's outdoor activities and this had received a positive response from both staff and children. We saw that staff were also very good at supporting children who wanted to do an activity on a one-to-one basis ensuring children's individual needs were being met.

We found that staff had been working hard on developing more challenging activities along with the children and were continuing to develop this further. This had led to some really positive outcomes. We could see that the children were really enjoying the more creative and challenging activities that they had been involved in developing or suggesting. Staff were also fully engaged and enthusiastic about this development. This resulted in creating a very positive and stimulating environment for the children.

We saw that an appropriate child protection policy in place and this was made available to parents and carers. We saw that staff undertook regular child protection training and were confident regarding their role in responding to concerns.

Some of the children told us about an exercise they had completed with staff which raised awareness about appropriate and inappropriate touching and consideration of different roles and relationships. One child told us "I learned quite a lot from that". This helped children to consider their personal safety.

Areas for improvement

The manager and staff told us that they were planning to continue developing the outdoor and challenging activities.

At feedback we explored some options for developing links with the community.

Grade

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 2

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

Service Strengths

We found the environment to be clean and observed there to be no obvious hazards. A clear and effective signing in and out system was in place. We saw it being fully implemented. This helped create a safe environment for the children.

Since the last inspection a new procedure for children wanting to go to the toilet had been implemented. This made it easier to keep track of children and also staff. We spoke to children and staff who were all clear about the system and had found it beneficial.

A recommendation was made at the last inspection that in order to help reduce the risk of infection the manager and staff should consider further how they can promote and support effective hand washing whilst allowing the children to also have independence.

We found that work had been undertaken with children since the last inspection to increase their awareness of the importance of good hand hygiene. Staff also monitored this and found that children were using a better hand washing technique. Children told us what they had learned about washing their hands. We found this recommendation to have been met.

We found that the services whistleblowing policy had been updated to include the Care Inspectorate details. It also clearly outlined the responsibility staff had to report malpractice.

Areas for improvement

We saw that children were using their hands to pick up segments of fruit at snack time. To reduce the risk of infection tongs should be used.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

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

Service Strengths

We found that the service's quiet area had been further developed. There was a clearly defined space with bean bags, cushions, rug and books. Some of the children had also 'claimed' another area of the hall for quiet time and this had been supported by staff. The children had also been making dens which they had really enjoyed.

We found that the resources had been improved since last inspection, both indoors and outdoors. This had been completed with a high level of input from the children. Staff were now supporting a more risk benefit approach to activities and children had been enjoying new activities such as woodwork with real tools.

Staff had supported children to create their own resources such as a photo booth and a blow football game. We heard from the children that they were really proud of their achievements. This helped them feel a sense of achievement.

The outdoor area was adjacent to the club room. This enabled easy access which maximised opportunities for outdoor play. Children and parents we spoke to confirmed that there were regular opportunities for the children to play outdoors.

Areas for improvement

The service should continue to maintain the already very good practice in relation to this quality statement.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 2

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

Service Strengths

A requirement was made at the last inspection that the service provider must make proper provision for the health, safety and wellbeing of all children attending the service. In order to achieve this, the provider must ensure:

- a) Safe recruitment practices are carried out for all staff. This to include the receipt of 2 suitable references prior to commencement of employment and which are appropriately dated.
- b) Interviews are undertaken by an interview panel who are trained and skilled in undertaking interviews. Use is made of probing questions which help assess and evaluate the applicant's suitability for the particular post.
- c) That any person employed is suitability qualified, skilled and experienced for the work they will be employed to do.
- d) That any person employed is of integrity and good character.
- e) That detailed records, risk assessments and strategies are in place where a decision has been made to appoint a person contrary to the service policy and procedures and safe recruitment practices.

At this inspection we found that the services recruitment process had been reviewed and the recruitment policy and procedure updated. We found the operational guidance for recruitment and selection to be comprehensive and appropriate.

We found that two senior members of staff now undertook the interviewing of candidates. Records of questions asked and responses received were clear and detailed. We were able to see that the chairperson was invited to participate in the interview process. Where the chair was not able to attend, records of the interview, along with the rest of the selection process were passed to her for comment and approval. There was a clear system in place for tracking to ensure all recruitment checks were carried out. All recruitment checks were also required to be signed off by the contractor's senior manager and owner and the ARK chairperson.

We were able to see evidence of the chair having reviewed each staff members staff file since the last inspection and that issues identified were fed back to the manager and responded to promptly.

Since the last inspection practical training records had been introduced for all staff. This consisted of a document which ensured that staff had completed all aspects of the induction process. It also included a checklist for when appropriate practice standards had been reached for various tasks and responsibilities. This helped ensure that staff progress was monitored.

We found the requirement to be met.

Areas for improvement

During feedback we were told of plans to introduce a more practical aspect to the staff recruitment and selection process. There were also plans to develop the current probation period to include observations of practice and feed this into the practical record.

Grade

4 - Good

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

A recommendation was made at the last inspection that in order to ensure that the provider has an overview of staff performance and can ensure that the staff and the manager are well-supported, the provider should be actively involved in the appraisal process.

Appraisals were undertaken on an annual basis. There had not been any required to be completed since the date of the last inspection. The appraisal records we saw indicated that appraisals were well prepared and structured. It was positive to see that feedback was requested from team members and from parents as part of the appraisal process (see also Areas for Improvement).

Staff received one-to-one supervision sessions which allowed them protected time to meet with their manager and discuss their practice. We were able to see that these, again, were well structured. They encouraged the staff members to reflect on their practice and focus on future development (see also Areas for Improvement). The chairperson was now invited to and participated in these when able to. The supervisor had also introduced developmental meetings with staff members to provide further support and opportunities for further practice discussion. Staff fed back positively about the support they received from the supervisor.

We were unable to evidence chairperson involvement in the appraisal process due to no appraisals being undertaken since the last inspection. We were however, able to see chairperson involvement in supervision and also other aspects relating to supporting and monitoring staff. We therefore concluded that this recommendation has been met.

A recommendation was made at the last inspection that the whistle-blowing policy used by the service should be updated to include details of the Care Inspectorate.

We found that the whistleblowing policy had been updated and now included the required information. This recommendation was therefore found to have been met.

We found staff to be motivated and interested in developing the service further. They had established strong positive relationships with the children. We found their interaction with the children to be warm and caring.

We joined the staff for a team meeting and found that they were encouraged to share their ideas about developing the service.

Staff had been asked by management to complete a staff questionnaire which was generally positive. We saw that the provider and the management of the service were responding to feedback received.

Areas for improvement

The manager told us that she was looking to include feedback from children as part of the appraisal process.

Two of the staff were due to do first aid refresher training. The contractor had a rolling program of training in place and advised that the training would be completed soon.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 3

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

Service Strengths

A recommendation was made at the last inspection that in order that children are safeguarded and protected, staff must be knowledgeable and competent in relation to child protection procedures and record keeping.

Since the last inspection we found that clear and detailed records were now being kept. Discussion with the manager and staff found that staff were clear about their role in relation to record keeping and child protection procedures. This recommendation was therefore found to have been met.

A recommendation was made at the last inspection that in order to ensure that the manager has the knowledge and skills she requires to undertake her role, appropriate support and training required to be provided.

The manager and the senior manager had both undertaken recruitment training since the last inspection. This focused on safer recruitment through better recruitment and interview best practice. Both felt that this had helped to develop their knowledge in this area and had led to better practice. We could see that recruitment practices had improved since the last inspection.

The manager and the supervisor had also attended a course in relation to leadership styles and monitoring and supervising a team. The manager and the supervisor both reported that they had found this helpful. As a result the supervisor had begun to delegate more tasks to members of the team. The team in turn were very responsive and positive about this as it had helped to build up their confidence, develop their skills and encouraged new ideas.

We found the above recommendation to have been met.

The manager had been looking at practice across the different services she managed to see if some practice would further develop ARK. She had then supported staff to implement some new ideas within the service.

The manager had been receiving support from the contractor's quality assurance officer and also from another manager. This had allowed her to work in partnership with others to develop the service further. In addition the manager had been able to delegate some of her administration responsibilities to an administrator. This was a significant benefit as it increased time available to support staff and develop practice within the service.

Areas for improvement

The service should continue to maintain and take opportunities to further develop already good practice in relation to this quality statement.

Grade

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

A requirement was made at the last inspection that in order to ensure children's safety and improve outcomes for children in the service, the provider must implement an effective quality assurance system.

In order to achieve this the provider must:

- a) develop and implement a rigorous quality assurance programme
- b) ensure policies, procedures are appropriate and reflect the service provided

- c) develop and implement an effective system for recording
- c) involve staff in the systematic evaluation of their work and the work of the service
- d) ensure the management team effectively monitors the work of each member of staff and the service as a whole.

When we arrived to undertake the inspection the manager was in the process of undertaking a monitoring visit of staff practice.

We found that there was a system in place for monitoring the children's care plans to make sure that all information required was in place. We were able to see that the system was working well.

We were able to see that the chairperson contributed well to the quality assurance process. She had monitored all the staff files to ensure that each member of staff had been employed using a robust procedure. This had been done retrospectively for staff that had already been employed. Where issues were raised we were able to see that the chairperson fed back to the manager and the issue addressed promptly. A new recruitment policy and procedure was now in place and indicated that the contractor's senior manager and the owner and chairperson would be required to approve new appointments and the transfer of staff after checking all the recruitment checks had been undertaken robustly.

The chairperson had also been involved in attending staff one-to-one supervision sessions, reviewing all staff recruitment files, participating in the self assessment and contributing to the policies and procedures for the service.

A quality assurance meeting has been held to explore the QA system ARK planned to use. The chair person was supported to access the electronic QA system so that she could read and comment on the development plans. Also staff could now also access the QA system and update it with any targets they had met or progressed. New technology meant they were now able to access it more easily. This was also the case for accessing all the services policies and procedures.

We found the development plans to be very comprehensive with regular

updates regarding progress made towards meeting targets.

A staff questionnaire had been issued in April 2016 which sought staff feedback in relation to a variety of topics including opportunities for professional development, support and training. Generally staff expressed satisfaction. We saw that the management team were responding to feedback obtained.

We found that policies and procedures had been reviewed and updated and were now more specific to the service.

The service had developed and issued questionnaires for children and also for parents. We were able to see that these had been collated and that the management team had been responding to feedback obtained.

We found that the quality assurance systems in place had been further developed since the last inspection. We also found that the chairperson, as the provider of the service was actively involved in the process. We therefore found this requirement to have been met.

A requirement was made at the last inspection that the provider must ensure the Care Inspectorate is notified of any reportable events within the designated timescales.

Since the last inspection we were receiving notifications for reportable events within the designated timescales. This requirement was therefore found to have been met.

Areas for improvement

The service should continue to build on the quality assurance systems that have been developed.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

1. In order to ensure that children's health needs are responded to promptly and appropriately at all times, the provider must ensure that:

- staff are knowledgeable and competent in relation to medication
- all medication is stored in its original box
- the services medication records are fully completed
- detailed information is in place to guide staff in relation to action they need to take, should presenting symptoms not ease after medication is administered.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4(1) (a) and Regulation 5(1) and (2) (b).

Timescale: Within 48 hours of receipt of this report.

This requirement was made on 19 January 2016

This requirement was found to have been fully met. Please refer to quality theme 1 statement 3 for further information.

Met - Within Timescales

2. The service provider must make proper provision for the health, safety and wellbeing of all children attending the service. In order to achieve this, the provider must ensure:

- a) Safe recruitment practices are carried out for all staff. This to include the receipt of 2 suitable references prior to commencement of employment and which are appropriately dated.
- b) Interviews are undertaken by an interview panel who are trained and skilled in undertaking interviews. Use is made of probing questions which help assess and evaluate the applicant's suitability for the particular post.
- c) That any person employed is suitability qualified, skilled and experienced for the work they will be employed to do.
- d) That any person employed is of integrity and good character.
- e) That detailed records, risk assessments and strategies are in place where a decision has been made to appoint a person contrary to the service policy and procedures and safe recruitment practices.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 Regulation 4 (1)(a) - Welfare of users, Regulation 7 - Fitness of managers and Regulation 9 - Fitness of employees.

This requirement was made on 19 January 2016

This requirement was found to have been fully met. Please refer to quality theme 3 statement 2 for further information.

Met - Within Timescales

3. In order to ensure children's safety and improve outcomes for children in the service, the provider must implement an effective quality assurance system.

In order to achieve this the provider must:

- a) develop and implement a rigorous quality assurance programme
- b) ensure policies, procedures are appropriate and reflect the service provided

c) develop and implement an effective system for recording

c) involve staff in the systematic evaluation of their work and the work of the service

d) ensure the management team effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4(1) (a) and Regulation 15 (b).

This requirement was made on 19 January 2016

This requirement was found to have been fully met. Please refer to quality theme 4 statement 4 for further information.

Met - Within Timescales

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

Previous recommendations

1. In order to reduce the risk of children choking, staff to be knowledgeable and competent in relation to potential choking hazards and use this to ensure safe practice.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 3: Health and Wellbeing.

This recommendation was made on 19 January 2016

We found this recommendation to be met. Please refer to quality theme 1 statement 3 for further information.

2. In order to help reduce the risk of infection the manager and staff should consider further how they can promote and support effective hand washing whilst allowing the children to also have independence

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 3: Health and Wellbeing.

This recommendation was made on 19 January 2016

We found this recommendation to be met. Please refer to quality theme 2 statement 2 for further information.

3. To ensure that the provider has an overview of staff performance and can ensure that the staff and the manager are well-supported, the provider should be actively involved in the appraisal process.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 14: Well-Managed Service.

This recommendation was made on 19 January 2016

We found this recommendation to be met. Please refer to quality theme 3 statement 3 for further information.

4. The whistle-blowing policy used by the service should be updated to include details of the Care Inspectorate.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 14: Well-Managed Service.

This recommendation was made on 19 January 2016

We found this recommendation to be met. Please refer to quality theme 3 statement 3 for further information.

5. In order that children are safeguarded and protected, staff must be knowledgeable and competent in relation to child protection procedures and record keeping.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 12: Confidence in Staff and Standard 14: Well-Managed Service.

This recommendation was made on 19 January 2016

We found this recommendation to be met. Please refer to quality theme 4 statement 3 for further information.

6. In order to ensure that the manager has the knowledge and skills she requires to undertake her role appropriate support and training required to be provided.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 12: Confidence in Staff and Standard 14: Well-Managed Service.

This recommendation was made on 19 January 2016

We found this recommendation to be met. Please refer to quality theme 4 statement 3 for further information.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
19 Jan 2016	Unannounced	Care and support 4 - Good Environment 4 - Good

		Staffing Management and Leadership	2 - Weak 2 - Weak
12 Dec 2013	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 4 - Good 4 - Good
8 Sep 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good Not Assessed Not Assessed
30 Sep 2009	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

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