

## Care service inspection report

# Bishopbriggs Out of School Care - St. Matthews Primary

## Day Care of Children

St. Matthews Primary School  
Park Road  
Bishopbriggs  
Glasgow  
G64 2NP

Inspected by: Patricia Fox

N/A

Type of inspection: Unannounced

Inspection completed on: 11 January 2013



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	12
4 Other information	30
5 Summary of grades	31
6 Inspection and grading history	31

### **Service provided by:**

Bishopbriggs Out of School Care Ltd

### **Service provider number:**

SP2007009103

### **Care service number:**

CS2007152519

### **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

Bishopbriggs Out of School Care, St. Mathews Primary provides a very good service which is consistent with the stated aims and objectives.

The service consults with children about what they like to do and provides a wide range of activities to meet their needs. Children were happy and busy in a positive, play environment.

### What the service could do better

The provider should address the recommendation in this report. The recommendation relates to children's personal profiles.

### What the service has done since the last inspection

The provider had continued to consult with children, parents' and staff on how to improve the service. As a result, the grades on the quality of the environment, staffing, leadership and management had improved since the last inspection.

### Conclusion

The provider and management discussed a positive approach towards addressing the recommendation in this report.

Parental feedback, observations and discussions on the day, demonstrated that staff had developed very good working relationships with them and their children. Parents' indicated that they were very happy with the overall quality of service.

## Who did this inspection

Patricia Fox

N/A

**Lay assessor:** N/A

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 01 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website. [www.scswis.com](http://www.scswis.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 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 based on best practice or the National Care Standards.

- 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."

Bishopbriggs Out of School Care, St. Mathews Primary is one of three services provided by Bishopbriggs Out of School Care Ltd in East Dunbartonshire.

The service operates from identified accommodation within St. Mathews Primary School in the Bishopbriggs area of East Dunbartonshire.

The service provides care and education to a maximum of 50 children at any one time. The age range of the children is from 4 years and attending primary school to 16 years of age.

The service operates between the hours of 15:00 and 18:00 Monday to Friday term time with the exception of school early closing when the service will operate between the hours of 13:00 and 18:00.

Primary 1 children are accommodated between the hours of 13:00 to 18:00 August to September term from Woodhill Evangelical Church, Wester Cleddens Road, Bishopbriggs.

During holidays the service may operate between the hours of 08.00 to 18.00.

The service was providing an escort service from one other local primary school at the

time of the inspection. The staff and children walk the short distance to the service.

This accommodation is shared with the primary school. However, during operating times the service had sole use of identified play areas. This included the main hall, children's toilet facilities and storage space. There is a secure entrance hallway. In addition, children had access to the outdoor areas.

The service aims include the following information: "Encourage positive attitudes to self and others and develop children's confidence and self-esteem. Promoting awareness of the importance of friendship and good citizenship."

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](http://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 after an unannounced inspection took place on Wednesday 09 January 2013 between the hours of 15:00 and 17:50. A further visit took place on Friday 11 January 2013 between the hours of 15:00 and 18:05. Feedback was given to the provider and management team on Friday 11 January 2013.

Social Care and Social Work Improvement Scotland Inspector Patricia A. Fox carried out this inspection.

As requested by us, the care service sent us an annual return. The service also sent us a self assessment.

We issued 20 Care Standards Questionnaires to parents' of children who used the service. Ten completed questionnaires were returned before the inspection. Six had written comments and views. These were shared with the provider and management and are included in this report.

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

- \* Evidence from the service's most recent self assessment
- \* Discussion with the various people including: provider, 2 managers, 3 staff members, 11 children who attend the service and 4 parents' who use the service
- \* Service handbook
- \* Aims and objectives
- \* Participation policy
- \* Children's profiles
- \* Additional Support Needs policy and procedure
- \* Administration of medication information and records
- \* Child protection policy and procedures
- \* Health and safety records
- \* Risk assessments records
- \* Accident and incident records
- \* Infection control policy, procedures and records

- \* Complaints policy
- \* Staffs' files including training and appraisals records
- \* Service's monitoring and evaluation systems
- \* Registration certificate
- \* Insurance documents
- \* Photographs of children participating in a range of activities inside and outdoors
- \* Observation of how staff work
- \* Examining equipment and resources
- \* Questionnaires and other methods of consultation used that had been completed and returned to the provider from parents' and children who use the service. Changes made as a result of consultation.

### **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](http://www.firelawscotland.org)

## 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.

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

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

## Taking the views of people using the care service into account

There were 29 children aged between 5 and 11 years present on Wednesday 09 January 2013. Thirteen children aged between 5 and 11 years were present on Friday 11 January 2013. The children had various patterns of attendance over a week.

We spoke with 11 children aged between 5 and 11 years over the course of the inspection. This included one to one interviews and group discussions.

Comments we received included:

"I like the Hama beads."

"Playing games like 'Guess Who'."

"Drawing and playing money game 'Monopoly'."

"Outside at jungle gym and tig."

"Playing with my friends. Drawing and playing games like 'Guess Who'."

"I like to draw people. We get pancakes and cereal for snack."

"I would like to bring my bike."

"I like when we play ring games like 'stop the bus' and 'Chinese whispers'."

"I like the keyboard and monopoly." Both of these were available during the inspection.

"I like pancakes and butter for snack."

"I like art and crafts."

"Doing sport with Xxx. He's very good at doing different sports."

"I like a Friday its fun day. That's about it."

"Staff listen to what you say."

"We have a reward scheme. My group went to the golf range it was great fun."

### **Taking carers' views into account**

We sent out 20 Care Standards Questionnaires and 10 were completed and returned to us before our inspection. When asked how happy parents' were about the overall quality of care their children received in this service:

\* 6 parents' strongly agreed with this statement.

\* 4 parents' agreed with this statement.

Comments we received included:

"The staff have always made an effort to provide suitable snacks for specific dietary needs for my child."

"I have used this service for 6 years now and have always received an excellent standard of service. The staff are friendly and approachable and I feel they know my child well. In the 20011/12 academic year particularly they were extremely supportive in organising an outside support service to help my older son with difficulties he was experiencing."

"My son only started after school in August 2012, but appears very happy and settled. I used this service for my older son and felt safe and secure in the knowledge he was being well looked after."

"My child is very happy at Bishopbriggs Out of School Care, he often asks for me to pick him up later which shows he is enjoying the time he spends there. There is always a variety of activities on offer and they often spend times outdoor again with activities on offer. It's great to know my son is being well cared for and is having fun while I am at work."

"My daughter attends Bishopbriggs OSC based at St. Mathews 2 days per week. She is very happy and looks forward to it. All staff are very friendly and approachable. They have established an excellent balance between educational and recreational fun activities. "

"Bishopbriggs OSC St. Mathews provides an excellent out of school care service in the community which is much appreciated by those who do not have alternative care provision during the day. The service provides a safe and stimulating environment within which my children continue to thrive.

The 4 parents' who took part in the inspection told us they were very happy with the service. They received information about the service and staff are very approachable and helpful.

- \* Two parents' told us that the service was very well managed. Changes included, better communication and outdoor activities.
- \* All parents' stated that the staff were approachable and supportive of their individual needs when required.
- \* All parents agreed that the accommodation was safe and secure.
- \* A parent told us that the children had been involved in the recruitment of the sports coach.
- \* The parents' stated that their children are happy. This makes them happy.

## 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 offered a range of opportunities which allowed parents' and children to participate in assessing and improving the quality of care and support provided. These included:

- \* Daily discussions and consultation with children
- \* Children's meetings, discussions, voting system, mind map activity planning and planning sheets for decision making
- \* Photographs of children participating in a range of activities and outings
- \* Providers questionnaires given to children, feedback evaluated and changes made
- \* Suggestion box for children and parents'

Staff had records to demonstrate that children were consulted about the service. These provided the children with opportunities to comment on and to make suggestions for improvements for example on activities, topics to be explored, resources, outings and food choices. Evaluations of children's questionnaires resulted in new resources being bought and topics being introduced.

We saw children being consulted and making choices about their activities and play during the inspection. These included: physical play indoors and outside, child reading own book, table top games, imaginative play, arts and crafts and electronic games.

Staff through consultation, had supported the children to discuss, record and explore information about healthy eating and the services fire procedures

As a result children had opportunities to express themselves, make choices and learn about their own safety and well being. Comments recorded about fire procedures included: "line up quietly," "don't scream," "listen to instructions" and "adults do the register."

We saw staff listening to the children, spending time talking with them and taking part in a variety of activities. Staff had involved the children in developing their own set of golden rules. As a result, a feeling of respect and cooperation was obvious in the service, both from the children and the staff.

The service consults and asks parents' for feedback regularly. Methods include:

- \* Daily discussions with parents'
- \* Families have settling in visits
- \* Providers questionnaires and surveys returned to the service from families which were evaluated and changes made, where applicable
- \* Parents' information board
- \* Regular online newsletters
- \* Email contact with parents'
- \* Parents' handbook
- \* Parents' evenings and open day

Management and staff encourage parental involvement in aspects of their work. They value parents' contributions to improve the service and children's learning experiences.

The service held an open day and arranged for children who attend their nursery to have "play days" at the after care. This helped the children and their families have a smooth transition when they go from nursery to the service.

The service in consultation with parents' took part in "Seasons for Growth" a programme which supports children and young people experiencing difficulties or change to their lives. Feedback from the parents' and children about their health and well being was very positive.

We sampled evidence that parents' are consulted regularly through the use of questionnaires and feedback surveys. The service had used feedback to help them: assess what was working well and what they could improve; make changes to day to day activities or routines and assist with the Improvement Planning process. Two examples were an update on staff, due to changes and parents' involvement in the services recruitment process.

A grandparent had worked with the children to make tree mugs. Comments made by the children in their evaluation of the activity included: "I liked working with the wood." "I liked screwing and hammering." "I just liked it."

The provider had developed an information hand book for parents'. This provided new families with an opportunity to find out about some of the policies, procedures and systems used by the service.

The service had a participation policy which parents' were made aware of. This explained to parents' the ways in which the service aimed to establish and maintain an effective partnership with them, in running the service and in their child's ongoing development.

The service operated an Open Door approach. This created an opportunity for service users to tell staff their views.

The provider issued parents' with a regular newsletter. As a result. they were provided with ongoing service information and details of planned events.

Parents', children and staff were involved in fund raising events to support a range of charities. This provides children with opportunities to learn about the needs of other people.

Seven of the ten parents' who completed our Care Standards Questionnaires indicated that they strongly agreed that their child regularly gets fresh air and energetic physical play. Three agreed with this statement.

### **Areas for improvement**

In the self assessment areas identified for improvement include:" Continue to gather evidence to show that we consult with parents/children at every level about the service we provide. Introduce new 'Survey Monkey' questionnaires."

The provider and staff team should continue with their plans to ask parents' and children, where appropriate, for feedback and comments about the settling in procedures and when they leave the service.

The service should take forward their plan to replace the damaged wipe board used for recording the daily activities and snack menu for parents' information.

Although the provider had information to develop children's profiles, through discussion, the provider and manager recognised that these needed to be further developed and reviewed regularly with parents'. (See Recommendation 1.)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. The provider should continue with plans to record information about children's, health, welfare and safety needs in their personal profiles. The systems used to review children's profiles needs to show that these are completed every 6 months, or sooner, if necessary and include any updated information.

**National Care Standards, Early Education and Childcare up to the age of 16,  
Standard 6: Support and development.**

## Statement 3

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

### Service strengths

Not all parts of this statement were assessed during this inspection. We focused on the following core activities:

- \* Children's personal information and profiles
- \* Additional support needs
- \* Medication systems and records
- \* Child protection policy and procedures

The service gathered information about children from parents' through completing a registration form. This includes personal details, medical history, allergies and health issues and consent for a variety of events. In the sample of the personal records that we looked at, we found children's personal details were recorded and appeared to be up to date. This provided staff with useful information about the children.

The provider, manager and staff were establishing working relationships with parents' and other agencies to identify and provide children and their families with individual support and assistance where appropriate. As a result, children were at an early stage of being supported in making progress and achieving learning targets.

The service had procedures and guidance in place for staff to administer medicines to children and the suitable arrangements for storing medicines. This included the procedure staff would follow if a child refuses or spits out their medication. Staff maintained records of medicines stored on the premises and parents' completed permission slips', detailing the time medicine was to be administered and the dosage to be given.

The service had a child protection policy and procedure in place. This included a statement detailing the actions they would take should a child be absent without notice from the parents'. This statement was included in the parents' information handbook. This created a useful opportunity for parents' to share their views.

The provider had an identified Child Protection Co-ordinator. Through discussion with the staff, they demonstrated a clear understanding of their roles, and responsibilities with regards to protecting children.

Seven of the ten parents' who completed our Care Standards Questionnaires indicated that they strongly agreed and are confident that staff will protect their child from harm, abuse, bullying and neglect. Three agreed with this statement.

### Areas for improvement

In the self assessment areas identified for improvement include: "We are in the process of arranging staff training on - staged intervention."

The provider should continue to develop children's profiles to record and evidence how children's health, welfare and safety needs are being met.

The provider should continue with the plans, as discussed, to contact East Dunbartonshire Council for advice and guidance on their procedures to be put into practice, if required, to meet children's individual learning needs.

We signposted the manager to the West of Scotland Child Protection Procedures. <http://www.online-procedures.co.uk/westofscotland/>. The provider should refer to this guidance when reviewing the child protection policy.

**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 provider used the same methods, to allow children and parents' to participate in assessing and improving the quality of the environment, as those detailed in Quality Statement 1.1

Management and staff welcomed families into the service as they collected their children. This provided them with opportunities to make comment about the environment and to make suggestions for improvements.

The service had involved the children in carrying out risk assessments. This was demonstrated through information recorded in planning sheets and photographs.

Staff encouraged and supported the children in learning to take care of the environment as they recycled materials used in the play area. They also had opportunities to plant and grow bulbs indoors. These contributed positively to the children learning about the environment and the local community.

The service used the school playground and their sport coach to promote children's learning and well being. The children told us that they went outside to play football, basketball, tig, hockey, tennis and also used a range of equipment including, scooters and a parachute. These sessions allowed the children to continue to have regular access to fresh air and energetic physical play. Children were outside playing during the inspection visits.

Three of the ten parents' who completed our Care Standards Questionnaires indicated that they strongly agreed that staff ask for my child's views about the activities and outings, and use them to plan future activities. Seven agreed with this statement.

### Areas for improvement

In the self assessment areas identified for improvement include: "We are constantly looking for new ways for parents' and children t make choices and decisions within the service and be involved in the improvement of the environment."

The service should continue developing and recording children's and parents' involvement in risk assessing their environment.

The provider agreed to formally audit accidents and incidents that happen. This information should then be used to review risk assessments and to make changes, if and where appropriate.

**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

Not all parts of this statement were assessed during this inspection. We focused on the following core activities:

- \* Appropriate risk assessments for inside and outdoors.
- \* Maintenance records.
- \* Infection control policy and observation of practice.
- \* Insurance certificates.
- \* Accident and incident records.

Children were cared for in accessible, well maintained premises. The main hall is warm, bright, spacious and inviting for children and families. Access to the service is by a door entry system.

Management and staff had created an information area which included useful information about the service, staff details, health and safety, health promotion and child protection.

Management and staff had taken care and consideration to creating a well organised environment suitable to the needs of children attending. Children could work together in small or large groups or independently if they wanted. Soft furnishings were available to ensure children had access to a quiet comfortable area.

The service operates a sign in sign out system to register children's attendance. Visitors' to the service use the same system. As a result, a record was maintained of people in the service.

Management and staff had carried out a range of risk assessments for inside and outside the premises. These contributed to children's, parents' and staffs' safety.

The service had procedures in place for documenting and notifying the site co-ordinator of maintenance issues when they were identified.

The service had appropriate policies and procedures in place for infection control. We observed staff practice during the inspection, which evidenced that staff were following policies and procedures and promoting good infection control practice. This included: staff and children practicing good hand hygiene.

The service had accessed a copy of the most recent guidance: "Infection Prevention and Control in Childcare Settings (Day care and Childminding Settings). Staff used this for reference purposes and it was on display for parents' information.

Appropriate insurance was in place and displayed for parents' information.

We found the service had recorded accidents. In the sample of accident records we looked at, parents' had signed these. This resulted in the parents' being kept informed of any issues.

Seven of the ten parents' who completed our Care Standards Questionnaires indicated that they strongly agreed that the service has a suitable range of equipment, toys and materials for the children. Three agreed with this statement.

### **Areas for improvement**

In the self assessment areas identified for improvement include: "Update risk assessments as children's needs develop and change."

The provider should take forward their plans as noted above. In particular, the risk assessment for primary 1 children accessing the toilet facilities.

**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 provider used the same methods, to allow children and parents' to participate in assessing and improving the quality of the environment, as those detailed in Quality Statement 1.1 and 2.1.

We found that children and parents' had opportunities to be involved in the recruitment of staff. This was demonstrated through discussion with parents' and staff, information recorded in planning sheets, questionnaires and the services recruitment procedures.

The service asked children and parents' if they knew who the staff were at the service. This gave children and parents' the opportunity to make written comment. As a result of the feedback, the service displayed new photographs of staff, staff introduced themselves to parents' and information about staff changes was included in the services newsletter.

Parents' were able to assess the work of the staff team when they met in a variety of situations. These included: open days, parent consultations, daily chats and settling in visits.

We saw staff demonstrate a clear knowledge of a range of the services' policies and procedures including the services' aims and objectives.

Seven of the ten parents' who completed Care Standards Questionnaires stated that they strongly agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development. Three agreed with this statement.

### Areas for improvement

In the self assessment areas identified for improvement include: "We feel that we have improved greatly in getting feedback from parents' staff and children and using the feedback to further develop our service."

The service should continue to explore ways in which the children and parents' take part in assessing and improving the quality of staffing in the service.

**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

Not all parts of this statement were assessed during this inspection. We focused on the following core activities:

- \* Annual training plan
- \* Staff supervision and appraisal
- \* Staff training records

The provider had developed an induction system to support new staff until they become familiar with individual children and the services routines. The outcome of this was staff and children get to know each other and develop trusting relationships.

Staff were committed, motivated and experienced with each bringing a variety of skills and ideas. This contributed positively to children's learning outcomes and team work.

Two of the three staff present during the inspection had achieved recognised qualification training. The other had a sport qualification. Additionally, some staff had accessed further training to support and influence their practice and support learning opportunities for children. For example food hygiene, first aid, child protection and Positive Parenting Programme.

The provider had a staff appraisal system which offered opportunities to discuss practice issues and training needs. This was currently being reviewed. We sampled staff files which evidenced up to date paperwork including training records, appraisal notes and minutes of meetings.

Staff who require had completed registration with the Scottish Social Services Council (SSSC). The SSSC is the body that regulates the care workforce in Scotland and sets the standards for training and qualifications.

Staff identified and were consulted on changes proposed for the service. This was evident through the Improvement Plan. As a consequence, staff feel valued and part of the decision making process within the service.

We saw staff being supportive to one another and communicating effectively to ensure positive outcomes for the children.

Eight of the ten parents' who completed Care Standards Questionnaires stated that they strongly agreed that staff treat their child fairly and with respect. Two agreed with this statement.

### **Areas for improvement**

In the self assessment areas identified for improvement include: "Encourage staff to further develop their qualifications and skills, by keeping updated on new legislation and reading relevant literature."

The provider should take forward these plans

**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 provider used the same methods, to allow children and parents' to participate in assessing and improving the quality of management and leadership, as those detailed in Quality Statement 1.1, 2.1 and 3.1.

The provider of the service had notified us on 07 November 2012 that the manager had been appointed manager at their nursery service. However, she is still overseeing aspects of this service and was present during the inspection. The provider told us during feedback that they have appointed a new manager. She will take up the position on 21 January 2013.

The manager was qualified and experienced. Additionally, she was participating in a Bachelor of Arts degree in Early Childhood Practices.

The manager had regular meetings with staff. She worked as part of the team which ensured she was accessible and fully involved in the day to day running of the service.

The manager had asked staff for their views on the quality of management and leadership through the use of a questionnaire. Feedback we sampled was positive. Areas identified for improvement were being addressed.

The manager was in the play areas providing children and parents' with opportunities to have informal discussions, and exchange useful information on a regular basis.

Four of the ten parents' who completed Care Standards Questionnaires indicated that they strongly agreed that they service has involved them and their child in developing the service, for example asking for ideas and feedback. Four agreed with this statement. Two didn't know.

## Areas for improvement

In the self assessment areas identified for improvement include: "Continue to build good relationships with parents' so that they feel able to comment freely to staff, manager and director."

The service should continue to explore ways in which the children and parents' take part in assessing and improving the quality of leadership and management.

**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

Not all parts of this statement were assessed during this inspection. We focused on the following core activities:

- \* Quality assurance systems
- \* Quality assurance policy
- \* Complaints policy

Management and staff work co-operatively to achieve ongoing improvements based on self assessment in consultation with parents', staff and children. This was demonstrated through effective systems, procedures and written information. For example, staff involved the children in regularly evaluating activities and outings that they had taken part in.

The manager monitored staffs' practice regularly. Constructive feedback and ongoing support ensured consistently high standards were provided.

The service had an Improvement Plan, containing priorities which supported the continuing improvement of the service and children's development and experiences. Responsibilities for these tasks were identified and time scales set.

The manager was involved in early years' forums and short life working groups. As a result, there is a culture of recognising and valuing staffs' successes.

The provider notified us about the vacant manager's post. During the inspection we were updated on how this is progressing.

The provider had a Quality Assurance statement. This was available to parents' and explained the service's arrangements for improvement through gathering and responding to the views of parents' children and other interested parties.

The service had a complaints procedure which parents' were aware of. This created further opportunities for parents' to share their views or raise any concerns they may have about the service. No complaints had been received about the service.

### Areas for improvement

In the self assessment areas identified for improvement include: "Continue to access appropriate development training for all staff. Further develop in house quality assurance systems to assess the quality of our service. "

The provider should take forward these plans.

The provider should continue to support and encourage staff to network with other colleagues, share good practice, and attend training events within East Dunbartonshire Council and the Scottish Out of School Care Network.

**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

We issued the provider with copies of the new guidance regarding notification reporting and records registered care service must keep.

As previously stated in this report we have been notified about the appointment of the new manager. The provider has been issued with the appointment of manager form.

### 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

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

## 6 Inspection and grading history

Date	Type	Gradings
22 Oct 2009	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
29 Sep 2008	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good 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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ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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

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