

Inspection Report

Standard Inspection 2004/05

Service Name

Service Type

Title of Applicable Standards

Service Provider

Location

Date of Original Registration

Date(s) of Inspection(s)

Period since most recent Inspection

Type of Inspection

Care Commission local office

INTRODUCTION

Sandyford Initiative crèche offers sessional care to children while their parents attend appointments, or classes within the Sandyford Building. Children are cared for by two members of staff.

BASIS OF REPORT

The announced inspection was carried out by one Care Commission Officer. The inspection focused on the requirements, as detailed within The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, Statutory Instrument 114 and takes account of the the National Care Standards for Early Education and Child Care. Consideration was also given to the Scottish Social Services Council's Codes of Practice.

The core standards inspected were:

Standard 3: Health and Wellbeing

Standard 8: Equality and Fairness

Standard 11: Access to Resources

Standard 13: Improving the Service

ACTION TAKEN ON REQUIREMENTS IN LAST INSPECTION REPORT

No requirements were made at the last annual inspection. All recommendations have been fully addressed.

COMMENT ON SELF-EVALUATION

The self evaluation document was completed prior to the inspection. Staff had identified relevant strengths and areas for development.

VIEWS OF SERVICE USERS

Three children were cared for throughout the morning. One child was attending for his first time. Staff supported him in a sensitive and caring way.

All other children attending were relaxed and comfortable in their surroundings.

VIEWS OF CARERS

Three parent questionnaires were returned. All comments were positive, no areas of concern were identified.

National Care Standards

3 Early Education and Childcare up to the age of 16 - Health and Wellbeing

Each child or young person will be nurtured by staff who will promote his or her general wellbeing, health, nutrition and safety.

Strengths

Registration details were provided by the parent/main carer prior to the children entering the crèche. Written information in the form of a booklet, summarising company policies and procedures, was made accessible to service users. Staff were observed, when necessary to verbally reinforce written parental guidelines to ensure the safety of the children using the service

The service has a child protection policy which is made accessible to service users.

The crèche is situated within the Sandyford Initiative building. Also within this building is many health professionals, numerous of which are qualified first aiders.

The service has an accident and incident reporting process with evidence to support it was effectively implemented.

Daily cleaning checks were recorded. Regular risk assessments of equipment are carried out by the staff.

The service also benefits from a translator service.

Areas for development:

Although the service records accidents appropriately, they should ensure client confidentiality by completing one accident per page.

8 Early Education and Childcare up to the age of 16 - Equality and Fairness

You will be treated equally and fairly.

Strengths

The staff team was well established and supported each other in their roles.

Staff were observed to interact positively with each other and welcomed service users into the crèche.

The staff were observed to be approachable and helpful to service users.

The service has an equal opportunities policy.

All children and parents were treated in a pleasant and respectful manner.

Areas for development: No areas for development were identified.

11 Early Education and Childcare up to the age of 16 - Access to Resources

Each child or young person has access to a sufficient and suitable range of resources.

Strengths

The service is well equipped. Equipment is clean and well maintained. Children's artwork is displayed during crèche sessions.

Multicultural equipment is also used to extend children's experiences. The service has recently purchased new equipment through funding from the NHS lottery award. They now also have a personal computer.

Areas for development: Although the service has a computer, staff have not been given training on the full use of the it. It is recommended that staff attend training in computer skills. The use of the computer should benefit the staff in providing activities for the children, but also in their own personal development.

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Early Education and Childcare up to the age of 16 - Improving the Service

You can be confident that the service will evaluate what it does and make improvements.

Strengths

Staff informally evaluate their service. This is done through discussion with each other at the end of each session.

Parents are issued with a questionnaire on an annual basis.

Areas for development:

The manager of the service was absent from management duties due to her maternity leave. However, no notification was passed to the Care Commission. A requirement has been made regarding this.

The manager at present does not have a child-care qualification or background. It is recommended that she contact the Scottish Social Services Council to seek guidance on the acceptable qualification for the manager of the service. Codes of Practice should also be obtained from The Council

It is also recommended that staff be supported in sourcing relevant national and local guidance in relation to child-care developments.

Staff at the crèche have expressed interest in studying for a SVQ qualification. However, although the manager was actively pursuing this before going on maternity leave, no-one carried this forward in her absence. It is recommended that suitable SVQ training be accessed as a matter of priority.

ENFORCEMENT

No enforcement action has been taken against this service by the Care Commission.

OTHER ISSUES

RECOMMENDATIONS

A recommendation is a statement setting out proposed actions to be taken by the service provider aimed at improving the quality of service (based on good practice and professional judgement) but which would not be subject to enforcement action if not actioned.

1. Standard 11- Staff should attend training to increase their IT skills.
2. Standard 13-The manager should contact The Scottish Social Service Council to: obtain the Codes of Practice and seek guidance on the acceptable qualification for a manager within a crèche service.
3. Standard 13- staff should have access to suitable SVQ training.

REQUIREMENTS

A requirement is a statement setting out an enforceable action required of a service provider in order that the service comply with current legislation, usually within a specific timescale.

1. In accordance with The Regulation of Care (Requirements as a Care Service)(Scotland) SSI 114 regulation 22(a) the provider shall give adequate notice as to when the manager will be absent from the service.
22. (1) Where a manager proposes to be absent from the duties of manager of the care service for a continuous period of 28 days or more the provider shall give notice to the Commission of the proposed absence.

This report was written by Lynn McColgan, Care Commission Officer, 17/05/2005