

Inspection report

West Johnstone Family Centre Day Care of Children

St Davids Primary
Craigview Avenue
Johnstone PA5 0JG

Inspected by: Mandy Ross
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 10 November 2005

Service Number

CS2003014792

Service name

West Johnstone Family Centre

Service addressSt Davids Primary
Craigview Avenue
Johnstone PA5 0JG**Provider Number**

SP2003003388

Provider Name

Renfrewshire Council

Inspected ByMandy Ross
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

10 November 2005

Period since last inspection

14 months

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Introduction

West Johnstone Family Centre is registered to provide a day care service for 60 children aged 6 weeks to 6 years.

The service provider is Renfrewshire Council and the Family Centre is located within the Johnstone area.

The Head of Centre was on annual leave on the day of the Inspection Visit.

The Family Centre has a statement of aims and objectives which was displayed within the nursery entrance.

Basis of Report

Before the visit:

The Head of Centre provided a Pre Inspection Return containing information about the service.

An announced inspection was undertaken on 9th November 2005 between the hours of 9:30am and 14:00pm and was conducted by two Care Commission Officers.

This report was based on information provided by the Head of Centre and on observations of practice, discussions with children, three parents, staff and the Depute Head of Centre. The Care Commission Officers also looked at a range of policies, procedures and records including the following:

- Aims and objectives policy
- Child protection policy
- Behaviour management policy
- Infection control procedures
- Service users' and staff records
- Complaints procedure
- Risk assessments
- Fire and emergency procedures
- Fire drills and alarm tests
- Insurance certificate
- Registration certificate

The inspection focused on the requirements of the Regulation of Care (Scotland) Act 2001 as well as the National Care Standards for Early Education and Childcare up to the age of 16 years. The specific standards selected for this year's Inspection were as follows:

- Standard 1 : Being welcomed and valued
- Standard 7 : A caring environment
- Standard 9 : Involving the community

Standard 10 : Involving other services

Standard 12 : Confidence in staff

Standard 14 : Well-managed service

An inspection of the premises was carried out.

Action taken on requirements in last Inspection Report

There were no requirements.

Comments on Self-Evaluation

A self evaluation document was completed.

View of Service Users

The children within the service were happy and confident within the service. It was apparent good relationships with staff had been forged.

View of Carers

No parental questionnaires were returned from parents prior to the Inspection visit, however the Care

Commission Officer spoke to three parents on the day of the Inspection.

Some of the comments from parents were as follows: -

"Welcoming, safe environment"

"Good settling in procedure"

"Enjoy to use the parents' room"

"Outings available for children"

"Involved in parental groups within parents' room"

"Staff are very approachable"

"I am involved in parents committee"

"Very happy with the service"

"Enjoy helping in children's playrooms"

Regulations / Principles

National Care Standards

National Care Standard Number 1: Early Education and Childcare up to the age of 16 - Being Welcomed and Valued

Strengths

There was a clear and sensitive procedure for the introduction and settling in of children. Home visits to new children's houses were carried out by staff in consultation with parents / carers.

The settling in period was a gradual process depending on the individual needs of the children and their parents.

Staff were observed to welcome both the children and parents / carers individually on the day of inspection.

Effective communication with parents was evident both verbally and home link diaries had been established.

Areas for Development

There were no areas for development within this standard

National Care Standard Number 7: Early Education and Childcare up to the age of 16 - A Caring Environment

Strengths

The aims and objectives of the service were displayed for all using or visiting the service to view.

Staff were observed to have developed positive relationships with children and parents / carers. Children were encouraged to value each other, to share and to cooperate through play. Staff used praise and encouragement to build children's self esteem.

A caring and calm environment was evident during the inspection. Children were happy, confident and familiar with nursery routines.

The behaviour management policy highlighted appropriate procedures for dealing with difficult behaviour positively.

Parents / carers were regularly consulted about the service and their views and ideas were valued. Information was sought from parents / carers regarding their child's developmental needs, interests and personality. Parents / carers were encouraged to attend the nursery through spending time within playrooms, attending adult classes and being a part of the parents / carers committee.

There was a complaints procedure available to parents.

Areas for Development

There were no areas for development within this standard.

National Care Standard Number 9: Early Education and Childcare up to the age of 16 - Involving the Community

Strengths

Various adult classes and workshops are available within the service for parents / carers and the local community to use.

The nursery display a wide range of information within the notice boards and leaflets for parents / carers and anyone using or visiting the service.

The service make use of community resources and take children on local outings of interest. Extended outings for children for encouraged.

Areas for Development

No areas for development were identified within this standard.

National Care Standard Number 10: Early Education and Childcare up to the age of 16 - Involving other Services

Strengths

The nursery have developed Links with various other agencies, Health Visitors, Social Work Department, Primary Schools and other Pre-Fives services. Support and suitable arrangements are in place for all children transferring to, or using other services. Relationships and visits have been established between the nursery and local primary schools to ensure the smooth transfer to primary school.

The Head of Centre attends local meetings through the local authority and receives up to date documents and shares these with staff.

Areas for Development

No areas for development were identified within this standard.

National Care Standard Number 12: Early Education and Childcare up to the age of 16 - Confidence in Staff

Strengths

Staff are recruited appropriately through Renfrewshire Council guidelines.

There was a commitment to training and systems were in place for identifying and monitoring staff in their ongoing professional development.

Adult / child ratios were in line with the national care standards.

Staff are valued and supported and good use is made of their expertise through staff working with parents / carers within adult classes and workshops.

A handbook was available for staff / students outlining the policies and procedures within the nursery. Procedures were in place for Induction of new staff and students.

Areas for Development

No areas for development were identified within this standard.

National Care Standard Number 14: Early Education and Childcare up to the age of 16 - Well-Managed Service

Strengths

The nursery was well managed. The management team are strongly committed to the nursery and share their future plans with staff. The management team are well organised, supportive, approachable and respected by parents.

A high standard of appropriate up-to-date policies and procedures were in place for the smooth running of the service. These were shared and reviewed along with staff.

The management team take part in monitoring and evaluating the work of the nursery, including working alongside staff in playrooms. They held regular meetings with staff to discuss the quality of the service.

The service have an open door policy where parents / carers and staff are encouraged to make suggestions to further improve the service. This was confirmed through discussions with parents on the day of the inspection visit.

The management team have all attended further professional training and they do provide staff with a range of training opportunities through the local authority.

The nursery has a development plan which highlights future improvements of the nursery and the local authority priorities for improvement.

Areas for Development

No areas for development were identified in relation to this standard.

Enforcement

There is no current enforcement action.

Other Information

None.

Requirements

There were no requirements.

Recommendations

There were no recommendations.

Mandy Ross**Care Commission Officer**