

# Inspection report

## Aviemore Community Children's Group Day Care of Children

Aviemore Village Hall  
Grampian Road  
Aviemore PH22 1RT

**Inspected by:** Judith R. MacDonald  
**(Care Commission Officer)**

**Type of inspection:** Announced (short notice)

**Inspection completed on:** 11 November 2008

**Service Number**

CS2003008540

**Service name**

Aviemore Community Children's Group

**Service address**Aviemore Village Hall  
Grampian Road  
Aviemore PH22 1RT**Provider Number**

SP2003001736

**Provider Name**

Aviemore Community Childrens Group

**Inspected By**Judith R. MacDonald  
Care Commission Officer**Inspection Type**

Announced (short notice)

**Inspection Completed**

11 November 2008

**Period since last inspection**

12 months

**Local Office Address**Pavilion 5, Castle House, Fairways Business Park,  
Inverness, IV2 6AA.

## **Introduction**

Aviemore Community Children's Group is run by a voluntary management committee with a manager in charge of the day to day running of the service. The service was registered with the Care Commission on 1 April 2002. The service offers sessional care and education for pre-school children aged from 2 years 6 months to those not yet attending primary school. It is a partner centre with Local Education Authority. The service also provides wrap around care with provision of a breakfast club and after school care and holiday play schemes for primary school children. All sessions are for a maximum of 45 young people.

The service is located in an old, large community village hall situated in Aviemore. The accommodation used comprises an entrance area, large main hall, large stage area, kitchen, toilets and a small general purpose room. The service accesses the local public park and is in walking distance of the local primary school.

The service operates from 7.45am to 6pm Monday to Friday 50 weeks per year.

The group employs 11 permanent staff :- manager, senior play leader, play leaders, senior assistant play leader, assistant play leaders and administrative staff.

Aims of the service included

"The group feels their strengths lie in the ability to listen to parents, keep up to date with local and national guidelines, move with the times and above all has a very deep rooted sense of community spirit. The group encourages parents' questions about their children's progress at any time and welcomes ideas of ways of improving the group".

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 4 - Good

Quality of Environment - 4 - Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service.

## **Basis of Report**

Before the Inspection

This report was written following an announced inspection on 11th November 2008 by 2 CCOs.

The Annual Return

The service did not submit a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Views of service users

20 Care Standard Questionnaires were sent.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

manager

5 staff members

Evidence

Evidence was gathered from a number of sources including:  
a review of a range of policies, procedures, records and other documentation, including the following:

supporting evidence from self assessment

Care Standard Questionnaires (CSQ)s

nursery aims and participation policy

service information

certificate of registration

parental questionnaires

children's questionnaires

healthy eating information and snack menus

infection control

child protection

health and safety

complaints procedure

newsletters and letters to families

observation of practice

examination of the environment and resources

discussion with staff

discussion with children

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer

report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

#### **Action taken on requirements since last Inspection**

N/A

#### **Comments on Self Assessment**

A self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements.

The document contained information on what the service did well and how some aspects of the service could be improved. It also included information on how service users participated in assessing the service.

#### **View of Service Users**

Children appeared happy within the setting and accessed a range of resources available. They related well with peers and staff.

#### **View of Carers**

16 CSQs were returned. 12 parents strongly agreed and 4 agreed they were happy with the overall service received. Further comments were contained within the report.

## **Quality Theme 1: Quality of Care and Support**

### **Overall CCO Theme Grading: 4 - 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 ensured parents were involved in the assessment and improvement of the care and support provided.

The service was run by a voluntary management committee which included parents of children using the service. Regular committee meetings were held which gave parents the opportunity to make decisions which would directly influence the quality of the service.

Minutes of these meetings were posted for parents' information on the notice board.

The manager had developed a detailed participation policy highlighting ways in which parent, children and staff contributed to the development of the service.

The service had both informal and formal ways of consulting parents and children to assess and improve the quality of care provided.

Parents were kept informed about their child's progress through informal day to day discussions and parents were welcomed by a staff member at the beginning and end of the session when there were exchanges of information.

Formal parents meetings were held termly. Newsletters were issued regularly. One parent highlighted the "excellent newsletter".

Families got together and participated in activities such as open days, fun days, sports days, concerts and parents helped in fund raising for the centre and a good community spirit was evidenced. One parent commented "the nursery is a big part of the local community and should be an example to all other nursery provisions".

Parents' questionnaires were issued for nursery, after school club and summer play scheme. Useful evaluations had been undertaken by the manager and where possible changes implemented.

The entrance area contained informative notice boards displaying policies and procedures, previous inspection report, weekly plans, information on the curriculum, useful childcare issues and local resources. There was a selection of photographs of a range of activities children had been involved in. A suggestion box was in place.

Parents were invited to share a session with children to see the day to day work of the nursery.

Parent comments included

"thank you for a safe, friendly, happy place for my child to be after school and for the experiences gained through all your hard work".

"The group has been responsive to parents needs, setting up transport to creche, breakfast club, meeting children from school".

#### **Areas for Development**

The service would continue to ensure work carried out already with regards to parent and children participation was on an ongoing basis and any suggestions made with regard to improving the service would be considered.

The parental questionnaires should be continued to be developed and consideration be given to relating the questions to the quality themes of care and support, environment, staffing and management and leadership.

There would be ongoing evaluation and feedback given to inform parents.

The self assessment identified the service was to develop a website and proposed connection to the internet and use of email would increase methods of information giving and communication.

## **CCO Grading**

5 - Very Good

## **Number of Requirements**

0

## **Number of Recommendations**

0

**Statement 3: We ensure that service user's health and wellbeing needs are met.**

## **Service Strengths**

Comprehensive nursery policies covered all aspects to ensure children's health and well being.

The aims stated the service proposed to ensure the health and well being of children was met and had developed a number of ways in which they supported children. There was a range of policies and procedures to support children's care, available for parents, within the welcome document and service folder.

The service worked readily with other professionals. Close links existed with the local health visitor and the oral hygienist advised on the tooth brushing programme undertaken.

Good routines were in place to ensure the toys, equipment and resources were kept clean and maintained.

Risk assessments were carried out for the premises, activities and trips.

The nursery had an infection control policy and appropriate best practice guidance for reference.

A healthy eating policy was in place and a copy of the "nutritional guidance for early years food choices for children in early education and childcare settings" was available for guidance to plan healthy snacks. Healthy snacks were included in the weekly plan and displayed on the notice board for parents. Water and milk was provided. The service issued helpful information on healthy snacks and lunch boxes to parents.

Procedures were in place for the use, storage and administration of medication, dealing with emergencies and recording accidents.

Children were involved in various programmes to ensure personal safety such as safe strong and free project and road safety. Parents were invited to share these sessions.

There was a detailed policy on child protection and staff understood their responsibilities to protect children from harm. Staff had up to date training in child protection. The service had copies of the Children's Charter, Framework Standards for Child Protection and the Area Inter agency Child Protection Committee Guidelines.

Staff were trained in first aid.

## **Areas for Development**

The service should consider how children could be more routinely involved in snack purchasing, preparation, setting and clearing up. They should also encourage children to be

more involved in environmental projects.

Some staff responsible for organising and preparing snack had not had food hygiene training. There was no evidence staff had been trained in infection control. The manager needed to arrange training in these areas.

Children had opportunities to use larger play equipment in the large hall, however, due to the lack of a dedicated outdoor play area they had insufficient opportunities to participate in regular, challenging and stimulating outdoor play. This was unsatisfactory and had been an ongoing issue for some years. The service was to be included in the proposed new school and it appeared unlikely facilities were going to improve greatly in the interim.

Staff should continue to access walks, take children to the community play areas and other local resources regularly.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0



## **Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading: 4 - 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 comments included in statement 1.1 were also relevant to this statement and therefore repeated.

Children were consulted through circle time, mind mapping and regular discussions throughout sessions, as age appropriate.

Together staff and children developed year books for each child containing dated samples of work and a photographic record of their time at nursery which they took with them when they left.

After school children were regularly consulted and their opinions welcomed. Parents commented "we think the group is fantastic. The enthusiasm of staff and professional manner in which it is run, the manner in which the children are treated - as young people they are encouraged to talk to sort out their differences.

"The Aviemore community group is a wonderful resource to have. Although the village hall is a bit run down, this does not impact on the level of care. My child is extremely happy here".

"All staff are fantastic and work well together. They make the most of the surroundings although it would be a lot easier if they had better premises".

### **Areas for Development**

The self assessment identified the service would continue to develop ways to involve children more in making decisions within the nursery. Children's questionnaires would be developed further to inform practice.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 3: The environment allows service users to have as positive a quality of life as possible.**

### **Service Strengths**

The premises were safe, secure and adequately maintained.

"Staff are really good my child is happy and safe and so am I. The building is a bit off putting but what can you do about it. It's a great nursery".

The large hall allowed children to access a selection of wheeled toys, balls and space for

energetic indoor play. The pre school room offered a range of resources to include, reading corner, interest tables, writing area, small world and construction toys, sand tray, arts and crafts, dressing up and a popular home corner. The small rainbow room was well used by children for water play and junk modelling.

Staff used local resources such as swimming, horse riding and the climbing wall at various times throughout the year.

Efforts continued to be made to ensure children accessed outdoors whenever possible.

Staff were observed offering choice, praising children for their efforts and encouraging sharing and good behaviour.

### **Areas for Development**

The premises were old and used as a community resource at different times requiring staff to set up and clear away equipment regularly. The CCOs recognised efforts staff made to provide as stimulating an environment as possible however there were limitations due to the quality of the premises. The toilet areas were not attractive for use by young children. The kitchen facilities were out of bounds, restricting activities older children might be involved in such as cooking, baking and preparing snack.

There was no dedicated outside play area and this was identified by the manager as an ongoing issue which she continued to address and resolve. Funding was not forthcoming due to the age of the building and the proposed development of the new school in spite of continued requests from management.

The manager had identified within the self assessment the service needed to purchase new IT equipment and proposed to complete an inventory to up date resources available and identify further resources required or to be replaced. One parent commented "some toys are dated and the nursery could benefit from funding to replace old equipment".

### **CCO Grading**

3 - Adequate

### **Number of Requirements**

0

### **Number of Recommendations**

0

## Quality Theme 3: Quality of Staffing

**Overall CCO Theme Grading: 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 comments included in statement 1.1 and 2.1 were also relevant to this statement and were therefore repeated.

The service was run by a voluntary management committee which included parents of children using the service. Regular committee meetings were held which gave parents the opportunity to make decisions which would directly influence the quality of the service.

Minutes of these meetings were posted on the notice board.

CSQs received indicated staff were very approachable and parents felt free to communicate with nursery staff about all aspects of their child's care.

Evidence within the nursery questionnaires indicated parents were given opportunities to comment on the quality of staffing in the service and the manager was keen to acknowledge comments and address them where possible.

Parents commented

"Very friendly and approachable staff. I think/feel the group provides an excellent service to the community".

"The staff are very dedicated and hard working, putting work and effort beyond what would be expected".

### Areas for Development

The service would continue to ensure work carried out already with regards to parent and children participation was on an ongoing basis and any suggestions made with regard to improving the service would be considered.

The parental questionnaires should be continued to be developed and consideration be given to relating the questions to the quality themes of care and support, environment, staffing and management and leadership.

These would be evaluated and feedback given to inform parents.

### CCO Grading

5 - Very 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

The majority of staff had been employed in the nursery for a number of years ensuring continuity of care for children.

Staff spoken with expressed satisfaction in their work and found it very rewarding. They worked well as a team and felt supported and valued by the manager. The staff group were aware of the roles and responsibilities of the Scottish Social Services Council (SSSC) and the qualification criteria for registration. They demonstrated an enthusiastic attitude to learning and obtaining relevant professional qualifications in childcare. Most of the staff group had achieved or were working toward relevant professional qualifications including SVQs at levels 2 or 3. The manager had recently achieved a Professional Development Award in Early Education and Childcare.

The service had developed comprehensive policies and procedures. Staff spoken with demonstrated a sound understanding of these and the National Care Standards for Early Education and Childcare and the Child at the Centre Document.

The service had a good staff training policy in place. New staff received induction training outlining their role and the basic tasks involved in their job. Staff training was accessed through Highland Council CPD programme. Recent training included curriculum planning, next steps, curriculum for excellence, music, moving and handling and fire safety. Training needs were identified between staff and manager and appropriate training arranged as available.

Appraisals took place 6 monthly and records supported this.

CSQs confirmed parents and carers were very happy with the service provided. Comments included:

"The service is brilliant and I am very impressed with the staff"

"All staff are very helpful"

"Staff group are fantastic; enthusiastic, professional and responsive to parents."

"The manager is very supportive to parents"

"These wonderful staff are hard working and committed"

"My child has thoroughly enjoyed the time spent in the service"

"I think the staff do an amazing job"

### **Areas for Development**

The manager had identified within the self assessment she would introduce a formal system of monitoring practice.

Informal support from the manager was available at all times however she recognised staff would benefit from formal structured support and supervision on a regular basis.

This would provide a forum for staff to reflect on practice, where gaps in skills and knowledge were identified and inform a training plan to support ongoing need.

Staff would continue to access training to further develop their knowledge and thereby enhance experiences for children cared for in all aspects of the service.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 4 - 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 comments included in statement 1.1, 2.1 and 3.1 were also relevant to this statement and were therefore repeated.

The service was run by a voluntary management committee which included parents of children using the service. Regular committee meetings were held giving parents the opportunity to make decisions which would directly influence the quality of the service. Minutes of these meetings were posted on the notice board.

CSQs and service parental questionnaires gave parents the opportunity to express views on the quality of the management of the service. The service welcomed this feedback and was keen to address any issues raised.

### **Areas for Development**

The service would continue to ensure work carried out already with regards to parent and children participation was on an ongoing basis and any suggestions made with regard to improving the service would be considered.

The parental questionnaires should be continued to be developed and consideration be given to relating the questions to the quality themes of care and support, environment, staffing and management and leadership.

These would be evaluated and feedback given to inform parents.

### **CCO Grading**

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**

The service used a range of external and internal quality assurance systems to assess and review the quality of service provision. This included HMIE, Care Commission and Highland Council.

Staff and the committee had developed the improvement plan which was informed by the above systems, child at the centre document and national care standards.

The service was affiliated to CALA who offered some support.

Committee meetings provided opportunities for consultation with parents on all aspects of provision.

Good transition arrangements were shared between the service and school.

Professionals such as health visitor and oral hygienist visited the nursery to give advice on practice issues.

Staff were involved in regular team meetings and reviewing the policies and procedures of the service.

The manager was aware of the responsibilities in relation to notifications to SSSC and the Care Commission.

A complaints policy was clearly displayed, which included information about how to contact the Care Commission.

### **Areas for Development**

The service should continue to maintain current good standards.

The manager had identified within the self evaluation the service would continue to look at further ways of involving children, parents, staff and stakeholders in the self evaluation process.

### **CCO Grading**

4 - Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

None

**Requirements**

There were no requirements being made at this inspection.

**Recommendations**

There were no recommendations being made at this inspection.

**Judith R. MacDonald**  
**Care Commission Officer**