

Inspection report

Grand-y-Care Academy Day Care of Children

Hyndford Manor
127 Hyndford Road
Lanark ML11 9AU

Inspected by: Lorraine Barr
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 30 May 2009

Service Number

CS2003006600

Service name

Grand-y-Care Academy

Service addressHyndford Manor
127 Hyndford Road
Lanark ML11 9AU**Provider Number**

SP2003001507

Provider Name

Melanie Quin

Inspected ByLorraine Barr
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

30 May 2009

Period since last inspection

12 months

Local Office AddressPrinces Gate
60 Castle Street
Hamilton
MI3 6BU

Introduction

Grand Y Care Academy is registered to provide care for both nursery and out of school care children. The Service is located in a two-storey manor house. The nursery children are accommodated on the ground floor of the main part of the house and the out of school care is based through a separate entrance on first floor accommodation. There is a secure and very well resourced outdoor play area that leads from one of the playrooms along with an indoor gym facility that was well utilised by all children. The service operates between the hours of 7.30am and 6.00pm Monday to Friday.

The Nursery is in partnership with South Lanarkshire Council to provide pre school education. Full time and part time places are available.

The Service is located in the residential area of Lanark and has very close links with the local community and other childcare establishments.

The nursery's aims and objectives were to provide a safe, secure, healthy and stimulating learning environment.

These aims and objectives were evident throughout the inspection.

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

Quality of Care and Support - 6 - Excellent

Quality of Environment - 6 - Excellent

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very 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) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return

The service submitted 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

Children were spoken with and observed as part of the inspection process.

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.

During the inspection process

7 staff and the managers were spoken with on a formal and informal basis throughout the inspection.

Evidence

The following documents were discussed during the inspection.

- Child protection policy
- Accidents/Incident recordings
- Risk assessments
- Infection control
- Children's Talking and Listening Floor Books
- Children's Mind Maps
- Parent/Children/Staff questionnaires
- Certificate of Registration
- Information relating to the Health Promotion Award
- Staff training record
- Staff files
- Establishment Improvement Plan
- Handbook
- Newsletters

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

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

Action taken on requirements since last Inspection

There were no requirements identified at the last inspection.

Comments on Self Assessment

A fully completed self-assessment document was submitted by the centre. This was completed to a satisfactory standard and gave relevant information for each of the Quality

Themes and Statements. The centre identified the strengths of the service and some areas for further development. It gave evidence of service user involvement and how staff planned to implement changes.

View of Service Users

All children were involved in purposeful play. They were very happy to tell the CCO about their favourite activities within the Nursery and the Out of School Care facility.

In the Nursery the children were familiar with their routine and informed the writer that they liked to play with:

- The construction
- The books
- The paints
- Outdoor toys

They spoke warmly about the staff and those spoken with, knew their key worker very well.

In the Out of School Care one of the children showed the CCO around the facility. She spoke competently about how:

All the rooms were used

The role of the Children's Council and how that impacted on the Service Improvement Plan.

How they influenced what went on within the Service

In total there were 17 children spoken with.

View of Carers

At the time of writing this report 15 parents completed National Care Standards Questionnaires giving the opportunity to comment on how the service provided privacy, dignity, choice, safety, equality, diversity and realising potential. All were very happy with the overall quality of the service.

Almost all parents were aware of the complaints policy and child protection policy. The officers confirmed that these were widely available in the nursery and in the parents' handbook. Parents' comments are included in the relevant quality statements in this report.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 6 - Excellent

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

Having sampled evidence given by the centre in the self-evaluation of the service, a review of documentation and observations of outcomes for children relating to how service users and carers participated in assessing and improving the care and support provided by them, this service was found to have an excellent performance in relation to this statement.

Children were consulted on a daily basis allowing them to make informed choices in their learning and development. This was done through circle time, talking and listening books and general conversation. Children's interests were quickly identified and progressed. There was strong evidence of children carrying out a food survey that recorded what their favourite foods were to eat in Nursery. Some children drew pictures of their favourite foods and these were collated and displayed by staff. These outcomes were then used to design a menu in response to the children's wishes. On the day of inspection the children explained to the writer what the pictures were and who made them. They were clear that the process was to allow them to be more actively involved in the Service.

Some parents recently through one of the questionnaires highlighted that she wasn't sure about some of the policies. The manager decided to re evaluate how inducting parents into the Service could be managed more effectively. She now arranged to see each parent on a one to one basis to discuss all aspects of the Service. After that meeting the parent meets with the Key Worker on one to one basis. The suggestion and ideas box was well used in the reception and some comments included:

"I love the idea of the whiteboard in the reception, it helps me stimulate discussion with my child on what he has done during the day."

"The video clips of my child playing is fantastic I had no idea how much they did at nursery."

Exit questionnaires were also well used in the Service to ensure that parents views and wishes were taken on board. The daily diary that was taken home by all children had recently been amended, to include a section for parents to record information specific to their child's development at this time. Parents were welcome to request specific learning goals they wished their child to achieve. They were also encouraged to inform staff of any changes that maybe happening in the child's family life, that the staff could help reduce the child's anxiety about for example

*"Visit into hospital"

*"Moving Home."

*"Death of a pet."

Areas for Development

The Service should continue with the excellent provision as identified within this statement.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

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

Service Strengths

Having sampled evidence given by the centre in the self-evaluation of the service, a review of documentation and observations of outcomes for children relating to service users health and well being met, this service was found to have an excellent performance in relation to this statement.

Staff fully understood their roles, responsibilities and implemented policy and procedures in the health, wellbeing and safety of children at all times. There were excellent risk assessment systems in place for the recording and maintenance of health and safety. The staff ensured the environment met health and safety regulations with regular checks on equipment and resources. They had a secure entrance system and CCTV. A member of the management or clerical team welcomed each child and their parent/carer and ensured their safety again when leaving.

The whole Service was promoting healthy lifestyles. They had received their Bronze Award for Health Promotion and were well on their way to receiving a silver award. Tooth brushing was also promoted throughout the Service. The children's committee in the Out of School care wanted to bring back the "tuck shop." After much discussion with the staff and parents it was decided that it could return, however it needed to be a healthy option. The children's committee minutes from the meeting confirmed all the stages of this process. Throughout the Service healthy lifestyles were promoted. On red nose day they organised a Family Day when all children and their parents had the opportunity to join in some active fun. Money has now been secured and the Future Stars staff member that developed the active play options for the service were now looking to produce a Keep Fit DVD that could be used with the parents and children that attend Grand y Care Academy.

All staff had been trained in child protection procedures; they understood them and implemented them with great care. The Protective Behaviours Programme was incorporated into the programme for emotional, personal and social development which gave children excellent opportunities to explore their emotions and build on their resilience. This programme was also used in the Out of School Care facility and the children there explained the 5 safe people that they had identified to speak to about any of their concerns. Child protection matters were a core business item at staff meetings. The staff understood clearly the benefit of developing effective relationships with the children and listening to them. The Service had good working relationships with Integrated Children Services team (ICT) ensuring the safeguard of children with social work involvement. The needs and concerns of children and their families were dealt with sensitively and effectively. The manager had a letter from the ICS team confirming that they were happy with the care planning that was in place for the children that they were working with,

Robust procedures were in place for dealing with the administration of medication. Children

with specific health issues were displayed within the play room to ensure that 'all' staff are aware of this child's health needs and were confident in the administration of any medication or equipment. Parents were also given the opportunity to take part in a recent First Aid course that had been arranged for staff to attend.

Areas for Development

The Service should continue with the excellent provision as identified within this statement.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 6 - Excellent

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

Strengths:

Having sampled evidence given by the centre in the self-evaluation of the service, a review of documentation and observations of outcomes for children relating to how service users and carers participated in assessing and improving the quality of the environment, this service was found to have an excellent performance in relation to this statement.

Both in the nursery and out of school care the children were asked what equipment should be bought to enhance the environment.

The nursery children had recently carried out an audit of each of the areas in the environment and by using happy/sad faces which outlined which areas they preferred. The dry area had come out as the area the children were not accessing. Staff worked alongside the children to further develop the area to make it more attractive and fun. They decided to carry out a topic about swamps and the animals who like swamp environments and there was extensive evidence and photographs to confirm the work that had been done to gather the children's input for this. A similar survey was carried out in relation to the children's favourite trips out into the local community.

The out of school care children took the safety of the environment of the building very seriously. They developed good citizenship skills, through the Curriculum in Excellence programme to ensure that the children moving from nursery to primary school were familiar of the new environment that they would become part of. Some of the out of school care children made a DVD of the environment of the out of school care part of the building. They showed in their film:

The process for signing in, when they come into the building

How all the rooms are laid out and what activities were available

To further enhance this, they filmed the different schools that the mini bus will pick school children up from and showed:

* What the mini bus looks like

*How you get to the meeting the point for the staff to collect the children

*How to walk safely to the mini bus with staff across the road

*How to buckle the seat belt once on the mini bus.

*They also had some the Head Teachers and Primary One teacher talk in the DVD and welcome the new children to their individual school.

Robust evidence was available to confirm that parents were actively involved in the development of the environment of Grand y Care Academy.

Areas for Development

The Service should continue with the excellent provision as identified within this statement.

CCO Grading

6 - Excellent

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

Having sampled evidence given by the centre in the self-evaluation of the service, a review of documentation and observations of outcomes for children relating to how the environment allows service user to have as positive a quality of life as possible, this service was found to have an excellent performance in relation to this statement.

The service was a safe, secure environment with resources that encouraged children, parent's staff and other agencies to access, its facilities which reflected on the purpose of the service. There were robust Health and Safety risk assessments in place and staff were very familiar with these. The Manager audited on a monthly basis any issues relating to Health and Safety and ensured that any changes required were made. She did many "spot checks," in relation to this to ensure that staff was carrying out these duties competently. She recently had taken advice from the Public Health section in relation to writing a policy, to deal with any cases of the recent Swine Flu; this information was shared with parents.

The Food Standards Agency had recently awarded the service an Eat Safe Award, which confirmed that all the required legislation in relation to safe food handling procedures had been met 100%.

Areas for Development

The Service should continue with the excellent practice identified in this statement.

CCO Grading

6 - Excellent

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

Following discussion with the centre staff, a sample of the documentation and observations of outcomes for children, this service was found to have excellent performance in relation to this statement.

Staff had built excellent relationships with parents and supported their requests and needs. When new staff were being recruited to a playroom the parents were given a form to complete to inform the Manager what skills and attributions they would like the new staff member to have and this became part of the person specification for the new post. Once the new staff had come through the robust recruitment process and had reached the 3 month contract period the parents were asked again, if they felt that the:

new staff member had slotted well into the playroom

new staff member worked well with the other team members

Parents were also encouraged to ask their child, if he/she liked the new staff member. If all responses were positive, then the staff member would receive a permanent contract with the Service. The writer looked at all these processes that took place in the appointment of the most recent staff member.

The out of school care children confirmed that they liked all the staff and found them knowledgeable when they required help with their homework, but were also great fun.

The nursery children had created a talking and listening book that celebrated all the staff members contributions to their day. There were drawings of the individual staff members, including the manager and the comments included:

"? Is nice."

"? Looks for the baubles for my hair."

"I like?'s blue shirt."

"? Reads me stories."

The comments from parents about the staffing in the care commission questionnaires included:

"The staff are very encouraging with my child."

"I trust the staff explicitly."

"This is an excellent nursery."

"Melanie and the staff are first class."

Parents and children were encouraged to appraise staff on a monthly basis and recommend staff to be a shinning star for that month. Once a staff member is decided, then they are given a voucher from the provider, to have a holistic treatment in the local salon.

Areas for Development

The Service should continue with the excellent practice identified within this statement.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

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

Following discussion with the centre staff, parents and a sample of the documentation, this service was found to have very good performance in relation to this statement. All staff were employed through robust recruitment and selection process which had a person specification and criteria that all applicants must meet in terms of being interviewed. Successful candidates completed an enhanced disclosure Scotland and would not take up post until this was checked. All new employees attended induction training arranged by their line manager. The induction process covered Grand y Care quality standards, policies and procedures. All staff had their own personal file located within the office and they can access their file at any time. They kept records of training events they had attended, certificates of registration etc. Regular supervision sessions were held with staff and an annual appraisal, The writer looked at some minutes from these meetings to verify this process.

The Equal Opportunities policy was reviewed annually by all staff and ensured equality and fairness for all in the review process. All staff were trained and familiar with the protection of children and adults policies and procedures. Staff recorded and updated significant events in relation to child protection. They attended various meetings and give reports of recent events and circumstances. All staff were registered with the SSSC and encouraged to further develop their existing skills.

Areas for Development

The Manager and staff should continue to meet the current very good practice identified within this statement.

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: 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

Following discussion with the centre staff, a sample of the documentation and observations of outcomes for children, this service was found to have very good performance in relation to this statement.

The Manager had prepared very well for the inspection. All evidence in relation to the Quality Themes had been carefully collated for the visit and she had also delegated some tasks to staff. The Manager since the last inspection had evaluated the annual questionnaire returns to the service and identified that the priority for the service Improvement Plan this year would be "Participation and partnership with the families using the service." She had worked very hard to ensure that participation in all aspects of the service was made available.

The writer confirmed from a recent survey that was carried out with parents about the managers role, the following outcomes were recorded:

* "The Manager is very friendly."

*"The Manager is very knowledgeable."

*"The Manger is very helpful and also available to discuss any issues a parent/carer may have."

Once a new staff member had been brought into the Service the manager had a questionnaire to be completed by that staff member about her skills or weaknesses as a manager and how she could improve to ensure that new staff were well supported.

The whole management team worked well together, to support staff in their day to day work. The manager had delegated many tasks to her full staff team and ensured that this work was evaluated and appraised by her.

Areas for Development

The service should continue with the excellent practice identified within this statement, to ensure that service users and carers continue to be involved in assessing and improving the quality of the management and leadership of the nursery.

CCO Grading

6 - Excellent

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

Following discussion with staff and a sample of the documentation relating to how the centre ensured that service users and carers participate in assessing the quality of the centre, this service was found to have very good performance in relation to this statement.

Quality was measured by effective monitoring of practise and interaction. Tools used to measure quality include the National Care Standards and Child at the Centre 2, curricular guidelines, questionnaires and the establishment improvement plan. These systems are reviewed regularly with staff encouraged to take on leadership roles.

There was very strong evidence around on the daily use of the most recent quality assurance tools, these included:

- *Curriculum for Excellence
- *Assessment is for is for Learning
- *How good is our team

Service users were involved with quality assurance and evaluation through questionnaires, consultation boards and informal meetings.

The Manager was clear in relation to notifications to the Care Commission and also the Scottish Social Services Council.

Areas for Development

The Service should continue with the very good practice as identified within this statement.

CCO Grading

5 - Very 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

This inspection took place over two days.

Requirements

There were no requirements made during this inspection.

Recommendations

There were no recommendations made during this inspection.

Lorraine Barr

Care Commission Officer