

Care service inspection report

Kidzcare @ Haystax

Day Care of Children

Hays Business Centre
2 Hay Avenue
Edinburgh
EH16 4AQ

Inspected by: Frankie Lumsden

None

Type of inspection: Unannounced

Inspection completed on: 7 April 2011



Contents

| | Page No |
|----------------------------------|---------|
| Summary | 3 |
| 1 About the service we inspected | 5 |
| 2 How we inspected this service | 6 |
| 3 The inspection | 9 |
| 4 Other information | 16 |
| 5 Summary of grades | 17 |
| 6 Inspection and grading history | 17 |

Service provided by:

Kidzcare Ltd

Service provider number:

SP2003002918

Care service number:

CS2008185036

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 | 4 | Good |
| Quality of Environment | | N/A |
| Quality of Staffing | 5 | Very Good |
| Quality of Management and Leadership | | N/A |

What the service does well

Staff have an enthusiastic and caring approach to practice and provide a positive and nurturing atmosphere for children.

What the service could do better

To further improve outcomes for the youngest children staff should review their current play provision and assess how it can be improved to provide babies with opportunities to explore and investigate.

What the service has done since the last inspection

The numbers of children attending the service had increased and new staff were employed to cover this expansion. The new team were building on previous good practice and developing new ideas and approaches to meet the needs of the children.

Conclusion

Haystax nursery provides a welcoming environment for children and families. We saw that children were settled, enjoying their time at nursery and were well supported by staff. The manager and staff team have developed positive working relationships with families. The manager is supportive of staff in developing good practice and the team are motivated to provide a caring environment for children which meets their development and learning needs.

Who did this inspection

Frankie Lumsden

None

1 About the service we inspected

Kidzcare @ Haystax is registered with Social Care and Social Work Improvement Scotland to provide a daycare service to a maximum of 19 children aged three months to four years of age of whom no more than eight are under two years of age. A maximum of five children who are under two and not yet walking will occupy the Conservatory room and a maximum of three children under two can be accommodated in the larger room.

The service is provided in a purpose built nursery and children have access to an outdoor area.

Kidzcare @ Haystax is part of a company who provide a range of care service for children. The company identifies Safety, Service, Development and Fairness as their key values in caring for children. In relation to Development the services states:

"For children we endeavor to compliment the aims and goals of their educational and familial aspirations in a fun, caring and supportive environment."

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - N/A

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - N/A

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.scswis.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

Evidence for this report was gathered through:

- observations of staff's practice and interactions with the children
- speaking with the manager and staff about the service they deliver
- review of planning schedules to support development and learning
- review of the premises in relation to safety and hygiene
- review of evaluation questionnaires completed by parents

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

What the service has done to meet any requirements we made at our last inspection

The requirement

Staff must ensure that the bolt on the gate leading to the road is secure at all times. SSI/114 Regulation 10 - Fitness of Premises SSI/114 Regulation 4 (1) (a) - 'make proper provision for the health and welfare of service users.' Timescale: with immediate effect.

What the service did to meet the requirement

At this inspection the bolt on the gate was still difficult to push into a secure position. This was discussed with the manager. Subsequently further maintenance work was carried out and the manager has confirmed the bolt now works effectively to secure the gate. The manager also confirmed that further measures have been taken to ensure that the gate always remains closed when children play in the garden.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection

There were no outstanding recommendations from the last inspection.

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.

The self assessment was fully completed by the manager and identified strengths of the service and areas for further development.

Taking the views of people using the care service into account

Children using the service were observed to be settled and content. They enjoyed a variety of play experiences and it was evident that staff had developed warm and caring relationships with them.

Taking carers' views into account

Parents returned four questionnaires to Social Care and Social Work Improvement Scotland (SCSWIS). These reflected positively on the service delivered with three parents recording they 'strongly agreed' that 'overall I am happy with the quality of care my child receives. One parent 'agreed' with this statement . Comments included:

"My child loves nursery. Haystax has a lovely warm feel and makes my child feel comfortable and secure. The relationships between staff and my child are great"
"I am happy with this nursery, staff are conscientious in performing their duties"

Further comments from parents were made in evaluations carried out by the nursery:
"I am really happy with the service provided by the nursery. Members of staff are very friendly and professional. I would recommend this nursery"

Further comments are recorded within the body of this report.

A thank you note to the manager commented:

"I am writing to thank you for the excellent care and support that you and staff have provided for my child and family as a whole."

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

Overall grade awarded for this theme: 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

We saw that staff had continued to maintain the very good quality of service observed at the last inspection.

Staff continued to established positive relationships with parents and spoke informally with them on a daily basis. Parents could share information about their child if they wished and raise any concerns or issues they may have.

Questionnaires had been further developed so that parents could formally evaluate the service. We saw ten completed questionnaires which showed parents were satisfied with the nursery. A parent commented in a Thank You note "staff are all so friendly and approachable".

Parents were offered formal opportunities to meet with the manager to discuss their child's care and support needs. We saw the manager kept notes of discussions with parents to ensure that their suggestions and wishes for their child were incorporated into their care and support plans.

We saw that staff were responsive to the individual needs of children enabling them to influence the care they received.

Areas for improvement

The nursery should maintain the quality of service observed at this inspection and continue to review their practice to assess if improvements can be made.

Grade awarded for this statement: 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

A range of approaches were used to ensure children's health and wellbeing needs were met.

The service provided healthy meals and snacks which contained fresh vegetables and fruit. Individual dietary needs were discussed with parents.

'Settling in' procedures were flexible to meet the emotional needs of children. A parent commented very positively on this process "I did not expect so much time, care and effort to be put into this process, I am very grateful for this".

We saw toddlers enjoying active physical play in the garden with a range of resources and wheeled toys to encourage play.

The toddlers playroom provided a range of activities such as sand, water and role play to support children's emotional and social play needs. There was a group of children enjoying an activity planting seeds into pots. Staff advised that children would be supported to look after their seedlings and monitor their growth. Children were able to choose if they wished to take part in this activity and alternatives were provided for children who wished to play elsewhere. We saw that staff were supportive and encouraging of children's activities.

Pictures displayed on the wall showed children enjoying a range of experiences including painting, sand play, cutting, gluing and outdoor play. From discussion and review of the self evaluation document it was evident that staff understood the importance of choice in meeting children's play needs and overall wellbeing.

Staff in the baby room were very responsive to the children's care needs. We saw staff had developed warm and caring relationships with children for example babies enjoyed giggling, cuddles and stories with staff.

It was evident from parents comments in the nursery's evaluation forms that they felt their children were well supported in the nursery. Comments included:

"I think staff have brought my child on a lot faster and he loves to read a book"

"Staff are all great and my child is always happy when she goes to nursery"

"Haystax has a lovely warm feel and makes my child feel comfortable and secure"

"the nursery provides a happy and nurturing atmosphere"

The new Depute Manager had good ideas for developing the nursery further. From discussion it was evident that the Manager was very supportive of these developments.

Areas for improvement

To improve the effectiveness of the baby room in meeting the emotional and learning needs of children the following areas for improvement were discussed with staff and the manager:

- Staff should assess the usefulness of the large number of plastic toys in stimulating children's interest and clear out those that do not engage children. Babies would benefit from play resources that increase opportunities to explore and investigate. Developing resources such as Treasure Baskets and Heuristic play materials would encourage the development of curiosity and thinking skills. See recommendation 1.
- Using the soft blocks as an occasional activity rather than being permanently available, would provide more space for a variety of experiences. See recommendation 2.
- The range of books available for babies should be reviewed to ensure that they have pictures and stories that engage them and are appropriate to their age and stage of development.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Babies should be provided with resources to encourage exploratory play experiences. Standard 5.2 Quality of Experience - National Care Standards early education and childcare.
2. Staff should ensure there is sufficient space for babies to access a variety of play experiences. Standard 11: Access to resources - National Care Standards early education and childcare.

Quality Theme 2: Quality of Environment - NOT ASSESSED

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 service has a range of methods in place to ensure parents and children can evaluate the service provided as identified in Quality Theme 1.1.

Areas for improvement

The nursery should maintain the quality of service observed at this inspection and continue to review their practice to assess where improvements can be made.

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

Staff had a professional approach to their work and were motivated to provide a caring service which took account of National Care Standards and best practice.

Staff held relevant qualifications to work with young children and senior staff were registered with the Scottish Social Service's Council (SSSC) the professional body for care and social workers.

The Birth to three Document guideline influenced how staff planned to meet the development and learning needs of children. There were regular staff meetings to share ideas and make plans for supporting next steps in children's learning.

Staff appraisals provided opportunities to review practice and identify areas for development and training. Staff told us they felt their development as practitioners was encouraged by management.

Within the last year individual members of staff had the opportunity to attend training in the Birth to three Document , Food Hygiene and Investigative Play. We saw staff were encouraged to put their learning into practice.

Staff felt supported by the manager and from discussion it was clear the manager put a high priority on supporting staff in providing positive outcomes for children.

Areas for improvement

The service should maintain the above approaches to practice and continue to review practice to assess where further improvements can be made.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

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

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

| | |
|--|---------------|
| Quality of Care and Support - 4 - Good | |
| Statement 1 | 5 - Very Good |
| Statement 3 | 4 - Good |
| Quality of Environment - Not Assessed | |
| Quality of Staffing - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 3 | 5 - Very Good |
| Quality of Management and Leadership - Not Assessed | |

6 Inspection and grading history

| Date | Type | Gradings |
|------------|-------------|--|
| 9 Jun 2010 | Unannounced | Care and support 5 - Very Good Environment 3 - Adequate Staffing 5 - Very Good Management and Leadership Not Assessed |
| 5 Aug 2009 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 5 - Very Good |

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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