

Care service inspection report

Queensferry Early Years Centre

Day Care of Children

c/o Queensferry Primary School
Burgess Road
South Queensferry
EH30 9NX

Inspected by: Sonia Priest

Type of inspection: Unannounced

Inspection completed on: 4 February 2013



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Service provided by:

City of Edinburgh Council

Service provider number:

SP2003002576

Care service number:

CS2007167254

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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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	6	Excellent
Quality of Management and Leadership	5	Very Good

What the service does well

Queensferry Early Years Centre provides a caring and flexible service for children and their families. This was confirmed through observation, discussion and information gathered as part of the inspection process. Systems are in place for families to have the opportunity to give their views about the centre.

What the service could do better

Queensferry Early Years Centre should continue to promote the excellent participation opportunities for parents and children to be able to give feedback and suggestions about the service. They should develop their written risk assessment information to demonstrate their practice to help reduce any risks identified. Action should be taken to address the areas for improvement in this report.

What the service has done since the last inspection

Since this last inspection, the Centre has continued to develop ways to help involve parents to be involved in the life of the service. They have continued to develop systems to share information with parents about their children's learning opportunities and experiences.

Conclusion

The Centre provides children with a very good standard of care with a professional and welcoming approach. The Manager and the staff team were enthusiastic and committed to continue to maintain the quality of the service and continue to make any improvements as outlined in the report.

Who did this inspection

Sonia Priest

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is registered to provide a care service to a maximum of 38 children aged between 0 and 5 years.

Queensferry Early Years Centre is located within a residential area of South Queensferry. The accommodation consists of an entrance hall way with office space, a staff room, soft play area, toilet facilities and three playrooms. The Bumblebee room cared for children from birth to around 1 1/2 years, the Butterfly room was for children from around 1 1/2 years to 2 1/2 years and the Sunflower room was for children from around 2 1/2 years to 3 1/2 years. The Centre can also access the school nursery's gym hall which links the shared building. There was direct access for all children to a fully enclosed garden via the Butterfly playroom.

The Centre offers a range of Early Years services for fee paying and supported families.

The aims of the Centre as stated in their 'welcome booklet' are:-

'The Centre will:-

- Value each family without discrimination on the basis of race, culture, religion, gender, sexuality, age, disability or contribution to society.

- Build and sustain effective partnerships with families recognising their individual views, relationships, experience, strengths and needs.
- Work in partnership with statutory, voluntary and private sector agencies to enhance collaborative practice and to develop a range of resources which are responsive to individual and community needs.
- Continue to develop and improve the service by actively seeking and responding to the views of families, carers and relevant others, including children where possible.
- Ensure a high quality of service through an ongoing programme of staff training, development, supervision and support.
- Offer a wide stimulating early years curriculum and support the needs of each individual child in a caring, safe and secure environment.
- Raise the awareness of the importance of play in children's development with parents in the centre and the wider community.
- Offer a comprehensive parent support programme that can be accessed in the centre and the wider community.
- Work within unit, departmental, council and national standards to ensure quality and consistency across the service.
- Work in line with Councils Children's Services Plan and the Departments Service Plan'.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 5 - Very Good

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.careinspectorate.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

We wrote the report following an unannounced inspection that took place between 9.05 am and 5.00 pm on Monday 28 January 2013. Feedback about our findings was given to the Manager that day. Following the inspection visit, as requested by us, the Manager e-mailed us with additional information about the service. This information was used as part of the inspection process and was received on 4 February 2013.

As requested by us, the provider sent us an annual return. The provider also sent us a self assessment form.

We issued 19 care standards questionnaires to the service to give to parents. Ten of these questionnaires were returned to us before the inspection.

In this inspection we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents:-

- * children's records
- * planning documentation
- * medication system
- * accident records
- * staff meeting information
- * maintenance records
- * risk assessment information
- * care standards questionnaires for parents that had been filled in and returned to the Care Inspectorate
- * the service's most recent self assessment
- * observing how staff work with the children
- * examining equipment, resources and the environment
- * discussions with various people, including:
 - the Manager
 - staff
 - interaction with some of the children during their play.

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

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.

We received a fully completed self assessment document from the service. We were satisfied with the way they had completed this and with the information they had given us for each of the headings we grade them under. They identified what they thought they did well and some areas of the service that they planned to develop.

Taking the views of people using the care service into account

During their play, the children were observed to be content and confident in the Centre and were supported by staff with their needs and care routines. The older children were engaged with the activities available to them.

Taking carers' views into account

We sent out 19 questionnaires and ten were completed and returned to us before the inspection. All ten parents indicated that 'Overall, I am happy with the quality of care my child receives in this service'.

Information from the questionnaires has been included in the report as appropriate. Comments from the questionnaires we received included:-

'The staff and I have never worked together to develop an individual education and support programme for my child'

'I feel my child has come on with his speech and is now making sentences'.

'..... the early years staff are clearly all passionate about their roles. Even the mini bus driver and escort have all the children singing daily on bus route and the youngsters seem to adore the bus driver and are always happy'.

'Very nice environment for the children and a wide range of activities'.

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

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 the care and support provided by the service.

Service strengths

There was an excellent range of methods to ensure that children and their families were able to participate in assessing and improving the quality of the care and support provided by the Centre. These included having:-

- communication through the quarterly 'Tots Gossip' magazine which included information about staff changes, playroom news, Centre news, community information and photographs.
- informal daily exchange of information at the beginning and the end of the day with parents
- leaflets for parents about each of the playrooms which outlined planning information, the keyworker system, daily routine and the 'All about me' folders
- diary books to help with communication between the Centre and home for younger children attending the centre
- notice boards in the hallway which included information about the Centre and the staff employed
- information displayed about community events and local information
- wipe boards outside the playrooms to record what activities children had taken part in and menu information
- a Standards, Quality and Improvement Plan (SQIP) for 2012/13 displayed which gave information about the Centre's priorities for the year
- regular questionnaires for parents about their experience of the service with general feedback received shared through the 'Tots Gossip' magazine

- an information booklet about the Centre which outlined some of the participation opportunities and a summary of some policies
- information about the regulatory body was displayed and this included sharing the last inspection report with parents
- stay and play sessions for parents who were able to come along to take part in some activities with their child such as messy play
- parents evenings and placement review meetings throughout the year
- parents room with access to information about child development and learning
- the introduction of 'Dads on a Mission' sessions to encourage and support Dads to be involved in their child's communication such as reading stories together.

We saw that parents had the opportunity to speak to staff to share information about the care and support of their child.

Staff asked children about what activities they would like to do. We observed children asking questions and asking for help with resources from staff which was then responded to.

In the ten care standards questionnaires returned to us all parents indicated 'Strongly agree' or 'Agree' to the statements:-

'I am kept informed about what is happening in the service, for example through newsletters and information boards'.

'The service has involved me and my child in developing the service, for example asking for ideas and feedback'.

Areas for improvement

In their self assessment, the service told us that they planned to continue to use a range of methods for consulting with service users to help ensure that continuous improvements are made and that the right type of service is being developed to meet their needs. They planned to explore the possibility of using electronic methods for consultations to offer more options for participation.

We agree that these areas of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing an action plan to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

There was very good evidence that children's health and wellbeing needs were being met by the Centre. These included having:-

- policies and procedures to support this statement and help inform the staff's work practice
- systems to support the gathering of information about children's needs and their placement details
- forms completed when children started the service that included a record of their name, date of birth, G.P details, emergency contacts and allergy and dietary information
- a medication system that included seeking written parental permission and instructions before giving medication
- individual care plans for children with specific health or support needs
- systems for staff to use observations and photographs to demonstrate children's achievements and record any next steps for learning and development
- 'All about me' folders for each child. These folders included details about a child's favourite things, any dislikes, family information and photographs. Children could access their own folder and enjoyed looking at their photographs.

Information about the Curriculum for Excellence and Pre-Birth to Three was displayed in some playrooms for parents. Staff talked us through their planning processes. We saw that staff responded to children's interests. Planning sheets recorded the experiences to be provided and these were then evaluated by staff.

Staff monitored children in their play and described the changes they had made to the playroom to encourage independence and extend their learning experiences. Staff comforted children if they were upset and used positive behaviour strategies and discussion to further support them.

Staff demonstrated they were aware of the need for infection control and we observed them reminding and encouraging children to wash their hands before eating and after they had been to the toilet. Staff wore the appropriate protective apron and

gloves when they had to change nappies. There were written procedures to inform staff of the practice to follow.

We saw that staff were caring in supporting children with their needs. They supported children who needed help and encouragement with eating. We found that staff knew the children in their care well. Staff described how they supported children and their families' needs during their placement at the service.

Children using the Childcare aspect of the service had their food provided by their parents. Some children who were in placement at the service had a light lunch and snack provided by the Centre. These menus were displayed for their parents to be able to assess the food provided. Children's dietary requirements were catered for.

In the ten care standards questionnaires, all parents indicated 'Strongly agree' or 'Agree' to the following statements:-

- 'My child regularly gets fresh air and energetic physical play'
- 'My child can experience and choose from a balanced range of activities'

Nine parents indicated 'Strongly agree' or 'Agree' to the following statements:-

- 'Staff regularly assess my child's learning and development with me and, where appropriate, my child'.
- 'Staff share information about my child's learning and development with me and, where appropriate, my child'

Eight parents indicated 'Strongly agree' or 'Agree' to the statements:-

- 'Staff have worked with me and my child to develop an individual education and support programme for my child'.
- 'The service has a clear code of behaviour for children, and works with the children to make sure they understand it'.

Four parents indicated 'Strongly agree' to the statement that 'The service provides a healthy and well-balanced diet which meets my child's dietary and cultural needs'.

Areas for improvement

In their self assessment, the service told us that they planned to carry out an audit to assess how well they support health and wellbeing in the centre. They planned to

involve staff, parents and children in this with any improvements then identified and responded to.

In the care standards questionnaires, one parent indicated 'Don't know' to statement 'Staff share information about my child's learning and development with me and, where appropriate, my child'

One parent indicated 'Strongly disagree' and one parent indicated 'Don't know' to the statement 'Staff have worked with me and my child to develop an individual education and support programme for my child'.

One parent indicated 'Disagree' to the statement 'Staff regularly assess my child's learning and development with me and, where appropriate, my child'.

Five parents indicated 'Don't know' to the statement 'The service provides a healthy and well-balanced diet which meets my child's dietary and cultural needs'.

Two parents indicated 'Don't know' to the statement 'The service has a clear code of behaviour for children, and works with the children to make sure they understand it'

As a result of the above feedback, the centre should further promote information about the service and staff practice and procedures with families. This may help all parents to be aware of information about their child's experience at the centre. This would include the menu and how their child's learning and development is assessed and the processes of how and when this is to be communicated with families throughout the year. We will follow this up at the next inspection.

We viewed children's 'All about me' folders. Some children did not have their next steps for learning identified or their achievements or experiences linked to the Pre- Birth to Three curriculum or the Curriculum for Excellence. Some children's individual learning plans were blank. Not all folders had comments from parents and therefore we did not know if parents had seen these folders or if they had been included and consulted about their children's learning and development. The folders should be reviewed and action taken to ensure the relevant information is in place including a record of when parents had viewed their child's file. The Manager told us the layout of the folders had changed in October 2012 to help with consistency and that this would continue to be monitored as part of the Centre's quality assurance systems. We will follow this up at the next inspection.

We saw that some information about Pre-Birth to Three was only displayed in some of the playrooms. This information should be displayed so that all parents can view this as it is relevant for all of the playrooms and the age ranges of children attending.

We saw that some recorded planning evaluations were quite general. For example 'quiet morning'. They did not evaluate the learning outcomes or experiences for the children. The Manager should ensure that all staff are supported about how to evaluate the planning to ensure the needs of children are being considered. We will follow this up at the next inspection.

We viewed the Centre's medication system. We saw that parents completed a permission form when they requested medication to be given to their child. We found that parents were not asked to countersign the documentation to evidence that they had been informed that the medication had then been given to their child. We were told that parents were verbally given this information. We saw that parents had not been asked to complete new permission forms for any new or further medication they wanted administered. This medication information was added to the original permission form. This meant that the permission dates did not always match the administration of medication dates. We directed the Manager to the good practice guidance document 'The Management of Medication in Daycare and Childminding Services' on our website to ensure that their medication system and policy was in line with best practice. We will follow this up at the next inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

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 the environment within the service.

Service strengths

The strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement

In their self assessment form, the service told us that they planned to continue to maximise the opportunities for all service users to participate in the centre and to continue to improve the garden area children and parents in this process.

We agree that this area of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We found good evidence to demonstrate how the service ensured that the environment was safe and service users were protected. There were various policies and procedures in place to support this statement such as infection control and the administration of medication.

We found all playrooms to be suitably ventilated and lit and they were in a good state of repair. Any maintenance issues were reported to the Manager who had

responsibility to arrange for these to be addressed through the City of Edinburgh Council. This showed a commitment to the upkeep of the building and resources.

There was a secure entry system in place on the main door and parents and visitors had to be given access to the building by staff. A visitors book was signed on entering and leaving the building. This helped ensure that children were kept safe.

The playrooms allowed children to be involved in a variety of activities either on their own or in small groups. They were set out to make best use of the available space and were well used by children who were able to move about freely. Staff encouraged children to take care of the resources.

Public Liability Insurance was in place. This information was displayed for parental information along with the Centre's Certificate of Registration with the Care Inspectorate. Emergency Evacuation procedures were displayed. This demonstrated that people in the building were given information about what to do in the event of an emergency.

Daily risk assessment were carried out for the playrooms and the garden. Staff described the safety measures in place including never leaving the sensory candles in the baby room unattended. A general risk assessment had also been completed for the Centre and outlined any potential risks and the factors put into place to help maintain safety.

A cleaning schedule was in place and outlined the items and areas to be cleaned and how often these were to be carried out. Staff signed and dated this documentation once this had been completed. This helped maintain infection control at the Centre and ensured that all staff knew what they had to do as part of this process.

The accident and incident recording systems demonstrated that parents were informed when something happened to their child and the actions taken by staff.

In the ten care standards questionnaires, five parents indicated 'Strongly agree' or 'Agree' to the statement 'The staff ask for my child's views and about the activities and outings, and use them to plan future activities'.

All ten parents indicated 'Strongly agree' or 'Agree' to the following statements:-

- 'The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment'.
- 'There is enough space for the children to play and get involved in a range of activities'.

-
- 'The service has a suitable range of equipment, toys and materials for the children' .

Areas for improvement

In their self assessment form, the service told us that due to the buggy storage being prepared as a Boiler House, they were in the process of researching new buggy storage.

We viewed the environment and we found that:-

- There was no written risk assessment information about the individual layout and items for the rooms within the Centre. For example the use of candles in the Bumblebee room.
- There was only a cold water tap at the children's handwashing sink in the middle playroom.
- The water at the handwashing sinks in the children's toilets was running cold.
- Children from the Sunflower room had their nappies stored within the toilet area accessed through the foyer. However the nappies were not protected from the environment to help maintain infection control.
- The toilet cubicle walls, doors, woodwork around the sink and the skirting boards were dirty, dusty and had some marks on them.
- The nappy bins in the Bumblebee room and the toilet area in the foyer were visibly dirty.

The Manager agreed to take action to address the above issues and ensure that regulated hot water is available at the handwashing sinks at all times. It was also agreed that written risk assessments for the premises would be further developed and that staff would report any issues identified on a daily basis. This process would help identify any potential issues and help maintain infection control practice. (See recommendation one).

In the care standards questionnaires, one parent indicated 'Disagree', two parents indicated 'Don't know' and two parent indicated 'Not applicable' to the statement 'The staff ask for my child's views about the activities and outings, and use them to plan future activities'.

As a result of the above feedback, the Centre should further promote information about how the staff gather older children's views and take these into account when planning activities and outings. Where younger children's views cannot be sought due to their age and stage of development, the Centre should advise parents about

the planning process and decisions they make about activities and outings to be provided. We will follow this up at the next inspection.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that the Centre takes action to address the environment issues we have outlined under Quality Theme one, Statement two. This includes ensuring that regulated hot water is always accessible to children at the handwashing sinks. The Centre should also further develop written risk assessments and processes for staff to then report any issues identified on a daily basis. National Care standards Early Education and Childcare up to the age of 16:
Standard 2 A Safe environment
Standard 3 Health and wellbeing

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement

In their self assessment form, the service told us that they planned to continue to encourage service user participation in assessing the service and to participate in the life of the Centre.

We agree that this area of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent

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

The centre had a range of policies and procedures which supported the professional approach taken by staff. These included policies such as child protection, recruitment, staff development and whistle-blowing.

We found that staff were professional, caring and committed to providing quality care to the children. Staff worked well together as a team.

Staff who worked in the service had qualifications suitable for the position they held. This was to make sure that they had the correct skills and experience to meet the needs of the children in their care. A record of staff training was kept and this information included the name of the course, who attended and the date. A questionnaire had been issued to staff asking about what areas they would like to further develop and about the training they had achieved so far. This information was to be used to help determine the training plans for this year.

The Manager and all child care staff were registered with the Scottish Social Service's Council (SSSC). The SSSC are the body who regulate care staff and decide on the level of qualification for each post.

Regular staff meetings were held where aspects of the service was discussed. This helped make sure that staff were made aware of any concerns, ideas or issues.

Photographs of staff and the management team were displayed in the hallway. This enabled parents to be aware of who was part of the Centre's staff team and taking care of their child.

Annual appraisal meetings were held and individual objectives and target dates were agreed. These were then reviewed after six months. In addition, staff supervision sessions were held regularly to help support and monitor how staff were progressing with specific targets set.

In the ten care standard questionnaires returned to us, all parents indicated either 'Strongly agree' or 'Agree' to the following statements:

- 'I am confident that the staff have the skills and experience to care for my child and support their learning and development'
- 'My child appears happy and confident with the staff'
- 'The staff treat my child fairly and with respect'
- 'I am confident that there are always enough staff in the service to provide a good quality of care'.

Nine parents indicated 'Strongly agree' or 'Agree' to the statement 'I am confident that the staff will protect my child from harm, abuse, bullying and neglect'. One parent indicated 'Don't know'.

Areas for improvement

In their self assessment form, the service told us that they planned to continue to monitor and evaluate practice standards, quality of service delivery and deploy staff effectively to make best use of their new skills/knowledge.

We agree that these area for improvement would further enhance the excellent practice carried out in relation to this quality statement.

The service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

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 the management and leadership of the service.

Service strengths

The strengths under Quality Theme one, Statement one also apply to this Quality Statement.

Areas for improvement

In their self assessment form, the service told us that they had would continue to monitor, evaluate and adapt or introduce creative ways to ensure participation. They also planned to continue to encourage ongoing professional development and development of leadership at all levels of the staff team.

We agree that this area of improvement would further enhance the excellent practice carried out in relation to this quality statement.

The service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 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

The centre had good quality assurance systems and processes in which to involve service users, carers, staff and stakeholders in assessing the quality of service they provided.

A complaints procedure was in place and displayed on the notice board. This meant

that parents were informed about who to contact in the event of any concerns.

The Manager described and demonstrated the processes they used to support and maintain quality assurance and in turn improve the service. These included:-

- self evaluation of the service using best practice documents such as 'Child at the Centre II ' and City of Edinburgh Council's 'Improving outcomes for learners through self-evaluation in the Early Years' document.
- regularly evaluating the service
- regular team meetings
- weekly management team meetings
- an annual staff questionnaire that sought their views to help identify the Centre's objectives for the following year including any training and development areas
- staff completing an evaluation form about any training courses they attended and how they would use their learning within the service
- regular spot checks to monitor staff practice and record keeping
- having an annual self evaluation calender to record when aspects of the Centre had been assessed.

Areas for improvement

In their self assessment form, the service told us that they planned to monitor and review systems and make amendments as necessary.

Whilst systems were in place to help monitor quality assurance, the management team should consider developing further ways to record when quality assurance has been carried out throughout the year. This should include any observations or information about specific aspects of the service and staff practice. Their findings and any action taken should then be recorded as part of this. We will follow this up at the next inspection.

The grade awarded for this statement has taken into account the areas for improvement we identified and discussed during the inspection process and outlined in Theme one, Statement three and Theme two, Statement two.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

Not applicable.

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 - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	4 - Good
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
16 Feb 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
15 Oct 2009	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
23 Oct 2008	Unannounced	Care and support	4 - Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

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