

Care service inspection report

Ferguslie After School Care

Day Care of Children

St. Fergus Primary School

Blackstoun Road

Paisley

PA3 1NB

Telephone: 0141 889 9864

Inspected by: Karen Irvine

Type of inspection: Unannounced

Inspection completed on: 13 May 2013



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Service provided by:

Renfrewshire Council

Service provider number:

SP2003003388

Care service number:

CS2004066824

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	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

What the service does well

The service had been proactive since the last inspection and made a number of improvements to the overall quality of the service. This has resulted in an increase in grades across some of the themes. Key strengths of the service were the improvements it made to the environment and the ways that it involved parents and children in assessing and developing the service.

What the service could do better

The service is continuing to use Aiming High, a self evaluation tool, to monitor and evaluate the service. The service is also continuing with its work around developing care plans and new policies and procedures as detailed within the improvement plan.

What the service has done since the last inspection

The service had made significant improvements since the last inspection. A new manager had been appointed and renovation work to playrooms had been carried out to improve the environment. New equipment had also been purchased. The management and staff were working hard to develop policies and procedures and update care plans to ensure they were in line with current practice.

Conclusion

Staff were engaging with children who were happy within the service. There was a range of resources and equipment to suit children's individual preferences.

Outstanding recommendations from the previous inspection have been met. The service was progressing well.

Who did this inspection

Karen Irvine

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about 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 could 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 but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is registered to provide an out of school care service to 40 children from primary one to secondary school age, during term time only. The service is provided by Renfrewshire Council. Nine children were accessing the service on the day of the inspection.

The service is based within St. Fergus Primary School in the Ferguslie Park area of Renfrewshire. Children have access to two rooms within the school which are set up for the sole use of the out of school care service. They also made use of outdoor areas.

The aims of Ferguslie After School Care service are to:

'Provide a friendly, caring and safe environment where parents, children and staff are valued and work together.'

'Work in partnership with parents and support their participation in their children's care.'

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 - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 4 - 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 this report after an unannounced inspection visit which took place on 8 May 2013. The inspection was carried out by Inspector Karen Irvine.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 15 care standards questionnaires to the manager to distribute to parents and carers. Two parents/carers sent us completed questionnaires.

At this inspection we gathered evidence from various sources including:

- Parental questionnaires
- Children's questionnaires
- Participation information
- Children's files
- All about me records
- Notice board
- Wall displays
- Training certificates
- Activity plans
- Risk assessments
- Accidents and incident records
- Staff files
- Development plan
- Quality assurance

We also spoke to the external manager, staff, parents and children. We considered the environment and observed staff at work.

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 recommendations we made at our last inspection

We made the following five recommendations at our last inspection.

1. The service could continue to find ways for children and their parents to be involved in assessing and improving the quality of care and support, the environment, staff and management and leadership. We discussed the range of ways that this could be done with the manager. Examples of this included introducing focused areas for consultation on a regular basis, making better use of information technology to allow parents to provide feedback when it was convenient for them, and providing feedback through a range of approaches about any action the service planned to take as a result of the views expressed. National Care Standards Early Education and Childcare up to the age of 16, Standard 13 - Improving the Service.

The recommendation is: Met.

2. The service should introduce support/care plans for children, and ensure that these are reviewed and updated at least every six months. Where children have additional support needs these should contain sufficient detail to support staff to meet these. National Care Standards Early Education and Childcare up to the age of 16, Standard 3 - Health and Wellbeing, Standard 4 - Engaging with Children and Standard 6 - Support and Development.

The recommendation is: Met.

3. The service should review and update the medication policy to ensure that it complies with the current best practice guidance. Permission from parents to administer medication should be clearly recorded and the time that the last dose was administered should be noted. National Care Standards Early Education and Childcare up to the age of 16, Standard 3 - Health and Wellbeing.

The recommendation is: Met.

4. The service should review and update its accident and incident policy and procedures to give staff and parents clear information about how head injuries would be dealt with, and to ensure that a good range of information about the circumstances surrounding accidents are recorded. Staff should ensure that parents' signatures are always obtained on accident reports. Accident reports should be audited on a regular basis and link to the service's risk assessments. National Care Standards early education and childcare up to the age of 16, Standard 2, a safe environment and Standard 3, Health and Well-being.

The recommendation is: Met.

5. The manager should involve staff and children in assessing risk within the premises. The outcome of this process, and ways to minimise the identified risks should be recorded. Checklists should be further developed to reflect these, and a way of confirming which staff member has completed the checklists should be introduced. National Care Standards Early Education and Childcare up to the age of 16, Standard 2 - A Safe Environment.

The recommendation is: Met.

6. The service should develop its use of quality assurance tools, best practice information and continuous systematic evaluation of its quality. The service development plan should be regularly updated based on the outcomes of these evaluations. National Care Standards Early Education and Childcare up to the age of 16, Standard 13 - Improving the Service and Standard 14 - A Well-managed Service.

The recommendation is: Met.

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 provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

We spoke with nine children during the inspection, children expressed that they were happy at the service, happy with the range of toys and equipment and the recent improvements that had been made within the service. We observed children and staff engaging in activities and staff ensured that children had the opportunity to choose and select their own activities.

Taking carers' views into account

We received two of our questionnaires back from parents and spoke with one parent.

In the questionnaires, one parent 'strongly agreed' and one parent 'agreed' that overall they were happy with the quality of care their child receives.

Parents' comments included:

'There has been a huge improvement in this service recently such as new resources, menus, newsletters and website. I find the staff very helpful and they share information with me daily about my child. The room seems so much cleaner and brighter. Keep up the good work.'

'My child's dietary needs are mainly well catered for.'

'The only issue may be with a lack of staff training when regular staff are off.'

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: 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 had developed very good ways of involving parents and children in assessing and developing the service. We concluded this after we observed children within the service, spoke to the external manager, staff, children and parents about how they were able to make choices. We reviewed the service's policies and procedures and considered the information parents and children gave us in the questionnaires.

The service had improved the way that it involved children who used the service and their parents and carers in its development through a range of ways including:

- Parents invited to review policies and procedures
- Regular newsletters
- Email communication
- Regular discussions with parents at the end of sessions
- Mind maps for children
- Suggestion box
- Questionnaires for children and parents
- Key worker system
- Reward charts

The service had updated the newsletter that it shared with parents and children to an easy read version. Children were involved in developing the new logo for the service and went on a visit to see how their pictures would be transformed into the logo.

The service was continuing to develop the use of questionnaires and use the information gathered to develop and improve the service. Children were consulted on the purchase of new equipment and the zones that were developed within the playrooms.

There was an active parents' committee within the service which was involved in fundraising and events. The committee would be consulted regularly on aspects of the service and a recent initiative was to fund sandshoe bags for the children. These approaches to involvement show that the service is committed to involving parents and children in all aspects of the service.

We received two questionnaires from parents, one parent 'strongly agreed' and one parent 'agreed' that they are kept informed about what is happening within the service.

Areas for improvement

The service commented within the self assessment that it had developed a new parent handbook and had consulted with parents and staff on the information within it. The self assessment also stated that the service will develop children's profiles to include likes, dislikes and other relevant information.

Parents' committee meetings are planned more regularly with set dates given out in advance throughout the year. Parents' email addresses are being collated and all enrolment forms have been updated to ensure their information is up to date and relevant.

The service should continue to develop and improve the ways that it involves parents and children in assessing and developing the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We considered medication and care plans under this statement. We found that the service had good practice in these areas. We concluded this after we spoke with the external manager, staff and children. We reviewed policies and care plan information, and considered the information shared with us within the self assessment and our questionnaires.

The service had a medication policy and procedures for the safe storage and administration of medication; this was in line with current best practice. Staff were aware of their responsibility to ensure they follow best practice when administering and storing medication. The service had suitable storage facilities for medication. For children taking long term medication there were care plans in place to support the individual children. This helped to ensure that medication was stored and administered safely.

Care plans were in place for all children. Plans included registration information and All About Me records specific to each child. The service had recently carried out a review of this information and the way that it recorded and updated records.

A 'passport to out of school care' had been developed by the service which was to be updated on a regular basis, six monthly or more often as required. The service was continuing to develop and improve the links with local schools and other agencies to ensure that children are supported in all aspects of their lives.

Staff had attended support meetings for individual children. As staff implement the care plans within the service this will have a positive impact on supporting individual children. The service will now have clear records that are updated on a regular basis. This was highlighted within the service improvement plan as a priority.

The service had updated its accident and incident policy and there were clear audits of accidents and these were linked to risk assessments. Policies were shared with parents.

Areas for improvement

The service commented within the self assessment that the children's profiles will be developed to include necessary information.

The snack menu had been reviewed by staff, children and parents to run on a four weekly basis. The service is continuing to monitor and review this.

School liaison meetings have been arranged to discuss the service and the children attending who require additional support. A new collection from schools policy is in place.

Staff will be attending training on managing difficult behaviour to ensure they are well equipped at dealing with difficult situations.

Grade awarded for this statement: 4 - 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 service had continued to develop and improve the ways that it involved parents and children in assessing and developing the service.

For participation information, please refer to Quality Theme 1, Statement 1.

Areas for improvement

For areas of improvement for this statement, please refer to Quality Theme 1, Statement 1.

Grade awarded for this statement: 5 - Very Good

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 considered the environment and risk assessments as part of the inspection. We found that the service had developed very good practice in this area since the last inspection. We concluded this after we reviewed risk assessment information, viewed the playrooms and areas that the children accessed and spoke to the external manager, staff and children. We also reviewed the information that parents provided within our questionnaires.

The service had made significant improvements to the environment since the last inspection. A new kitchen had been fitted at the snack area, this ensured safe storage of any hazardous materials and equipment. Flooring and soft furnishings had been replaced. New toys and equipment had been purchased and any old or broken toys and equipment had been removed from the service.

Hot water had now been installed within the playroom to ensure safe infection control practice. The service had updated the infection control policy and procedures to ensure it is in line with current practice. The service had cleaning schedules and the premises were observed as clean and free from clutter.

The playroom layout had been changed to 'zones', it was easy to manoeuvre round the rooms and there was plenty of space for children to get involved in a range of activities. The service made use of the playground for large physical play.

The service had updated its risk assessment information and staff were continuing to carry out regular daily checks of the playrooms. Access to the service was through a secure door entry system and staff could monitor who was entering the service. Children had involvement in assessing their own risk in activities.

We received two questionnaires from parents, one parent 'strongly agreed' and one parent 'agreed' that the service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

One parent also 'strongly agreed' and one parent 'agreed' that the service has a suitable range of equipment, toys and materials for children.

Areas for improvement

The service commented within the self assessment that the facilities were currently being improved with new carpet, swing bins and boiler.

The service should continue to maintain the safe, secure environment and develop the ways that children can become further involved in assessing risk within their own play.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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 was continuing to develop and improve the ways that parents and children are involved in assessing and developing the service.

Please refer to Quality Theme 1, Statement 1.

Areas for improvement

For areas for improvement in this statement, please refer to Quality Theme 1, Statement 1.

Grade awarded for this statement: 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

We found that the service had improved in this area and practice was now very good. We concluded this after we looked at training records, minutes to meetings, appraisal information and Scottish Social Services Council (SSSC) registration. We also spoke to the manager and staff and looked at relevant policies and records.

Staff had attended a range of training including first aid, food and hygiene, Aiming High Scotland, child protection, mind maps and taking ownership of play. Staff spoken with said that they had attended a range of training courses to suit their individual needs and that there was a good level of training within the centre. Staff held suitable qualifications in childcare and play work. We found that staff were registered with the SSSC. The SSSC is responsible for registering people who work in social services and also regulates their education and training.

In the questionnaires we received, one parent 'strongly agreed' and one parent 'agreed' that they are confident that staff have the skills and experience to care for their child and support their learning and development.

We found that there were regular opportunities for meetings, on a weekly basis for diary meetings and a monthly basis for team meetings. Minutes were recorded and updated to show the discussions and topics discussed. Any areas of development or improvement had timescales and person responsible. Discussions were linked to the improvement plan and staff development.

We saw positive interactions between staff and children. Staff were providing a range of activities and play experiences for the children and gave them opportunities to work in small groups or individually. Children said that they liked the staff and enjoyed spending time with them.

In the questionnaires we received, one parent 'strongly agreed' and one parent 'agreed' their child appears happy and confident with the staff.

The service was in the process of developing the handbook for staff and induction packs had been developed for parents/carers. The management team, along with staff, was continuing to improve and develop the level of training and support for staff to improve the overall quality of the service.

Areas for improvement

The service commented within the self assessment that it will continue with ongoing staff training.

The service should continue with its planned programme of staff appraisal and reviews. It should ensure that staff have regular opportunities to discuss their own development, and performance within the service, with their line manager or senior member of staff.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

The service was continuing to develop and improve the ways that it involved parents and children in assessing and developing the service.

Please refer to Quality Theme 1, Statement 1.

Areas for improvement

For information on areas for improvement in this statement please refer to Quality Theme 1, Statement 1.

Grade awarded for this statement: 4 - 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

We found that the service had developed good quality assurance systems and processes. We concluded this after we spoke with management and staff, considered information that parents and children shared with us and the service, reviewed the information that was provided within the self assessment for this inspection and reviewed relevant policies and procedures.

The service had developed an improvement plan that the whole team was involved in developing and assessing. There was an easy read summary shared with parents. Action points were taken from the previous inspection report and there was evidence that the service had made significant improvements to the service. The service was continuing to develop and improve its links with the school to support the children and young people attending the service.

Questionnaires had been used to gather the views of parents and children. They were being consulted on aspects of the service using simple mind maps, discussions and being asked their views regularly. Staff had recently attended training for Aiming High Scotland which is a quality assurance tool for people working within out of school care settings. This system of quality assurance was being introduced to staff to use within the service. Overall, we saw that there had been improvements in this area and the management team and staff were continuing to develop and improve the service.

In the questionnaires we received, one parent 'strongly agreed' and one parent 'agreed' that the service has involved them and their child in developing the service, for example asking for ideas and feedback.

Areas for improvement

The service commented within the self assessment that it has developed the improvement plan and summary for parents. Questionnaires for staff, parents and children are still being developed using the National Care Standards. The service is also continuing to develop relationships and build stronger relationships with schools.

The service should continue with its planned programme of improvement ensuring that parents, children and staff are involved in assessing the quality of the service.

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

N/A

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme 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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
14 May 2012	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate
3 Jun 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - 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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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