

Care service inspection report

IKEA Creche Edinburgh

Day Care of Children

Straiton Road

Loanhead

Edinburgh

Loanhead

EH20 9PW

Telephone: 0131 440 6736

Type of inspection: Unannounced

Inspection completed on: 31 July 2014



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Service provided by:

Tinies U.K. Limited

Service provider number:

SP2013012106

Care service number:

CS2013318683

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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	3	Adequate
Quality of Environment	3	Adequate
Quality of Staffing	3	Adequate
Quality of Management and Leadership	3	Adequate

What the service does well

The crèche offers a safe, welcoming and happy environment for children to play for an hour whilst their parents/carers shop in the store.

What the service could do better

To further improve the crèche, the following changes should be made:

- The manager should encourage parents and children to give their ideas and feedback on the service they received.
- Staff should now make changes to the resources on offer to make sure they meet the varying interests and needs of all ages.
- The medication policy should be amended to take account of current best practice guidance.
- A system should be put in place to ensure all broken and dirty toys and equipments are either replaced, mended and/or cleaned.
- The manager should receive regular appraisals and one to one sessions.
- All paperwork relating to the crèche takes account of Scottish Legislation.
- There is an action plan put in place to ensure there is a clear direction of improvement for the manager and staff.

What the service has done since the last inspection

This was the first inspection of this service.

Conclusion

This service offers a reliable crèche facility to shoppers within the Ikea store.

1 About the service we inspected

Tinies UK Limited took over the running of this crèche on 1st September 2013.

The crèche runs from Ikea in the Straiton area on the outskirts of Edinburgh. A maximum of 25 children aged between 3 and 10 years can attend the crèche for one hour whilst their parent/carer shops within the store.

The crèche is registered to operate between the times of 10am and 8pm, Monday to Friday, and 9am and 6.30pm, Saturday and Sunday. However at the time of inspection, the opening times were less than this.

The aims of the crèche are to provide:

- A service to customers of the Ikea Edinburgh store who have young children and wish them to be cared for.
- A warm and friendly atmosphere in a safe and fun environment.
- Activities that are carefully planned within the confinements of a shoppers one hour crèche service.
- Staff that are carefully recruited and skilled.

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

Quality of Care and Support - Grade 3 - Adequate

Quality of Environment - Grade 3 - Adequate

Quality of Staffing - Grade 3 - Adequate

Quality of Management and Leadership - Grade 3 - Adequate

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 0345 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

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.

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 Regulation, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

We wrote this report following an unannounced inspection that took place on Wednesday 30 July 2014. Thirty children used the crèche during the time we were there.

We spoke with:

- The operations manager
- The crèche manager and depute manager
- Two staff
- Three parents
- Most of children there on the day of the inspection.

We issued ten questionnaires to the service to give to parents. We received one of these after the inspection.

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 completed self assessment document from the service before the inspection took place. We were satisfied with how this had been completed with areas of strength and some areas for improvement.

Taking the views of people using the care service into account

Thirty children used the service at different times throughout our inspection. Some of them had used the service before and others were visiting for the first time. They all appeared happy and relaxed in the company of the staff and the other children. However it was clear that the older children could have benefited from more age appropriate games and equipment.

Taking carers' views into account

We spoke to three parents during the inspection. All three appreciated the service on offer and felt their child was safe when in the crèche. Their comments have been included in this report under the relevant sections.

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: 3 - Adequate

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

At this inspection we found the service were offering adequate opportunities for children and their carers to participate in assessing and improving the service provided.

Families using the crèche service were required to sign an admission form at each visit. This included information about their child's general health, allergies and essential contact details. This helped make sure that staff were kept up to date on children's needs. We could see that many of the families using the crèche were regular visitors. Staff greeted children warmly and we could see that children's information was shared between staff and parents when children were being signed into the crèche. A parent told us, "we got a warm welcome and I feel reassured that the staff asked all the right questions". The parent who completed our questionnaire told us, "Staff are always very welcoming and provide a really positive environment".

Information on policies and procedures was displayed at the reception desk where they could be seen by families using the service.

The manager told us that although they would not expect to be involved with specialist staff they did spend time with parents discussing children's additional support needs where this was appropriate.

Areas for improvement

In their self assessment the service told us they need to involve parents and children more. We agreed with this as we saw minimal evidence of parents/carers and children being able to give their feedback on the service provided. We were told that

parents were able to give feedback through a card system called 'your staff have amazed me'. These were not available at the time of our inspection. The manager told us they intended on making a 'you said, we did' board. We discussed ways in which this information could be gathered to inform what went on this board. See recommendation one.

From our observations and speaking to staff, children and parents/carers it was clear there was a lack of resources on offer to older children who attended the crèche. The staff and manager seemed keen to take on board our suggestions on how to find out what the older children liked to do. The operations manager confirmed there was money available for staff to buy new resources. See recommendation two.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. It is recommended that the service find ways to consult with children and parents/carers and encourage them to give feedback on the service they receive. The appropriate action should be carried out and findings shared with parent/carers and children. National Care Standards early education and childcare up to age 16. Standard 13 - Improving the Service.
2. It is recommended that staff review the resources on offer to older children who use the crèche. As much as possible the children using the service should be involved in this process. Resources, toys and play materials should be effectively organised so that children are able to see what toys what is on offer. National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - Quality of experience.
Standard 11 - Access to resources.

Statement 3

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

Service strengths

A rolling programme for staff training helped make sure staff had up to date knowledge in how best to meet children's needs, for example in relation to first aid and child protection.

Staff completed forward planning to help make sure they offered a variety of planned art and craft activities.

Because the maximum length of a session was one hour, medicines were not routinely administered to children. However there was a system in place to support children who required medication, for example an inhaler.

A system for recording accidents and incidents was in place. Parents were told about any accident involving their child and were asked to sign the accident recording form.

We saw children being supported and encouraged to follow good hygiene practice by for example washing their hands after using the toilet.

Areas for improvement

The service medication policy stated that staff would not administer the first dose of child's medicine. We have asked the manager to refer to our guidance 'the management of medication in childcare settings' which states that life saving medications, such as epi-pens are exempt from the 'first dose' rule. An epi-pin is an autoinjector to be used in the event of an allergic reaction. A new policy should then be drawn up and shared with staff and parents/carers. See recommendation one.

As mentioned before there was a distinct lack of resources on offer for older children using the service. We could see this was having an impact on children's enjoyment during their time in the crèche. The recommendation made in theme one, statement one has taken this into account.

We noticed that staff did not introduce themselves to the children, which meant that children could not refer to staff by name. A jug of water and cups was stored on a high shelf. It would have been helpful for staff to tell children water was available and all they had to do was ask.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The medication policy should be changed to take account of current best practice as stated in the Care Inspectorate guidance 'the management of medication in daycare of children and childminding services'. The policy and procedure should then be shared with staff and parents/carers to ensure everyone is aware of the service policy.

National Care Standards for Early Education and Childcare up to the age of 16.
Standard 3 - Health and wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

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 areas of strength noted in theme one, statement one also apply to this statement.

Areas for improvement

The areas for improvement noted in theme one, statement one also apply to this statement.

Grade awarded for this statement: 3 - Adequate

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

On the day of the inspection we found the crèche to be safe for children to be there. Parents agreed with this.

Children were signed into the service through the registration system. A secure entry/exit system operated by staff meant that children could not leave the premises by themselves or be collected by anyone other than the person who signed them in.

Risk assessments were in place and we could see that they were checked on a regular basis. The manager told us that the operations manager made regular support visits to the service and discussion included general health and safety matters.

Children's toilets were clean, well maintained and supplied with soap, paper towels and tissues.

Areas for improvement

We found some issues with the state of repair of the crèche and it's furnishings. For example the units in the home corner were broken, tables were badly marked and the dolls with cloth bodies were very dirty. See recommendation one.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that broken and dirty toys and equipment are dealt with immediately. A clear system for reporting broken equipment should be in place and timescales agreed and drawn up with the person responsible. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

The areas of strength noted in theme one, statement one also apply to this statement.

Areas for improvement

The areas for improvement in theme one, statement one also apply to this statement.

Grade awarded for this statement: 3 - Adequate

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

Most of the staff had received an annual appraisal and at the time of the inspection, staff were receiving one to one supervision sessions with the manager. These gave staff the opportunity to reflect on their work and think about changes that could be made to the service.

The crèche manager attended meetings with other creche managers within the company. This was beneficial for the manager as it kept them up to date with developments within the company as well as the opportunity to discuss their work. The manager also received training in appraisals and staff induction which helped her to carry out her role.

Staff rewards such as recognition of good work and a cash bonus for bringing forward a new idea were all good incentives for staff to do their best. Staff consultation was carried out when changes were being made. This showed a commitment to involving staff in the decision-making within the company.

Team building exercises at meetings were a good way of encouraging staff to work together to solve problems. Staff bulletins and memos from head office helped keep staff up to date on developments within the company. Staff told us they felt happy in their job and were supported by the manager.

During the inspection we looked at a sample of staff folders. We found that staff were registered with the Scottish Social Services Council and were either qualified or in training.

Areas for improvement

The manager had received no appraisal or one to one supervision from their manager. This is something that should be carried out as it is important for them to receive the direction and praise that other staff receive. See recommendation one.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that the manager receives regular appraisals and one to one supervision to support them in their role. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

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 areas of strength noted in theme one, statement one also apply to this statement.

Areas for improvement

The areas for improvement noted in theme one, statement one also apply to this statement.

Grade awarded for this statement: 3 - Adequate

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

Regular meetings gave staff the opportunity to reflect on the service they provided and think about what improvements could be made.

Regular Health and Safety checks were carried out by representatives from Ikea and the service operations manager. These were done by means of a scoring system.

Staff carried out regular risk assessments to assess the safety and minimise risk and hazards.

The service were aware of their responsibility to notify the Care Inspectorate and the Scottish Social Services Council should they need to do so.

Areas for improvement

The provider operate a number of types of childcare services throughout the whole of the UK. We found that some of the paperwork, risk assessments and policies were not taking Scottish legislation into account and they were aimed at a nursery setting which was not appropriate for the crèche. We discussed with the operations manager that they should now start to amend paperwork, policies and risk assessments to make them appropriate to the crèche service whilst taking account of Scottish legislation. See recommendation one.

There was no forward plan in place for maintaining and improving the service. At feedback we discussed using the action plan from this inspection as the basis for an improvement plan. The improvement plan should indicate the action, timescale and who is responsible for implementing the action. See recommendation two.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. It is recommended that all paperwork, including policies and risk assessment are reviewed and amended to ensure they are appropriate to the crèche service whilst taking account of Scottish legislation. These should be shared with staff and parents/carers to ensure they are kept well-informed of the running of the crèche and how it fits in with Scottish Legislation. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

2. It is recommended that staff and management develop an improvement plan for the service to ensure a consistent approach to improvement. This should be shared with parents/carers and where appropriate children to encourage them to become involved in the assessing and improving the service. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

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 - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	4 - Good
Quality of Environment - 3 - Adequate	
Statement 1	3 - Adequate
Statement 2	4 - Good
Quality of Staffing - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	4 - Good
Quality of Management and Leadership - 3 - Adequate	
Statement 1	3 - Adequate
Statement 4	3 - Adequate

6 Inspection and grading history

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

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本出版品有其他格式和其他語言備索。

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