

Families House Community Daycare Day Care of Children

Families House
20 Grampian Gardens
Dundee
DD4 9QZ

Telephone: 01382 502504

Type of inspection:

Unannounced

Completed on:

29 October 2018

Service provided by:

One Parent Families Scotland

Service provider number:

SP2003002705

Service no:

CS2012312182

About the service

The service was registered with the Care Inspectorate in 2014, to provide a care service to a maximum of 44 children under the age of 16 years of whom no more than 11 may be under the age of two. The provider is One Parent Families Scotland.

The service is based in Fintry, Dundee. The service is registered to provide a flexible day care service during weekdays and weekends, although is currently only operating during the week. It is close to shops, local amenities, and bus routes. The nursery accommodation is on the first floor of the building, with the after school children supported on the ground floor.

The aim of the service is to provide good quality flexible childcare services to families in the Dundee area.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

We observed most children to be comfortable and confident within the nursery, having established good relationships with staff. Where children were more unsettled, this was well supported by staff to offer reassurance as needed. Children were content and enjoyed good access to and choice of resources.

We received eight completed questionnaires from parents and carers prior to inspection. All reported a high level of satisfaction with the service, commenting positively about support received from staff. Comments included:

'Staff kept me well informed with my child's day and progress. Staff are extremely friendly and approachable. We are very satisfied with the service and my child is always happy to attend.'

'Staff always go that extra mile to accommodate my children's needs. Very flexible with nursery hours if my rota changes. I think the staff and management deserve extra recognition for this.'

'The outdoor space is not ideal at day care and the weather has been cold since we started.... So she hasn't been out much for walks. I am hoping in the summer months they will give her more opportunities for outdoor play.'

'This service has been so supportive to me and my family. Couldn't work otherwise. Staff are great, decoration in building is so much more improved. Management team are second to none for support they give to me.'

'Wonderful service. Kids love it. So flexible. Amazing staff.'

'We are thoroughly enjoying the online learning journals for our daughter. It is lovely seeing pictures, videos and reading what the staff have observed and are recommending. Great addition to the service! We also feel the day care staff are helping get our daughter ready for starting school later this year, with lots of work on letters and numbers.'

'Flexible childcare are an excellent service, they provide excellent and flexible care to my daughter. The staff are very friendly, welcoming and very accommodating to shifts that myself and my partner work.'

Self assessment

The service was not asked to submit a self assessment prior to inspection. We reviewed their quality assurance processes and improvement plan, which identified key focus areas for development.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children were welcomed warmly by staff into a nurturing environment. Children were seen to be confident within the setting, and familiar with resources and preferred areas of play. Where children were unsure and perhaps hadn't attended for some time, they were supported well by staff with reassurance and nurture until they felt confident to explore and play.

Families praised the support and flexibility of the service, commenting on the positive impact this had for them. Staff had established good relationships with families, and offered a variety of supports including the introduction of fruit bowls, sharing of clothes and fair share link with a local supermarket providing food bags for families. Such initiatives represented the ethos of the service, and the holistic support they offered to families.

Children were seen to engage well with their environment, which now included extensive loose parts and natural resources. The layout of the rooms and resources impacted positively on experiences for children, as well as supporting their level of independence. Staff were responsive to children's interests and choice, however we discussed at feedback ways in which staff could engage children and extend their learning as part of the play experience.

Online journals had been introduced, and were commented on positively by both staff and parents. Some parents had commented in the journals, and we discussed ways in which the service could further promote and encourage this with all families. Some observations were detailed in a manner which captured the experience well, whilst others required input to ensure these were significant. The lead practitioner was clear on staff progress with this, and shared with us ways in which the whole team were being supported to further develop their skills in this area. We also discussed the completion of these and the service was aware of where more observations needed to be added and kept up to date.

All About Me information was held for children, and updated regularly with their registration form. The service was in the process of transferring these to an electronic system, and we highlighted the importance of completing this transition quickly to ensure consistency of information. Medication was well-managed in the service, with detailed care plans in place as needed. We highlighted the importance of consistency in completing dates and signatures on relevant paperwork.

Floorbooks were available for parents to review, sharing children's experience and learning. These were progressing and now contained links to relevant curriculum and national documents. We discussed the continued development of these to include and better reflect the child's voice, and the responsive planning which was in place.

We observed the lunchtime experience for children, and provided feedback about ways in which this could be improved to better recognise and support children's choice with regard to lunch and outdoor play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

A secure access entry door to the building contributed towards children's safety, and ensured that staff were aware of who was in the building at all times. Parents signed children in and out of the service, and a new recording sheet had recently been implemented for staff to cross reference children in attendance throughout the day.

The playroom environment had been much improved since last inspection, with fresh decoration and new flooring. There had been a significant investment in natural resources and loose parts for children, and we commented on the positive impact this had on experiences for children. Staff were becoming familiar with the use of loose parts, and responded well to children's interests with the resources.

The environment layout promoted children's independence and we observed even the youngest of children to confidently move around the playroom, accessing their resource of choice. The twinkle tots playroom now provided a clearer area and space for children to move around and practice their gross motor development in walking or crawling.

There was a separate sleep room which provided cots and mats for children to have a sleep throughout the day, in line with their regular routine, and were checked regularly by staff. The lead practitioner discussed with us the location of bags within the room, and we agreed with their plans to move these to ensure they were out of reach of children at all times.

We discussed the space used for out of school children and lunchtimes for younger children, highlighting the need for this to reflect the ethos of the service and give children ownership of this area. The manager advised at feedback their plans to address this and bring this area into line with the developments of the other playrooms. This area provided free flow access outdoors which supported children's choice.

The outdoors area had been developed to include much more loose parts and had opened up access to the garden and mud kitchen area. This was observed to be very popular with the children, and supported their creative and imaginative play. A softer area of turf had been introduced for younger children, and the service planned to consider different textures which could better support their inclusion in the outdoor environment.

Infection control was observed to be very good throughout the inspection, with children being very familiar with hand washing routines. Accidents and incidents were completed appropriately, and risk assessments were in place and regularly reviewed and audited.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

New staff had been recruited to the service. We reviewed the recruitment process and staff registration as part of the inspection and found these to be in line with safer recruitment guidance. Staff were appropriately registered with the Scottish Social Services Council (SSSC) or in the process of applying for registration.

Staff reported a positive experience of induction into the service, being given relevant paperwork and information to review prior to starting work with the children. Staff reported very good levels of support within the staff team and sharing of information. We observed good communication amongst the staff team during the inspection, which contributed to a calm environment for children.

Team meetings had taken place, led by the lead practitioner and senior. These provided the opportunity for staff to air and discuss relevant matters as well as contribute toward the development of the service. We discussed the importance of the regularity of these meetings to continue to provide staff with regular formal discussion sessions, feeding into the overall improvement plan for the service.

Staff accessed training through an online service, which provided flexibility for completion of courses. The manager had an overview of this, and could address any issues or matters as part of staff supervision and appraisal. We reviewed training completed, and found this to cover a broad range of topics including relevant current national documents and guidance. Continuing to promote the importance of staff development and the consolidation of their knowledge and skills, will impact positively on experiences and outcomes for children attending the service.

The manager had created a staff forum for discussion, debate and reflection. This was in its early stages, and staff were beginning to engage in discussion. We agreed this was a positive addition to the facilities for staff sharing information, and reflecting on practice and guidance.

We discussed the use of professional language, and ensuring that all staff were aware of this at all times, considering dignity and respect of children. We also highlighted the service approach to promoting positive behaviour, and ensuring staff linked their practice to the service policy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The service had recently introduced a senior practitioner role, which complemented the current management structure. The management team worked well together, and played to individual key strengths. This contributed to a more robust management of the service, impacting positively on outcomes for children.

The lead practitioner had adapted the style of improvement plan to evidence the journey and progress within the service, representing this in a visual format within a floorbook. This layout and style allowed the recognition and inclusion of staff, parent and children's voices within the improvement journey. The lead practitioner had identified that evaluating against key documents such as How Good is Our Early Learning and Childcare and Health and Social Care Standards was the next step in the development of their evaluations and improvement plan.

A robust quality assurance process had been developed, which was evident from the records kept, demonstrating feedback and follow-up with staff where issues were identified. This was also reflected in improved procedures and practice across the setting. The introduction of the senior role would also allow the opportunity to share some auditing responsibilities, as well as define clearly individual management roles.

Parental feedback was gained through different methods, and whilst this was not always successful, the service continued to identify different ways to engage families and gain feedback. A parents' night was planned in the coming week, as well as adapting the service approach to 'question of the month' in an effort to support all families to contribute. This again reflected the inclusive and holistic nature of the service to support and meet the needs of all families attending.

We reviewed incident investigation paperwork and found this to be thorough and follow relevant organisational complaint and investigation procedures. We discussed timescales, and extra auditing of any new procedures introduced as a result of investigations.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

In order to be able to meet children's needs, staff should ensure they are familiar with and know where to access children's information.

This is in line with: National Care Standards, Early Education and Childcare up to age 16, Standard 3: Health and Wellbeing, Standard 6: Support and Development.

This recommendation was made on 9 November 2017.

Action taken on previous recommendation

The service was in the process of transferring children's information onto an electronic format which made this more easily accessible to staff, and more responsive in updating children's information.

Recommendation 2

In order to support children's overall development, the service should invest in natural resources and loose parts to provide children with appropriate challenge and depth of learning.

This is in line with: National Care Standards, Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing, Standard 11: Access to Resources.

This recommendation was made on 9 November 2017.

Action taken on previous recommendation

The service had invested heavily in loose parts and natural resources, throughout the setting. This was observed to have a positive impact on children's experiences.

Recommendation 3

In order to provide a safe and pleasant environment, the service should replace the damaged flooring and re-decorate walls .

This is in line with: National Care Standards, Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment.

This recommendation was made on 9 November 2017.

Action taken on previous recommendation

The setting had undergone re-decoration, including the laying of new flooring.

Recommendation 4

In order to provide the opportunity for staff to be included in the development of the service and undertake professional discussion, regular team meetings should take place.

This is in line with: National Care Standards, Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff, Standard 13: Improving the Service, Standard 14: A Well-managed Service.

This recommendation was made on 9 November 2017.

Action taken on previous recommendation

Team meetings were taking place, providing staff with the opportunity to discuss and reflect on the service and their practice.

Recommendation 5

In order to impact positively on outcomes for all children attending the setting, staff should receive relevant training, support and development to improve their practitioner knowledge and skills.

This is in line with: National Care Standards, Early Education and Childcare up to the age of 16, Standard 4: Engaging with Children, Standard 12: Confidence in Staff.

This recommendation was made on 9 November 2017.

Action taken on previous recommendation

Some staff had attended a broad range of training, including relevant national curriculum, documentation and best practice guidance. The manager continued to promote and monitor staff completion of relevant training.

Recommendation 6

In order to maintain standards and support continued improvement across all aspects of the service, the manager should continue to implement a robust quality assurance process, linking this to the overall service improvement plan.

This is in line with: National Care Standards, Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff, Standard 13: Improving the Service, Standard 14: Well-managed Service.

This recommendation was made on 9 November 2017.

Action taken on previous recommendation

The quality assurance within the service was now more robust, and the improvement journey and plan was being developed in a visual format which reflected the positive progress being made, whilst identifying continued areas for improvement.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings								
11 Sep 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	3 - Adequate	Environment	4 - Good	Staffing	3 - Adequate	Management and leadership	3 - Adequate
Care and support	3 - Adequate									
Environment	4 - Good									
Staffing	3 - Adequate									
Management and leadership	3 - Adequate									
7 Sep 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	3 - Adequate	Environment	4 - Good	Staffing	3 - Adequate	Management and leadership	3 - Adequate
Care and support	3 - Adequate									
Environment	4 - Good									
Staffing	3 - Adequate									
Management and leadership	3 - Adequate									
14 Mar 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>2 - Weak</td> </tr> <tr> <td>Environment</td> <td>2 - Weak</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>2 - Weak</td> </tr> </table>	Care and support	2 - Weak	Environment	2 - Weak	Staffing	3 - Adequate	Management and leadership	2 - Weak
Care and support	2 - Weak									
Environment	2 - Weak									
Staffing	3 - Adequate									
Management and leadership	2 - Weak									
25 Mar 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>3 - Adequate</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	4 - Good	Environment	3 - Adequate	Staffing	3 - Adequate	Management and leadership	3 - Adequate
Care and support	4 - Good									
Environment	3 - Adequate									
Staffing	3 - Adequate									
Management and leadership	3 - Adequate									

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.