

# Inspection report

## Wester Hailes Education Centre Day Care of Children

5 Murrayburn Drive  
Edinburgh EH14 2SU

**Inspected by:** Jackie Brims  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 25 January 2007

**Service Number**

CS2003017997

**Service name**

Wester Hailes Education Centre

**Service address**5 Murrayburn Drive  
Edinburgh EH14 2SU**Provider Number**

SP2003002576

**Provider Name**

City of Edinburgh Council

**Inspected By**Jackie Brims  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

25 January 2007

**Period since last inspection**

14 months

**Local Office Address**South East Region  
Stuart House  
Eskmills  
Musselburgh  
EH21 7PB

## **Introduction**

Wester Hailes Education Centre Rainbow Under 5's Crèche is a service offering day care to children and registered with the Care Commission in April 2002.

The service provider responsible for the crèche is the City of Edinburgh Council Children and Families Department.

The crèche is to provide childcare while parents/carers attend classes or leisure facilities at Wester Hailes Education Centre with some limited places available for school staff and local agencies that require childcare. The service has a partnership with the Young Mum's Unit, Hospital, and Outreach Teaching service, which is based in the High School.

The service can be used on a full time, part-time or on a regular one-hour session basis.

The crèche is registered to operate Monday to Friday providing full day sessions for up to 33 children aged between 0 to 5 years.

At the time of the inspection there were 56 children registered as using the crèche. The crèche is situated in a Community High School with leisure facilities in a residential area in the City of Edinburgh.

On the day of the inspection there were 9 children attending the crèche.

The children are accommodated in a large playroom, which is divided in two, for the different age group of children. 12 babies under 1 year of age and 21 children between the ages of 1 year to school age. The children also have the use of a soft playroom and a swimming pool within the leisure facilities. The kitchen, which is situated at the back of the playroom, is accessed through secure dividers and gates. The office is situated at the entrance area of the crèche and there is a secure garden for the children, which is directly accessed from the playroom.

The written aims of the Rainbow Crèche are as follows:

"To provide a caring and stimulating environment for all of our children.

Keep babies in their home routine as much as possible.

Encourage children to be happy and confident individuals.

Provide learning through play according to age and ability, helping your child move on to the next stage of development.

Support our Young Mums and their babies.

Treat all our children and parents as individuals and respect all cultures and traditions."

## **Basis of Report**

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer, which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service, action taken upon requirement etc.

This service was required to have a low level of regulatory support that resulted in an inspection based on the national inspection themes, and any other recommendations from previous inspections, or other regulatory activity.

The key themes for 2006/2007 are as follows:-

Birth to Three Document

Child Protection

Nutrition  
Safer Recruitment  
Scottish Social Service Council (SSSC) Codes of Practice.

These themes have been reported under the following National Care Standards for Early Education and Child Care up to the age of 16;

- 3. Health and Well-being
- 4. Engaging with Children,
- 7. A Caring Environment,
- 12. Confidence in Staff.

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002. Scottish Statutory Instrument 114 (SSI 114).

Before the visit:

The service completed an electronic Annual Return and self-evaluation document.

Parents/Carers returned questionnaires giving their views of the service.

The inspection was unannounced and took place on 25 January 2007.

The inspection report is also informed by:

Discussion with the manager, crèche supervisor, crèche staff and parents/carers.

Observation of children.

The electronic annual return and self-evaluation document.

Review of documentation relevant to the themes inspected.

### **Action taken on requirements in last Inspection Report**

There were no requirements from the previous inspection report.

### **Comments on Self-Evaluation**

A self-evaluation form is a document used to assist the provider of a service to judge the quality of the service against the National Care Standards.

The self-evaluation document was completed by the supervisor and staff of the crèche and returned to the Care Commission prior to the inspection. The document was detailed and identified the services strengths and areas for further development or improvement.

This document was also taken into account during the inspection and in the writing of this report.

### **View of Service Users**

Due to the age of the children being cared for no views were obtained.

The children appeared to be happy, occupied, confident and content with the service provided. The children cooperated with the adults and seemed to enjoy the routine and structure of the crèche.

### **View of Carers**

10 parent/carer questionnaires asking for their view of the service were sent to the service. The Care Commission received 7 prior to the inspection.

The questionnaires indicated that parents and carers were generally positive about the service.

Four parents/carers indicated they did not know about the complaints procedure and one parent/carer indicated they did not know about the child protection policy. This was discussed with the crèche supervisor who agreed to ensure all parents and carers were made aware of where this information could be obtained.

Additional comments are as follows:

“There is little need to talk privately about my child, if there was need it would not be a problem.”

“Happy that staff know my child and his needs and routines without constant discussion.”

“Security getting better as very difficult within community school. New visual entry system will make big improvement once up and running.”

“All staff are approachable and more than one is available at any time.”

“Have sent both my children to this crèche based mainly on the care and attention the staff provide – not the material things. They look after them like a Granny or Aunt would and that’s probably the best substitute for me.”

“They discuss my child with me, but not privately.”

“I think the staff are great with my child and other children they are always making compliments when I collect my child.”

“I think they do a great job with the children.”

“I would be happy to pay extra for healthy snacks, this would save me a lot of hassle before I leave the house.”

“More arts and crafts would be good and I would like there to be a story time and circle time with songs and rhymes mixed into a structured session with periods of free play.”

“I would like less plastic electronic toys. I would like to see them holding my baby more, although I am not unhappy with the amount of time they hold my baby, I think that human interaction is far more important than any amount of toys.”

“I would like to share my philosophy on child rearing but the opportunity to do this has never happened. Maybe they could introduce a questionnaire on the joining form. Staff do not know my personal beliefs.”

The Officer spoke with two parents during the inspection who stated they were happy with the crèche. One parent stated they would like more feedback from staff about what their child did while they were in the crèche, for example what they played with, who they played with and any other anecdotes.

The Officer discussed all the above comments with the crèche supervisor who stated they would be discussed and reviewed with staff.

## **Regulations / Principles**

**Regulation :**

**Strengths**

**Areas for Development**

## **National Care Standards**

### **National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing**

**Strengths**

Not all aspects of this standard were inspected only those relating to the themes for inspection. See basis of report.

As was recommended in the previous inspection report there were copies of crèche policies and procedures available for parents, in an information booklet, which included the child protection policy and complaints policy.

Five staff had attended child protection training within the last year and the crèche supervisor stated there was a plan in place for the remaining four staff to attend child protection training.

The crèche supervisor stated staff were planning to attend a school in service training event about child protection.

The crèche had a healthy eating policy, which was clearly displayed on a notice board. Although the crèche did not provide snacks or meals, they promoted the policy through activities and projects to ensure the children had opportunities to learn about diet and healthy lifestyles.

The crèche supervisor stated all staff had a current children and babies first aid qualification.

**Areas for Development**

The crèche supervisor stated they had attempted to access a "Snack Attack initiative" which would provide the children with fresh fruit every day. To date this had not been successful but they would continue to pursue this area for improvement.

Although the crèche had a copy of the Scottish Executive, "Nutritional Guidance for Early Years" the staff had not used the document.

See recommendation 1

The child protection policy did not clearly inform parents/carers what action would be taken if there were concerns about a child.

See recommendation 2

The crèche were not participating in the National Tooth-brushing Programme.  
See recommendation 3

The crèche did not have a policy and procedure in place, which would inform staff what to do if a child who was expected to attend did not arrive.  
See recommendation 4

#### **National Care Standard Number 4: Early Education and Childcare up to the age of 16 - Engaging with children**

##### **Strengths**

Not all aspects of this standard were inspected only those relating to the themes for inspection. See basis of report.

The children presented as happy and settled in the crèche and demonstrated a good rapport with the staff. Children were encouraged by staff to engage in the various interesting and age appropriate activities that were set out for them.

As was recommended in the previous inspection report staff had obtained the Scottish Executive "Birth to 3 years document and the learning resource pack and had used it for a staff development event. Staff commented to the Officer they had enjoyed the training as it had reinforced previous learning.

##### **Areas for Development**

Staff had not continued to use the "Birth to 3 years" document or the learning resource pack.  
See recommendation 5

#### **National Care Standard Number 7: Early Education and Childcare up to the age of 16 - A Caring Environment**

##### **Strengths**

Not all aspects of this standard were inspected only those relating to the themes for inspection. See basis of report.

The service had a booklet about the summarised policies and procedures for parents and carers information.

##### **Areas for Development**

The complaints policy did not have clear procedures in place or the full contact details of the Care Commission.  
See recommendation 6

#### **National Care Standard Number 12: Early Education and Childcare up to the age of 16**

## **- Confidence in Staff**

### **Strengths**

Not all aspects of this standard were inspected only those relating to the themes for inspection. See basis of report.

The crèche supervisor stated staff were aware of the Scottish Social Services Council (SSSC) codes of practice.

In the self-evaluation document, it stated two members of staff were in the process of enhancing their qualifications to enable them to register with the SSSC when required.

The manager of the service is in the process of registering with the SSSC.

The crèche was operating within the conditions of their registration at the time of the inspection, providing sufficient staffing levels for the numbers and needs of the children.

### **Areas for Development**

The manager stated the service was continuing to progress implementing a Professional Development review system, which all crèche staff would participate in. This will be reviewed at the next inspection.

An audit of the provider's safer recruitment policies and procedures, as implemented across four separate departments of the Council, has been carried out by the Care Commission resulting in requirements and an area for development highlighted in this report.

The requirements resulted from an audit of the following file sampling exercise:

Health and Social Care Department 117 files  
Children and Families Department 103 files  
Housing Department 21 files  
Culture and Leisure Department 4 files

The number of files audited were selected in proportion to the number of registered services per department following the Care Commission national guidance for safer recruitment themed inspections. The evidence supporting the three requirements was provided by the sampling exercise undertaken in respect of three of the four departments. There was no evidence in the 4 files sampled from the Culture and Leisure Department to support the three requirements. The requirements made were based on evidence from files showing posts filled after 1 April 2002. The requirements are made of the provider as a corporate entity.

It is suggested that best practice is followed by introducing a system to recheck Enhanced Disclosure Scotland Checks. National Care Standards, SSSC Codes of Practice – Employer.



## **Enforcement**

At the time of the inspection there was no enforcement action taking place.

## **Other Information**

In the previous inspection report the following was recommended:

A fridge thermometer and a system for recording the temperature should be put in place to ensure that the fridge is maintained at the recommended temperature. This had been met.

Staff should attend training to gain knowledge about promoting positive behaviour or dealing with behaviour they find challenging.

The crèche supervisor stated this area for development was still on going.

The service should develop a written policy and guidelines to ensure managing children's behaviour is consistent and best practice is taken into account using national and local guidelines.

This had been developed.

Staff should record, evaluate and use the information to plan for each individual child's development and learning and share this information with parents and carers.

This had been developed.

Staff should continue to record, evaluate and plan their work and the work of the service to ensure that the activities provided take account of ages, development need, interests and hours and patterns of each child's attendance.

This had been met and was identified by the staff as an ongoing area for development and improvement.

## **Requirements**

1. All staff working in registered care services, including Head Teachers, must have an enhanced level Disclosure Scotland check carried out.

Scottish Statutory Instrument 2002/114 Regulation 9(1) Fitness of employees.

2. There should be a system to record that, where appropriate, the employer has checked qualifications.

Scottish Statutory Instrument 220/114 Regulation 19(2)(a)Records.

3. The recruitment records should evidence that 2 satisfactory references were sought for each person employed.

Scottish Statutory Instrument 2002/114 Regulation 9(1) Fitness of employees; SSSC Code of practice – Employer.

## **Recommendations**

1) Staff should make use of the "Nutritional Guidance for Early Years".

National Care Standards Early education and Childcare up to 16  
Standard 3. 3,4. Health and Wellbeing

2) The manager should review and revise the child protection policy

National Care Standards Early education and Childcare up to 16  
Standard 3. 2 Health and Wellbeing

3) The crèche should obtain the new Standards for Nursery and School Tooth brushing

Programmes 2006 and implement it.

National Care Standards Early education and Childcare up to 16

Standard 3. 3 Health and Wellbeing

4) The manager should put in place a policy and procedure to follow if a child was absent who was expected.

National Care Standards Early education and Childcare up to 16

Standard 3. 7 Health and Wellbeing

5) Staff should continue to use the "Birth to 3" document and the learning pack.

National Care Standards Early education and Childcare up to 16

Standard 4.2

6)The manager should review and revise the complaints policy and procedure

National Care Standards Early education and Childcare up to 16

Standard 7.7 A Caring Environment

**Jackie Brims**

**Care Commission Officer**