

Care service inspection report

Postnatal Depression Services - East Edinburgh Counselling and Support Centre

Day Care of Children

Gate Lodge
27 Milton Road East
Edinburgh
EH15 2NL
Telephone: 0131 454 4315

Inspected by: Sarah Hermiston

Type of inspection: Unannounced

Inspection completed on: 11 September 2012

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Service provided by:

Church of Scotland Trading as Crossreach

Service provider number:

SP2004005785

Care service number:

CS2003011918

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

Postnatal Depression Services - East Edinburgh Counselling and Support Centre(PND) provides children with a safe and stimulating creche environment to play and learn.

Staff and volunteers have a gentle manner and are extremely caring, nurturing and supportive to children and their families.

Parents, extended family of children, staff and volunteers all worked together to raise funds for PND services.

What the service could do better

PND should:

- Make sure that children are given regular opportunities to play outdoors.
- Keep records of when toys and resources are cleaned.

What the service has done since the last inspection

Since the last inspection in February 2011, PND had continued to offer children and their families with a service that has their best interests at heart.

Conclusion

PND provides a creche to mothers and fathers with postnatal depression. They understand that when a parent experiences postnatal depression the whole family is affected. As a result of this, creche staff were extremely responsive and sensitive in their manner and approach to meeting the needs of children and their families.

Who did this inspection

Sarah Hermiston

1 About the service we inspected

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

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

Requirements and recommendations

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

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

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

Postnatal Depression Services (PND) - East Edinburgh Counselling and Support Centre is provided by Crossreach Services.

PND provides support for families where a mother or father is suffering from Postnatal Depression. They offer a wide range of services, including a creche.

The creche is registered to care for a maximum of five children aged 0 - to those not yet attending primary school. It is run from a gate Lodge within the grounds of Crossreach head office on the East side of Edinburgh.

The creche is open from 9.00am to 1.00pm on a Monday and Tuesday, and from 9.00am and 3.00pm on a Thursday.

The manager has overall responsibility for the creche. A senior creche worker is responsible for the day to day running of the creche with the support of volunteer creche workers.

The aim of the creche is:

- "To create a welcoming, safe, secure and stimulating environment, appropriate for children aged 0-5 years.
- To support and nurture each child as an individual.
- To care sensitively and respectfully for the unique needs of each child, promoting positive behaviour.
- To continue to evaluate and implement the guidelines as laid down by the Care Inspectorate.
- An overall sense of fun and learning is promoted with all children through the use of creative play, art and music".

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection visit to the service between the hours of 9.30am and 3.55pm on Tuesday 11th September 2012.

This inspection was carried out by Care Inspectorate (CI) inspector, Sarah Hermiston.

As requested by us the provider sent us an electronic (by computer) annual return and self assessment form.

We issued five Care Standard Questionnaires to the service to give to parents and carers before the inspection. Three completed questionnaires were returned to us.

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

- Accident/incident recording systems
- Aims and objectives
- Certificate of Insurance
- Certificate of Registration
- Child protection policy
- Children's records
- Completed Care Standard Questionnaires
- Confidentiality policy
- Equal Opportunities policy
- Evidence from the service's most recent self assessment and annual return
- Induction procedure (system to introduce staff and volunteers to the creche)
- Medication recording systems
- Newsletters
- PND website
- Plans for children's play experiences
- Risk assessments
- Staff job descriptions
- Staff support and supervision records

- Thankyou cards parents/ carers had given creche staff
- Team meeting minutes
- Volunteer files
- Whistle Blowing policy.

We spoke with:

- The manager for PND services
- The manager of the creche
- The senior creche worker
- Two volunteers.

We observed the interaction between staff and children.

We checked if the environment was safe for the children.

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.

The Care Inspectorate received a fully completed self assessment document from PND. We were satisfied with the way this had been completed and with the relevant information they had given us for each heading that we grade them under. PND identified with they thought they did well, some areas for improvement and any changes they had planned.

Taking the views of people using the care service into account

We observed children playing during our visit to the creche. We saw that they were extremely content, happy and relaxed in the care of PND staff. Some of our observations have been included in this report.

Taking carers' views into account

We received three completed questionnaires from parents who use the creche service. The feedback from these have been included in this report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found that PND had excellent standards in the areas covered by this statement.

We concluded this after we:

- Spoke with staff
- Read policies
- Looked at children's folders
- Observed staff interactions with children
- Looked at feedback in our questionnaires
- Looked at feedback given to the creche from parents.

Creche staff used various methods to give parents an opportunity to be involved in the care and support their child received. These included:

- Before starting to use the creche, parents were invited to visit with their child. At this time they were given written information about the creche. This made sure that parents were told what to expect from the creche.
- The children's records we looked at showed us that staff gathered information about each child before they started attending the creche. This meant that staff knew about the child's needs and how best to meet those needs.
- Informal discussions took place daily between staff and parents which gave a link to the child's care between the creche and home. We heard staff talking to parents and found this to be informative, friendly and supportive.
- Parents could give feedback on the quality of the service by completing questionnaires and surveys.

-
- Newsletters were sent out every three months. We considered these to be informative and with a range of information. They included stories about the staffing, activities, outings, achievements, future plans and group work.

Before using the service, an assessment was carried out on the needs of the family. This meant families were offered support that matched their needs. This included family play therapy or infant massage

The three parents who completed our questionnaire confirmed that:

- Overall, they were happy with the quality of care their child received in the creche.
- They received clear information about the service before their child started using it.
- Staff shared information about their child's learning and development with them and, where appropriate their child.

Written comments included:

"Wonderful, caring service. Excellent, knowledgeable staff. I could not fault them and am more than happy having them take care of my children".

"This service operates as a crèche service attached to counselling. I am very happy with the ethos and environment provided. Volunteers help staff and have always shown appropriate care and interest in the children, creating a pleasant and stable environment for the children to be cared for and to be happy".

Areas for improvement

In their self assessment, PND told us:

'As well as the annual Crossreach client questionnaire we now have our own PND services annual client questionnaire and are continually thinking of ways to use the information received from this'.

PND should continue to monitor and maintain the excellent standard of quality. They should ensure they continue to identify areas of improvement and implement action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We found that PND was performing well in the areas covered by this statement. We concluded this after we:

- Spoke with staff
- Read policies
- Observed staff practice.

We looked at children's files. From these we saw that staff kept up to date records of each child's:

- Dietary needs
- Medical needs and history
- Sleeping routine
- Toileting needs
- Family background
- Any additional information that parents wished to share with creche staff.

We observed staff and volunteers to have a genuine fondness of the children. We saw that they were extremely nurturing in their manner when responding to children's individual needs.

Through discussion and observation of staff and volunteers interactions with the children, it was clear that they were very knowledgeable about the needs of the children.

The nature of PND meant that children and their parents were helped by a variety of professionals and services to allow them to make healthy and safe choices. These services helped towards children and families being encouraged and supported to enjoy a high standard of physical and mental health.

Areas for improvement

In their self assessment, PND told us they would:

'Continue to monitor and help facilitate the training needs of staff with regard to the physical, mental and emotional development of the child, specifically bearing in mind that our service users all come from families experiencing postnatal depression. We are in the process of planning a study session for our volunteer workers for the autumn'.

We agreed with this area of improvement and concluded that PND should continue to monitor and maintain the very good standard of quality. They should ensure they continue to identify areas of improvement and implement action plans to address these.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

The strengths noted in theme one, statement one also applies to this statement.

Areas for improvement

In their self assessment, PND told us they 'would continually use feedback from their questionnaires to make relevant changes'.

PND should continue to monitor and maintain the excellent standard of quality. They should ensure they continue to identify areas of improvement and implement action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

We found that PND was performing well in the areas covered by this statement. We concluded this after we:

- Spoke with staff, volunteers and the manager
- Observed staff practice
- Read policies
- Looked at the comments and feedback given in our questionnaire
- Read the results of a recent parent survey

Children were given encouragement and praise when tidying away toys they had finished playing with them. This meant that children were learning to care for the environment, be respectful of others and be independent.

The toilet and nappy changing facilities were clean and well organised. Gloves and aprons were used by staff when changing nappies or tending to children's personal needs. This contributed to minimising the risk of infection.

Staff had attended Child Protection training and were able to tell us what they would do if they had a concern about a child. This was in line with best practice guidance.

In a survey, parents told the creche that they were happy with the cleanliness of the creche.

Polices and procedures were in place to help staff make sure the creche was kept clean. This meant that staff were aware of what needed to be done on a daily basis to ensure that the room was clean for children.

The three parents who completed our questionnaire, agreed or strongly agreed that:

- PND was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- There was enough space for the children to play and get involved in a range of activities.
- PND had a suitable range of equipment, toys and materials for the children.

Written comments included:

"Although the crèche space is fairly small, it is very well equipped and activities are varied, depending on the child's preference for toys/books. As the sessions are relatively short (maximum 2 hours) I am happy that my children stay indoors. It would be nice if they could get outdoors in good weather, however I understand that the logistics of this can be difficult, given the nature of the crèche facility".

Areas for improvement

In their self assessment, PND told us: 'we are investigating ways of making our garden safe for the use by our children. We have recently bought a sturdy outdoor playpen and we are in the process of improving our slabbed area'. We agreed with this area of improvement and will check the progress of it at the next inspection.

Records were not kept of when toys and equipment had been cleaned. We suggested that the manager looks at 'Infection Prevention and Control in Childcare Settings, Health Protection Scotland' guidance (available via the CI web site) for more information and examples of cleaning schedules. The manager agreed to do this, we will check the progress of this at the next inspection visit.

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 strengths noted in theme one, statement one also applies to this statement

Areas for improvement

In their self assessment, PND told us:

"We will continue to monitor ways in which we can take into account the views of our service users whilst bearing in mind the unique nature of the work we do and, as a result, the sensitivity required. We now carry out an annual questionnaire specific to our creche and we will continue to review the make up and questions within the questionnaire'. We agreed with this area of improvement and will check the progress of it at the next inspection.

PND should continue to monitor and maintain the excellent standard of quality. They should ensure they continue to identify areas of improvement and implement action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found that PND was performing well in the areas covered in this statement.

Before starting to work in the creche, new staff and volunteers went through an 'induction'. This meant that they were slowly introduced to the job and found out what was expected of them. The induction checklist showed us that new staff and volunteers were given lots of information about their job and in particular what their role was in protecting children.

Staff and volunteers were given a job description. This meant that everyone was aware of their role and responsibility in providing the creche service.

We saw that staff were enthusiastic to do their best in the creche. The senior creche worker told us about the training and conferences she had recently attended. This showed a commitment to enhance the experiences for children and their parents.

Recent changes to the appraisal system meant that staff now had the opportunity to reflect on their work and bring this information to their annual appraisal meeting. This helped staff to think about their own developmental needs and what they could do to improve the work done in the creche and with families.

To make sure staff and volunteers knew about the services available to parents in PND staff and volunteers attended study days where therapists spoke about their work. This included play therapy, infant massage and art therapy. The senior creche worker felt that this had been beneficial as she now knew what parents were involved in while their child was in the creche.

The staff team met regularly. The senior creche worker told us staff enjoyed these meetings as it gave everyone a chance to think about what they did well and what they could do to make things better. She also told us she felt supported by the manager.

All staff were registered with SSSC and knew about their responsibility to follow the codes of practice that aim to raise standards of care and increase the protection of children.

In our questionnaire, all three parents agreed or strongly agreed that:

- They were confident that the staff had the skills and experience to care for their child and support their learning and development.
- Their child appeared happy and confident with the staff.
- The staff treated their child fairly and with respect.

Written comments included:

"I am very grateful to the staff and volunteers of PND crèche. They are very approachable, understanding and welcoming and have given us much needed respite at a difficult time. After just one session my daughter was calling the staff "my friends".

Areas for improvement

At this inspection we were unable to see support and supervision records for the senior creche worker. The manager for PND services explained that this was due to

their being a change in who was responsible for completing these and they were not sure where they were kept. However, when awarding the grade, we have taken into account that the senior creche worker told us that they did receive regular support and supervision. The manager should make sure that these records are kept in a place that is easily accessible for audit purposes.

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: 5 - Very Good

Statement 1

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

Service strengths

The strengths noted in theme one, statement one also applies to this statement.

From reading the information we received in our questionnaires and the feedback given to the creche about their work, we have concluded that parents were extremely happy with the service provided to them and their child. In a thank you card a parent had told the creche staff:

'Thank you for all the service received. You are true diamonds'.

Areas for improvement

The areas of improvement noted in theme one, statement one also applies to this statement.

PND should continue to monitor and maintain the excellent standard of quality. They should ensure they continue to identify areas of improvement and implement action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found that PND was performing well in the areas covered in this statement. We concluded this after we:

- Spoke with staff and the manager
- Read policies
- Looked at minutes of meetings.

A variety of quality assurance systems were carried out to assess the quality of the service provided. These included:

- Regular staff and senior meetings meant that there was continual evaluation and discussion of what was happening in the service.
- Parents were asked to complete a questionnaire during and at the end their placement with PND. This meant that PND received feedback from parents on how well the service was doing and how they could improve.
- The manager told us that speaking with parents was the best way to get information about how the service could progress and what they did well.
- The senior creche worker had been involved in completing the self assessment for CI. They told us it had been helpful because it encouraged them to think about what they did well and how they could improve on their practice.

The complaint policy told people how they could make a complaint to and that they could contact the CI at any time if they wished to do so.

A copy of the most recent inspection report was displayed on a noticeboard in the creche room. This meant that parents were able to read about CI's thoughts on the quality of the creche.

In our questionnaire, two parents strongly agreed and one told us it was not applicable that PND had involved them and their child in developing the service, for example asking questions for ideas and feedback.

Areas for improvement

In their self assessment, PND told us:

'we are always striving to improve our quality assessment procedures and are open to suggestions from service users and staff'.

PND should continue to monitor and maintain the very good standard of quality. They should ensure they continue to identify areas of improvement and implement action plans to address these.

Grade awarded for this statement: 5 - Very 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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings	
10 Feb 2011	Announced (Short Notice)	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
11 Feb 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
25 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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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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