

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

Type of inspection: Unannounced

Inspection completed on: 30 June 2014



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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) work effectively in providing a flexible, nurturing service to support families suffering from postnatal depression.

The staff and volunteers are passionate about their role and they work closely with a range of therapists to holistically support families' health and wellbeing needs.

What the service could do better

PND should:

* Continue to evaluate the service and develop written action plans for future improvement.

What the service has done since the last inspection

Since the last inspection in September 2012, PND had continued to offer children and their families a service that has their best interest at heart.

* The service has increased the work with families.

* Continue to work and support volunteers

Conclusion

PND staff and volunteers are committed to providing a quality service. They understand that when a parent experiences postnatal depression the whole family are affected. As a result of this, the crèche staff and volunteers sensitively support and promote the individual health and wellbeing needs of children and their families.

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 birth - 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. The inspection took place on Monday 30 June 2014 by a Care Inspectorate, Inspector.

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

We sent five Care Standard questionnaires to the service to give to parents and carers who use the service four completed questionnaires were returned to us before the inspection took place.

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

- * Aims and Objectives
- * Certificate of Public Liability Insurance
- * Certificate of Registration
- * Child protection policy and procedures
- * Complaints policy and procedures
- * Confidentiality policy
- * Creche information leaflet
- * Equal Opportunities policy
- * Feedback from families questionnaires
- * Feedback from volunteers
- * Fire safety plans
- * Information on notice boards
- * Minutes of staff and management meetings
- * Newsletters
- * Samples of children's registration records
- * Staff files
- * Thank you cards and letters from families who had used the service.

We also:

- * spoke with the crèche manager and senior crèche worker
- * spoke with three creche volunteers
- * observed the interaction between staff, volunteers and children
- * examined the environment, resources and play experiences available.

This information was taken into account during the inspection process and reported on.

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 fully completed self assessment document from PND. We were satisfied with the way they had completed this and with the relevant information they had given us for each of the headings we grade the service under. The service identified things they thought they did well, some areas for improvement and changes they planned for their service.

Taking the views of people using the care service into account

We observed children using the service, most children were content, relaxed and happy in the care of PND staff.

Taking carers' views into account

The four parents who returned our questionnaires were very happy with the service provided.

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

Parents were invited to visit the creche with their child before taking up a place. They were provided with an introductory pack which included relevant information relating to the creche. This made sure they were aware of what to expect from the service.

Before using the service, an assessment was carried out on the needs of the family. This meant that parents and children were offered support that matched their needs. Staff told us they were keen to establish good relationships with families from an early stage. We evidenced this during our visit through skilful staff and sensitive settling in procedures.

We observed informal discussions and exchanging of information taking place between staff and parents which ensured continued care between the home and creche. We heard staff talking to parents and found they were pleasant, responsive and supportive. The children's records we sampled showed us that staff gathered information about each child before they started attending the creche. This ensured their individual needs were understood and cared for.

Because of the nature of the creche service much of the communication with parents is done through counselling sessions. The crèche staff worked very sensitively with parents and their children. Comment forms were available within the crèche to allow parents to give feedback at any time. We sampled these and found these to be very positive about the service.

Comments included:

"I couldn't ask for nicer staff and helpers. They are so warm and caring, to see my children in a relaxed atmosphere made it easier for me to leave my children in the

crèche. I always felt happy and confident with the care they received. The crèche was a great help for me and my child always enjoyed their time there. All staff made me feel welcome and all were very friendly."

Annual crèche questionnaires and surveys had been given to families to seek their views about the service. We looked at the findings from the most recent questionnaire and saw families had been given the opportunity by PND to 'inform someone if there was something they did not like about the service'.

Comments from parents included:
"The service has been invaluable to me in the past few months. Amazing service provided at a very difficult time in my life. A lifeline - thank you so much."

We viewed a sample of letters and newsletters sent to families. We considered these to be informative, with a range of detailed information. They included stories about raising awareness of the service, staffing, working therapeutically with families, achievements and future plans.

Written information available within the service supported effective communication ensuring families were made aware of other services and support groups available to them.

We looked at thank you cards given to the service from past and present parents using the service. Parents praised and were appreciative of the service they had received.

Staffs tailored the crèche daily to meet the needs of the children attending and they were child led in providing activities and resources. We saw staff interacted and supported children mainly on a one to one basis. The staff provided a nurturing, caring and secure environment for the children.

Areas for improvement

PND should continue to monitor and maintain the excellent standards of quality for this statement. 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 very well in meeting the health and wellbeing needs of families using the service.

The service had developed strong systems for obtaining information regarding the care of the children. Registration forms were used to obtain key information on children including emergency contact details, medical information, dietary needs, feeding, toileting and sleeping routines and any additional information that parents wished to share with crèche staff. This ensured staff and volunteers were able to care for each child's needs.

We found staff and volunteers were working to meet the aims and objectives of the service, which included "To support and nurture each child as an individual. We saw that they were sensitive to the needs of the children. Staff and volunteers interacted with the children in a calm, kind and positive manner. The crèche provided a child led caring setting.

Children using the crèche benefited from one to one support, care and quality interactions from staff and volunteers as child/staff ratios were high.

The varied experiences and skills volunteers had, helped to support the families using the service. We found staff and volunteers worked together, shared their knowledge and experience and provided consistency of care for the children. This helped to build positive relationships and ensure children were secure in the crèche.

Through discussion we evidenced that staff and volunteers were aware of their role and responsibilities in protecting children.

The nature of PND meant that parents and children were helped by a range of professional services. We saw written evidence which showed some parents and children had benefited from the high level of support they had received from the service. As a result, this had led them to making healthy and safe choices. This was further evidenced through service evaluations as families agreed their quality of life was better because of the service.

"As part of this inspection we have focused on how this service has promoted children's health and wellbeing through infection prevention measures." Procedures were in place for good hygiene practices in changing children's nappies, dealing with sick children, cleaning toys and equipment. These included the use of gloves and aprons.

Areas for improvement

PND should continue to monitor and maintain the very good systems in place to ensure that families' health and wellbeing needs are met. They should ensure they

continue to identify areas of improvement and implement action plans to address these.

In their self-assessment PND identified the following area for improvement:
"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."

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

Parents who completed our questionnaires confirmed the service provides a safe, secure, hygienic, smoke free, pleasant and stimulating environment. They also agreed the service has a suitable range of equipment, toys and materials for the children.

PND told us that families had an input into the crèche environment as they donated most of the resources within the crèche.

Areas for improvement

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

In their self-assessment PND identified the following area for improvement: "We will continually use feedback from our questionnaires to make relevant changes."

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

Based on the evidence found at this inspection the service had very good standards in place for this quality statement.

The crèche was situated on the first floor of the building. It was accessed through a secure entrance. Parents signed their children in and out of the crèche.

The crèche was run from a small playroom which was well ventilated, in a good state of repair and had natural light. All areas used by the children including the toilet and nappy changing facilities were clean and well organised. Creche staff checked all areas used by the children for hazards before they arrived. This made the creche a safe, hygienic and comfortable place for children, staff and families.

The playroom offered a stimulating environment for children with a range of nice displays. The resources available were of high quality, well organised and suitable for the children using the creche on the day of the inspection.

Improvements had been made in the playroom since the last inspection with the carpet and cushions being replaced. Notice boards in the playroom were kept up to date, they held a welcome leaflet and a range of information which kept families informed.

Procedures were in place for fire safety. Staff and volunteers regularly reviewed and updated these.

Through PND questionnaires, parents were asked if they felt safe within the service. All parents agreed the crèche was safe.

Staff had attended Child Protection training, through discussion they were able to tell us what action they would take if they had a concern about a child.

Areas for improvement

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

The service identified the following area for improvement in relation to this quality Statement:

"We continue to ask for feedback from parents and staff who use the building."

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

Comments from the crèche questionnaire included:

"All staff are great. It's really helping me deal with my problems.

A wonderful crèche, my child adores his hour with the staff thank you so much.

Facilities are great with the crèche."

Areas for improvement

PND should continue to monitor and maintain the excellent standards of quality for this statement. 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 have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We found PND provided very good evidence of how they met this Quality Statement.

We concluded this after we:

Spoke with the manager, senior creche worker and volunteers

Sampled staff induction and training records

Looked at policies

Read staff and management meeting minutes

Looked at notice boards.

The senior crèche worker was registered with the Scottish Social Service Council (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.

All new staff and volunteers were inducted into the service. They were given detailed information about their job and their responsibilities within health and safety and their role in protecting children. This ensured they were aware of what was expected of them.

Staff and volunteers were given a job description. This meant that everyone working in the crèche was clear of their position, and were accountable in providing quality crèche provision. In addition, they signed to state they had read and understood the crèche policies.

All volunteers go through a basic training programme. This was confirmed by volunteers we spoke with during the inspection. Staff and volunteers told us about training they had taken part in which included: Working Therapeutically with Families, Fire Safety, Health and Safety, Child Protection and Pre Birth to Three.

The crèche staff and volunteers chatted daily to exchange information, keep up to date with what was happening in the crèche and speak about any issues or concerns. In addition a communication diary was in place. Volunteers told us they were supported in their role by the senior crèche worker and that she was approachable.

A rota system was in place to ensure as far as possible volunteers worked on specific days and times each week. This helped to develop staff, parents and child relationships and provided continuity of care.

The senior crèche worker told us they met with the manager on a monthly basis and that a whole staff team including those from their partner service met four times a year to discuss future developments of PND creche services.

In celebration of 'National Volunteers' week the service manager and senior creche worker had invited all the volunteers to the service for a 'strawberry afternoon tea'. This allowed them to come together socially. The volunteers told us this made them feel valued.

Parents who completed our questionnaires agreed or strongly agreed that:

* They were confident that 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.

One parent commented:

"The crèche service provided by crossreach has been a lifeline for me when I needed some support post-natally. The manager, staff and volunteers are truly delightful. The two hours a week I receive of crèche time has really helped by giving me some precious time to myself."

Areas for improvement

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

PND identified the following areas for improvement in relation to this quality Statement:

"We will offer an exit interview and questionnaire for all staff to give them an opportunity to provide us with feedback on their experience of working in our crèche which will enable us to respond to any concerns or suggestions for improvements in the way we operate."

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

Service questionnaires had provided families with the opportunity to give feedback about whether management and senior staff were approachable. They confirmed they were. They also agreed they were treated fairly.

Areas for improvement

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

PND identified the following area for improvement in relation to this quality Statement:

"To continually improve our questionnaires and other methods of allowing service users to communicate their positive or negative feedback."

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

PND had good quality assurance systems in place to regularly monitor and evaluate the overall service provided.

Parents views were sought and were taken into account when planning the service and future improvements.

PND had taken time to review and look at the value of the service provided. They service had secured funding for the next two years to broaden and deepen the work they offered to the whole family experiencing postnatal depression. In addition, Crossreach had carried out an annual review of the overall service to which the PND were included.

We found staff and volunteers were involved in the assessment of the crèche in different ways these included: daily discussions, staff meetings and annual appraisals.

A copy of the last inspection report was available for parents to read. This gave an insight to how the service was operating.

All parents who responded to our questionnaires strongly agreed to the following statement:

* Overall, I am happy with the quality of care my child receives in this service.

Areas for improvement

The manager and senior crèche worker should continue to evaluate the service, identify areas for improvement and develop a written action plan. This should be an ongoing process. We will review this at the next inspection.

PND identified the following area for improvement in relation to this quality Statement:

"We are always striving to improve our quality assessment procedures and are open to suggestions by service users and staff."

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

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 - 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	4 - Good

6 Inspection and grading history

Date	Type	Gradings
11 Sep 2012	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
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

Inspection report continued

25 Mar 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Translations and alternative formats

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ہے-بایتسرد میم وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com