

The Avenue Childcare Services - Daycare of Children Day Care of Children

8 & 10 Tourhill Road
Onthank
Kilmarnock
KA3 2BZ

Telephone: 01563 572 828

Type of inspection:
Unannounced

Completed on:
3 October 2024

Service provided by:
The Avenue Childcare Services Board
of Directors

Service provider number:
SP2003000713

Service no:
CS2003003480

About the service

The Avenue Childcare Services - Daycare of Children is a daycare of children service provided by a voluntary board of directors. A manager is employed who has responsibility for the day-to-day service delivery. The service is located in Kilmarnock, East Ayrshire.

It is registered to provide a care service to a maximum of 13 children from 0 - under 3 years in the downstairs playroom and 16 children aged between 2 and 5 years in the upstairs playroom. At the time of this inspection, there were 37 children registered to attend the service.

About the inspection

This was an unannounced follow-up inspection which took place on 3 October 2024 between 09:00 and 17:00. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

This was a follow up inspection to report on any progress made by the service on the requirements and areas for improvement identified within their previous inspection report from April 2024.

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

Requirements

Requirement 1

By 31 May 2024, to ensure children's wellbeing, the provider must ensure that children's health and medical needs can be met safely. To do this, the provider must, at a minimum:

- a) ensure the service procedures for storing and administering medication are robust
- b) ensure medication permissions are consistently completed accurately and reflect children's current medical conditions
- c) ensure that where children require emergency medication for medical conditions such as asthma and allergies, assessments of risk are undertaken clearly outlining the control measures to keep children safe.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 24 April 2024.

Action taken on previous requirement

Satisfactory improvements had been made and as a result children's health and medical needs were met. Medication was stored safely and staff's knowledge of medication processes and the improved recording formats ensured documentation was accurately completed to ensure children's safety.

Met - within timescales

Requirement 2

By 31 May 2024, to keep children safe and promote their wellbeing, the provider must ensure that children's personal care routines can take place in safe, hygienic spaces. To do this the provider must, at a minimum:

- a) make improvements to the nappy changing area to ensure children can receive personal care safely

b) review Care Inspectorate's guidance; 'Nappy changing for early learning and childcare settings (excluding childminders)' and develop a plan of how improvements will be made to reflect this guidance

c) submit an action plan to Care Inspectorate outlining their plans for improvements and proposed timescales.

This is to comply with Regulation 4(1)(a)(b) (Welfare of users) and 10(2)(b) (fitness of premises) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected' (HSCS 1.4).

This requirement was made on 24 April 2024.

Action taken on previous requirement

The provider and manager prioritised improvements to ensure children's personal care routines could take place in safe, hygienic spaces. As a temporary measure, children's nappy changing was undertaken in the disabled toilet to ensure their privacy and dignity was respected and new changing stations had been purchased. Architectural plans had been developed to identify planned improvements to children's changing facilities, however, refurbishment works had not yet taken place. We have asked that the provider now identifies a suitable timescale for the planned works to be undertaken and submits a planned refurbishment notification to the Care Inspectorate demonstrating their commitment to improving the service facilities.

Met - within timescales

Requirement 3

By 30 August 2024, in order to keep children safe, promote their wellbeing, and develop a culture of reflective practice which identifies and actions areas for improvement, the provider should ensure effective quality assurance processes are in place. To do this, the provider must, at a minimum:

a) ensure views are routinely sought from children, staff and parents on aspects of the service and that these views are used to inform improvement planning

b) ensure self-evaluation processes are developed which include the introduction of formal systems that supports reflective practice across the setting

c) ensure monitoring of staff practice and children's play and learning experiences are regularly carried out to identify strengths and any areas for further improvement

d) record where action has been taken to make improvements for children and families.

This is in order to comply with Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 (SSI 2011/210).

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 24 April 2024.

Action taken on previous requirement

Quality assurance processes had recently been introduced and were at the very early stages of development. As a result, it was not clear how staff, children and families were involved in developing and improving the service, therefore, this requirement is not met. The manager demonstrated a willingness to make improvements and we discussed ways quality assurance could be further imbedded to ensure service improvements are informed by the views, wishes and aspirations of staff, children and families. Some suggestions we made were; recording when monitoring staff practice was carried out, planning for regular consultation with children and their families and recording what actions have been taken as the result of this.

We have extended the timescale to allow the provider and manager time to make the required improvements.

This requirement had not been met and we have agreed an extension until 31 January 2025.

Not met

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support children's health and wellbeing, the management team should ensure that all staff understand and demonstrate child-centred, value-based practice in line with children's rights. Action taken should include but is not limited to; reviewing and improving the outdoor play policy and improving staff practice to ensure children can safely access outdoors in all weathers. At a minimum, consideration should be given to the application of sun protection, access to shade, fresh drinking water and appropriate clothing for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance, and best practice' (HSCS 4.11).

This area for improvement was made on 24 April 2024.

Action taken since then

The management team had prioritised improving staff practice to support children's health and wellbeing. Staff interactions with children were kind, caring and responsive to their needs. Some staff confidently asked children's permission to support them and respected their responses. This demonstrated child-centred, value-based practice. We observed improvements had been made to organisational policies and procedures for children accessing outdoors and staff were knowledgeable of these which meant children were clothed appropriately for outdoors. We asked the manager to continue to monitor the period of time children spend outdoors and their access to fresh drinking water to ensure they remain hydrated.

This area for improvement has been met.

Previous area for improvement 2

To ensure children consistently receive high-quality play and learning experiences that supports their curiosity and critical thinking, the provider and management team should improve the quantity and quality of play materials and resources available to children, develop a more planned approach to accessing learning experiences within their wider communities and arrange a programme of training to support staff's skills and confidence in delivering high-quality experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This area for improvement was made on 24 April 2024.

Action taken since then

Whilst we recognise that the service had made some progress with this area for improvement, and children were now enjoying more routine access to their local community, further improvements were needed to the quality of play and learning resources and experiences available to children. Increasing staff's understanding of how to provide quality play experiences would further support children's curiosity, creativity and critical thinking skills. In addition, staff should consider where they position themselves across playrooms to allow them to effectively observe children.

This area for improvement has not been met.

Complaints

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

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