

Care service inspection report

Isobel Mair Family Centre

Day Care of Children

Crookfur Roundabout

58 Stewarton Road

Newton Mearns

Glasgow

G77 6NP

Telephone: 0141 570 7600 / 7615

Inspected by: Karen Irvine

& Susan Dobson

Type of inspection: Unannounced

Inspection completed on: 19 October 2012



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Service provided by:

East Renfrewshire Council

Service provider number:

SP2003003372

Care service number:

CS2011281988

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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	4	Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

What the service does well

The service was provided within a high quality stimulating environment suitable to meet the needs of children and their families. Staff had formed positive relationships with parents and children and built very good home to home to centre links.

What the service could do better

The service should continue to develop its monitoring and evaluation processes. Information to support staff with the safe administration and storage of medication has been updated. Staff will now implement the new procedures.

What the service has done since the last inspection

This is the first inspection of the service.

Conclusion

The service was progressing well since it opened in August 2011. The staff team were working well together and they were building links within the community.

Who did this inspection

Karen Irvine
& Susan Dobson

1 About the service we inspected

The service was registered with the Care Inspectorate on the 17 August 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, 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 but where failure to do so will not directly result in enforcement.

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

Isobel Mair Family Centre is registered to provide care for a maximum of 59 children from six weeks to not yet attending primary school. The service is provided by East Renfrewshire Council and operates 50 weeks per year between the hours of 07.45am and 5.45pm Monday to Friday. Children attend on a full time and part time basis.

The Family Centre is based within Isobel Mair School a newly built facility providing care and education for children from birth to attending secondary school. Children are cared for within a purpose built wing of the school, adjoined by a corridor, with its own main entrance. Playrooms are bright and spacious and open out onto an enclosed garden area. There is a fully equipped sensory room. The service also has use of facilities within the school including the school grounds, gym hall, soft play room and various other areas as and when required.

The service aims and objectives include:

'To enable each child to develop to the highest level which he/she is capable of attaining within a safe, secure and welcoming environment'

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 4 - 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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report after an unannounced inspection visit which took place on the 4 October 2012. We received further documentation from the service by email week commencing Monday 15 October 2012. The inspection was carried out by Inspectors Karen Irvine and Susan Dobson for the Care Inspectorate.

At this inspection we gathered evidence from various sources including:

- Improvement Plan
- Standards and Quality report
- Monitoring and self evaluation
- Parental questionnaires
- Participation information
- Children's files
- Notice board
- Wall displays
- Training information
- SSSC registration
- Activity plans
- Risk assessments
- Accidents and incident records
- Child protection policy

We also spoke to the Head Teacher, Depute, staff members, visiting professionals, parents and children. We considered the environment and observed staff at work.

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 the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

Children from the centre attended a Harvest service at the local Church in the afternoon Children were observed within the playrooms interacting with their peers and engaged in play opportunities.

Taking carers' views into account

We sent out twenty questionnaires and fifteen were returned before the inspection comments included:

'There is a mutual respect between the children and staff'

'Everyone friendly and easy to approach'

'Superb resources including ICT resources which motivate my child and capture her imagination'

'I am delighted with Isobel Mair family centre'

'My daughter and I are both looking forward to the transition thanks to the staff at Isobel Mair'

'I have found really helpful home targets where my child is rewarded with stickers and certificates'

'All the staff including admin know my son and welcome him by name every day'

'My daughter seems to be very stimulated through their topic work'

'The facilities and resources are excellent'

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: 4 - 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

Isobel Mair family centre had developed very good ways of involving parents and children in assessing and developing the service. We concluded this after we observed children within the Centre, spoke to the manager, staff and children about how they were able to make choices, reviewed the service's policies and procedures and considered the information parents gave us in the questionnaires.

The service involved children who used the service and their parents and carers in its development through a range of ways including;

- Regular verbal communication
- Newsletters
- Notice boards
- Development Profiles
- Home to centre links
- Celebration of children's achievements
- Suggestion Box
- Questionnaires
- Parent's evenings
- Learning walls
- Learning conversations

The service had developed good home to centre links for new children starting the service. Staff made visits to children's homes and used this as an opportunity to gather personal information for each child. This helped to ensure that they had a good knowledge and understanding of the families' needs before they started

attending the centre.

Staff used children's development profiles to share information with parents and children. These had a range of children's work and achievements contained within them. This helped to ensure that information about children's learning and development was effectively shared between the Centre and families.

On the day of the visit parent helpers were assisting the family centre staff to take children on a local trip. Parents were welcome within the family centre for activities and events and when supporting children who were settling into the service.

Within the questionnaires that parents returned to us eleven parents 'strongly agreed' and four parents 'agreed' that the service had involved them and their child in developing the service, for example asking for ideas and feedback.

Areas for improvement

The service highlighted within the self assessment that they have identified policy development, health and well being targets, STINT training and implementation as development priorities within its Improvement Plan.

The service should continue to develop and improve the ways that they involve parents and children in assessing and developing the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We looked at medication, health and well being and infection control as part of the inspection. We found that the service had good practice in these areas.

The service had a medication policy and procedures for the administration of medication. The policy detailed that parents give children the first dose of any new medication and there was a procedure to ensure that any long term medication was time limited. This helped to ensure that medication was stored and administered safely.

The centre was a newly purpose built facility. We observed it to be clean and well maintained and all hygiene areas were suitable to meet the needs of the children. The family centre was maintained by a team of janitors, and cleaning schedules were in place and implemented.

Toilets were clean and well maintained with suitable ventilation and hand washing facilities. These were checked and cleaned throughout the day. We looked at records which showed that good infection control practices had been introduced. Staff were familiar with good practice guidance: Infection Prevention and Control in Childcare Settings (Day-care and Childminding Settings) from the Health Protection Scotland. Staff had attended food hygiene training. These approaches helped to limit the risk of the spread of infection and promoted children's health and well-being. .

Within our questionnaires fourteen parents 'strongly agreed' and one parent 'agreed' that their child appears happy and confident with the staff.

Areas for improvement

The service commented within the self assessment that they plan to work towards ECO schools status. This will work towards their citizenship programme and Enterprise learning experiences.

Staff were knowledgeable about the needs of individual children and were responsive to them. Care Plans had been introduced for children with additional support needs along with Individual Education Plans (IEPs) . Information was being collated and the service was continuing to develop and improve the information they gather on each child as the service, and the range of children using it, developed.

We shared the Care Inspectorate good practice guidance in relation to managing medication with the service. The service updated their medication policy in line with current best practice. They agreed to implement the updated policy, and review storage of medication within the centre as a priority.

The service should review Care Plans at least every six months, but more regularly if needed. This will ensure all information is current and relevant to the child.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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 service had continued to involve parents and children in assessing and developing the service.

For participation information, please refer to Quality Theme: Care and Support, Quality Statement 1.1.

Areas for improvement

For information on areas of development under this statement, please refer to Quality Theme: Care and Support Statement 1.1.

Grade awarded for this statement: 4 - Good

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 considered risk assessments and the quality of environment. We found that the service had good practice in these areas.

The family centre was provided in a newly built facility which was fully equipped to meet the needs of the children accessing the service. Playrooms were bright and spacious with a range of play equipment. Toilets were accessible for children and there was outdoor access straight from the playrooms. A sensory room was provided which allowed timeout from the playrooms and provided a suitable area for children with additional support needs to have timeout from the playrooms. This was fully equipped with a range of equipment. Facilities for dealing with children's personal care were appropriate for the range of children that will be accessing the service, and the baby room had been adapted to suit the needs of a group of children with additional support needs. The centre had a very good range of high quality toys, resources and equipment.

The outdoor play areas were safe and secure with sheltered areas including an outdoor classroom for outdoor play when the weather was wet. The service was clean and well maintained and a team of janitors ensured that children attending the afternoon session were coming into a freshly cleaned facility each day. Staff were aware of the procedures for reporting any defects and they ensured that areas were safe before children accessed them.

The building was secured by a door entry system and each door throughout the centre was accessed with an electronic fob, ensuring that the school building and family centre were secure. A visitor's book was available at the reception area. Risk assessments had been carried out of the premises and the staff ensured that they risk assessed outdoor areas and any local trips and outings. The high quality premises, and effective range of policies and procedures, helped ensure that children were cared for within a safe, clean and stimulating environment.

Children were encouraged to take part in recycling initiatives and the staff ensured that children were encouraged to look after their environment and play equipment.

Fourteen parents 'strongly agreed' and one parent 'agreed' that the service is a safe, secure, smoke free, hygienic and pleasant area for children.

One parent commented that 'the facilities and resources are excellent'

Areas for improvement

Staff should record the daily checks that they carry out within the playrooms and outdoor play area. This will help ensure that areas are safe and has been risk assessed for children each day.

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 service was continuing to develop ways of involving parents and children in assessing and developing the service.

Please refer to Quality Theme: Care and Support, Quality Statement 1.1.

Areas for improvement

Please refer to Quality Theme: Care and Support, Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

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 the service had very good practice in this area. We concluded this after we looked at training records, minutes to meetings and SSSC registration. We spoke to the manager and staff, and looked at relevant policies and records.

The service followed East Renfrewshire Council HR policies and procedures which were accessible to all staff online via the council Intranet system. Staff had gained registration with the SSSC and they were aware of their responsibility under the code of practice, copies were available within the service.

A training calendar was available through the council Intranet system which all staff could gain access and select courses relevant to their individual needs. Staff had attended various training including Infection Control, Food and Hygiene and First Aid. They also had access to their online CPD (continuous professional development) profile provided by East Renfrewshire Council and access to a range of free courses through 'e learning'. This helped to ensure that staff had the right skills and knowledge and that this was kept up to date.

We observed good relationships between the staff team. There were regular opportunities for team meetings and whole centre meetings. Staff were kept up to date on current issues within the school. Staff commented that the centre had a very welcoming ethos and it was welcoming and inclusive.

There were systems in place for Performance Development Review (PDR) this is a system to help staff and managers assess strengths and development areas for career growth. The service was rolling out a planned programme of PDR meetings and the depute head of centre was undergoing training and linking up with staff from the school to carry out the meetings.

Within our questionnaires ten parents 'strongly agreed' and five parents 'agreed' that they are confident that staff have the skills and experience to care for their child and support their learning and development.

Areas for improvement

The service commented within the self assessment that they will be developing induction packs to ensure the service is improved.

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: 4 - 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

Please refer to Quality Theme: Care and Support, Quality Statement 1.1.

Areas for improvement

Please refer to Quality Theme: Care and Support, Quality Statement 1.1.

Grade awarded for this statement: 5 - Very Good

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 the service had good quality assurance systems and processes which involve service users, carers, staff and stakeholders

We concluded this after we spoke with management and staff, considered information that parents and children shared with us and the service, reviewed the information that was provided within the self assessment for this inspection and reviewed relevant service policies.

The service improvement plan outlined areas for future development within the centre. The family centre was involved in the whole school plan and there were records showing that the improvement plan was monitored by senior staff. Family centre staff said that they were involved in identifying priorities for the centre. The centre were using Child at the Centre 2 (C.A.T.C 2) which is a self evaluation tool for people working with children in early years. The head of centre was supporting the Depute and staff to implement a programme of self evaluation within the service. This was progressing well and improving outcomes for children.

The service was developing links with local primary schools to build relationships and improve transitions for children. The head of centre had identified that a service strength was the seamless transitions that children will have from the family centre to Isobel Mair School. This is due to the positive links they have with the school. They intend to develop transitions within the community in local schools.

Areas for improvement

The service commented within the self evaluation that over time staff at Isobel Mair Family Centre will become more involved in Quality Assurance procedures.

Isobel Mair family centre was a newly developed centre; the service should consolidate and imbed self evaluation within the centre guided by the Head of Centre.

The service should develop their complaints procedure inline with current legislation which states that a provider must respond to a complaint within 20 days or sooner.

The service registration certificate should be displayed in a prominent place within the centre.

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

None.

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

6 Inspection and grading history

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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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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