

Care service inspection report

Full inspection

The Tree Club After School Club Day Care of Children

St.Kentigerns Academy
60 West Main Street
Bathgate



HAPPY TO TRANSLATE

Service provided by: The Tree Club

Service provider number: SP2005947247

Care service number: CS2008181116

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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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	3	Adequate
Quality of environment	3	Adequate
Quality of staffing	4	Good
Quality of management and leadership	3	Adequate

What the service does well

Staff had continued to provide young people with a responsive level of care, which contributed to them feeling nurtured because the support they received met their needs.

What the service could do better

Young people's care files must be kept on site.

Staff need to be involved in the improvement agenda.

Planning needs to reflect how young people influence the daily activities.

The service must make notifications to the Care Inspectorate and other relevant agencies .

What the service has done since the last inspection

There has been a decline in this service since the last inspection, eight months ago. This has resulted in some of the evaluations being reduced to reflect this.

We noted that only one of the five recommendations made at the last inspection had been addressed.

Conclusion

Young people were happy in staff company. Staff seemed motivated and keen to make improvements within the service.

1 About the service we inspected

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention.

The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting It Right For Every Child being woven into all policy practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

The Tree Club is based in St Kentigern's Academy. They provide an after school service for children and young people with an additional support need. They have a management committee, which is formed of parents of young people who attend the club.

The after school club operates Monday - Thursday 2.30pm - 6.00pm and on a Friday 12.30pm - 6.00pm term time. During school holidays the service operates between the times of 9.00am - 4.00pm Monday - Friday. The service is registered to care for 12 children aged 5 years - 18 years.

The club's statement of the aims and objectives include:

"To provide a safe, happy and stimulating environment for children whilst in the care of the club.

To provide a varied programme that will broaden the experiences of the children involved and offer a wide range of fun activities, including arts and crafts, drama, sport, project work and outings.

To provide a reliable, affordable and professional service for parents wishing formal child care after school."

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 3 - Adequate

Quality of environment - Grade 3 - Adequate

Quality of staffing - Grade 4 - Good

Quality of management and leadership - Grade 3 - Adequate

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 0345 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 following an unannounced inspection, which took place on Wednesday 21 October 2015 between 9.15am and 3pm. We gave feedback to the manager and administrator on Monday 26 October 2015.

The inspection was carried out by two Care Inspectorate inspectors.

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

- observing how staff work
- how they encouraged parents to influence the provision
- accident and incident records
- planning information
- young people's files
- assessing toys, activities and the environment.

The service had the opportunity to pass on our contact details to parents so that they could contact us if they wished.

We also spoke to staff and young people who used this service and assessed the overall quality of experience, which they received.

Some of the quality themes and statements we chose to look at made sure we followed internal guidance. We kept some the same as the last inspection because there were recommendations and requirements to follow up on. Some new statements were also chosen because we had not looked at them before.

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.firescotland.gov.uk

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: No

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 service did not complete or submit their self assessment. We discussed this with the manager and informed them that this must be submitted for future inspections.

Taking the views of people using the care service into account

There were 12 young people in attendance on the day of this inspection. One of the older boys told us that he enjoyed his time at the club. The interaction between staff and young people was nurturing and respectful. They clearly knew each other well. Staff were responsive to the needs of the young people in their care.

Taking carers' views into account

We asked staff to pass our contact details for parents to contact us if they wished. At the time of writing this report no parents had made contact.

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: 3 - Adequate

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

The service had continued to provide opportunities for parents to speak with staff when they came to collect their child. This enabled information to be shared and taken account of when planning for the care of individual young people. Meeting their needs in this way promoted continuity of care, which helped the young people to feel nurtured and safe.

Daily diaries kept parents well informed about their child's day in the club, and provided further opportunities for them to assess whether the care and support their child was receiving from the service appropriately met their needs.

Interactions between staff and young people were positive and nurturing. We noted that staff knew the young people well and were sensitive to their support needs. We observed staff appropriately responding to young people's individual behaviours. For example, when staff saw that a young person needed space away from the others, they managed this quickly and ensured that staff were on hand to support the young person and keep them safe.

Areas for improvement

We identified that the service did not use the well-being indicators to demonstrate to parents how they were meeting young people's needs and interests. The service should now begin to make this more visible to parents and start to showcase how they are meeting young people's needs using this framework. They should begin to increase each young person's awareness of their right to have their rights met using the national well-being indicators. See recommendation one.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. We recommend that the provider ensure that the service introduces the national well-being indicators. The service should demonstrate what they are doing to meet the indicators.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Well-being.

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

We found this service was performing to a satisfactory standard in the areas covered by this statement. We concluded this after we:

- spoke to the early learning and childcare practitioners who were present during the visit
- we also viewed planning information, young people's files and evaluated how staff supported them to experience success.

We found examples of when staff had organised activities, following on from what some of the young people had been doing at home and at school. This made young people feel respected because it showed them that staff respected their right to have activities, which they found interesting and fun.

Young people had opportunities to enjoy activities together or individually. We observed staff sensitively supporting some young people who were role-playing. This sensitive intervention ensured that the individuals involved felt included because staff were helping them to sustain their role within the game.

Age and stage appropriate praise was used to encourage positive behaviours within the group. As a result young people were supported to be accepting of their peers and try to get along with one another. This contributed to an ethos of respect within the service where most young people felt valued and included.

We noted that the young people clearly enjoyed their time at the club and some of them had developed bonds with particular staff. The service had good systems in place to support these relationships, which included having young people assigned to their favourite member of staff. We concluded that this was a respectful approach. It acknowledged to individual young people that staff valued their right to develop meaningful friendships with people who were important to them.

Areas for improvement

One young person indicated to staff members on several occasions that she wished to paint, but was told "no sorry, there's no paint out". The manager eventually addressed this later on in the day. The provider should ensure that staff respond appropriately to young people's requests for activities and experiences. The provider should also ensure that staff are better set up at the beginning of the session to ensure that young people have a variety of fun activities to participate in.

Planning information highlighted the following:

Sessions were adult directed with limited evidence to support that young people influenced the daily programme.

The quality of evaluations of the sessions was variable depending on who had completed them. Some were meaningful and reflective and others descriptive.

This was discussed with staff during the inspection, and with the manager at feedback. The service should consider beginning to show how the young people's interests and requests are informing the daily programme. When staff evaluate at the end of the session they should begin to show what individual young people have gained from the planned activities and highlight how they intend on developing appropriate, simple, but meaningful next steps to meet individual young people's interests and social needs.

See recommendation one.

Grade

3 - Adequate

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. We recommend that the provider ensure that the service begins to clearly reflect how staff are meeting young people's immediate needs and interests and demonstrate how they use this to inform their daily activity plan.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

Statement 2

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

Service Strengths

We found this service was performing to a good standard in the areas covered by this statement. We concluded this after we:

- spoke to the early learning and childcare practitioners who were present during the visit
- we also viewed relevant documentation, assessed the quality of environment including resources and cleanliness.

Young people benefited from a safe outdoor play area, where they could enjoy active play experiences under the watchful eye of staff. This contributed to their physical well-being as they had opportunities to burn off excess energy as well as develop their motor skills and co-ordination as they played on the trikes and scooters.

The layout of the large hall was clearly defined so that young people with less mobility could access the areas with minimal staff support. This highlighted staff awareness of the need to provide equal opportunities for all young people in attendance, which contributed to them feeling valued and respected.

Young people were safe and protected because the service had a system in place to ensure that volunteers were never left unsupervised with the young person.

The service were good at using notice boards to inform parents of forthcoming events and giving them a general overview of what was happening within the club. This contributed to parents feeling valued because staff respected their right to be kept informed of their child's time at the service.

We noted that the staff were much better at clearly recording information when they completed accident and incident forms. This had been identified as a recommendation at the last inspection visit. This has been met.

Areas for improvement

We noted the following areas requiring attention within the service:

- Food in the fridge was open and not dated.
- The fridge was grubby and in need of a clean.
- Not all young people washed their hands before sitting for lunch.
- We noted that there were some personal care items lying opened on the bathroom floor this had the potential to cause infection through cross contamination.

See recommendation one.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. We recommend that the provider ensure staff take the appropriate action to minimise the spread of infection within the service.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment.

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

We found this service was performing to a satisfactory standard in the areas covered by this statement. We concluded this after we:

- spoke to the early learning and childcare practitioners who were present during the visit
- we assessed the level of challenge that staff provided for young people and evaluated the effectiveness of resources that they had access to.

Staff were sensitive to the needs of individual young people and demonstrated a good awareness of when to intervene and provide additional support. For example, when staff found out the fire alarm was being tested they were mindful to alert all the young people and stay close to individuals, who they knew were unsettled by the sound. This contributed to a pleasant environment, where specific young people felt safe and nurtured because they were supported to try to remain calm.

The service worked hard to integrate the service within the local community to strengthen ties and make it a pleasant and welcoming environment for the young people to attend. Examples included:

Organised visits to parks and shops gave young people opportunities to get to know people in the area and develop an awareness of the community in which they lived.

Encouraging the local high school pupils to volunteer within the service meant that the young people got to know their mainstream peers and develop meaningful relationships. Inviting the community police constables and firefighters to meet the young people gave them an insight into people who kept us safe.

These experiences helped the young people to feel included. It demonstrated to them that staff respected their right to participate in community life.

Areas for improvement

We confirmed that throughout our visit no water was made available to the young people. The manager stated that water was available in the fridge. We discussed this with the manager and advised that staff should offer water as a matter of routine.

See recommendation one.

We noted that the sensory experiences offered to the young people were limited. The service should consider ensuring that these types of activities are available as a matter of routine. We discussed this with the manager, who agreed to address this. We acknowledge that photographs evidenced that there were sessions where sensory experiences were offered. However, on the day of this inspection these were very few.

Grade

3 - Adequate

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. We recommend that the provider ensure that staff regularly offer water to ensure they are meeting young people's hydration needs.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Well-being.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

We reviewed five staff files, they demonstrated that most steps had been taken to ensure satisfactory recruitment. This included:

- PVG (protection of vulnerable groups) checks completed and satisfactory
- start dates were clear
- position held was recorded
- record of skills, experience and qualifications was held and were appropriate to the post
- letter of appointment and contract in place
- copy of original application form held
- SSSC register check completed
- standard checklist in place to ensure all checks completed.

Ensuring that staff were recruited, interviewed and vetted to a high standard meant young people were better protected. It also created reassurance that the staff working with children were fit to do so.

Areas for improvement

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

- spoke to the early learning and childcare practitioners who were present during the visit

- we observed the interaction between staff and the young people. We also viewed staff's training log.

Staff demonstrated a good understanding of how to keep children safe through following the service's whistleblowing and child protection procedures. All staff knew they had a duty to share information quickly if they had concerns. This enabled management to deal with any issues quickly and minimise the risk of further harm to the children in their care. However, not all staff were aware that they could contact outside agencies, such as the Care Inspectorate, Police, Social Work Department or SSSC if they felt their concerns were not being dealt with effectively. This had been identified as a recommendation at the last inspection visit. We concluded that some staff still required further training in this area and concluded that this recommendation has not been met. We will carry it forward during this inspection.

See recommendation one.

We found that although the service had a good induction programme, one new member of staff had yet to receive this. It is important that the provider ensures that all new staff are properly inducted in relation to child protection and whistle blowing procedures, as this will ensure that staff know what to do if they have any concerns about a child or a colleague's behaviour. The manager assured us that moving forward all new staff would be properly inducted into their role within the service.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. We recommend that the provider organise further training for staff, to increase their knowledge and understanding of their right to seek advice from external agencies if they have a concern about their colleagues practice or if they feel that their concerns relating to children are not being effectively addressed by the service.

National Care Standards Early Education and Childcare up to the age of 16 -
Standard 3: Health and Wellbeing.

Statement 3

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

Service Strengths

We observed many positive interactions between the staff and young people during our visit, which was evident in their nurturing and caring approach. The young people appeared comfortable around staff and wanted to spend time with them. This contributed to the young people feeling accepted and included.

Talking to staff highlighted that they knew the young people well. They gave good examples of how they met their individual needs to ensure that the support they provided for them was appropriate.

The service provided support and development sessions to increase staff capacity and develop them professionally. This allowed the manager and staff members to identify areas where performance could be improved upon and agree the training that they would need to enable them to achieve this.

Providing staff with on-going training opportunities helped them to continue to improve outcomes for the young people in their care, because they were well trained, and had up to date knowledge about best practice and new guidance. We noted some of the courses that staff had attended, included, child protection, sign-a-long, manual handling, epilepsy training, first aid and food hygiene. This contributed to young people feeling nurtured because staff had a better understanding of their needs and could provide the appropriate support to ensure that these needs were fully met.

Areas for improvement

Some staff demonstrated a limited awareness of the role and responsibility of the 'named person' in the GIRFEC framework. The service should provide additional training to increase their understanding of the named person's role in relation to this framework. Information relating to this can be found via the following link: <http://www.legislation.gov.uk/asp/2014/8/contents/enacted>

The provider should also increase staff awareness of the national wellbeing indicators. Once familiar with SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Responsible, Respected and Included) staff should begin to use this to complement their assessment of individual young people. This will ensure the service adheres to new legislation surrounding the Children and Young People (Scotland) Act (2014).

See recommendation one.

Some staff demonstrated good understanding of the National Care Standards and the Scottish Social Service's Council (SSSC) Codes of Practice. However, this was variable. This had been identified as a recommendation at the last inspection visit. This recommendation has not been met and is carried forward in this report.

See recommendation two.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. We recommend staff familiarise themselves with young people's named person for information sharing across agencies and the national well being indicators. The service should provide additional training to increase staff's understanding of the national well being indicators.

National Care Standards Early Education and Childcare up to the age of 16 -
Standard 3: Health and Well-being.

2. We recommend that the provider ensure that all staff increase their understanding of the National Care Standards and SSSC Codes of Practice.

National Care Standards Early Education and Childcare up to the age of 16 -
Standard 12: Confidence in Staff

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

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

- spoke to the early learning and childcare practitioners who were present during the visit
- viewed relevant documentation.

This service was performing to a satisfactory standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff during the inspection.

Staff were given adequate opportunities to take on extra roles and responsibilities and through discussion we confirmed the following:

Routine tasks were delegated on a day-to-day basis. This gave individual staff opportunities to take on responsibilities, such as daily safety and risk checks, which helped to ensure a pleasant, safe and hygienic place for all young people.

Some staff had responsibility for setting up specific areas, organising resources and taking the lead during planned activities. This encouraged them to consider new ideas as to what they could offer the young people to sustain their interests.

Individual staff were given extra responsibilities such as mentoring volunteers, which meant providing them with support to ensure that they worked effectively with the young people.

One member of the team was responsible for planning the daily activities within the service. This allowed them to organise a programme to ensure that the young people experienced a varied range of games and activities to participate in during their time at the club.

Areas for improvement

The manager should develop more ways to give staff leadership opportunities within the service. We advised the manager to give staff designated roles in order to increase their skills and drive forward improvement in the service in key areas. She should also ensure she, and the team, visit the SSSC 'Step into leadership' site and use it to enhance the service in this area.

See recommendations one and two.

Grade

3 - Adequate

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. We recommended the manager further promote leadership skills at all levels within the workforce by using the Scottish Social Services Council 'step into leadership' pathway online resource. Staff should now access and use this resource to support improved outcomes for children and their own professional practice. More information can be found at URL:
<http://www.stepintoleadership.info>

National Care Standards for Early Education and Childcare. Standard 13 - Improving the service, Standard 14 - Well managed service, Standard 12 - Confidence in staff.

2. We recommended that staff leadership opportunities were increased in the service. This would help staff to focus on key areas, share best practice and, as a result, promote further positive outcomes for young people.

National Care Standards for Early Education and Childcare. Standard 13 - Improving the service, Standard 14 - Well managed service, Standard 12 - Confidence in staff.

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

Regular staff meetings helped to deliver key and consistent messages to the team. This was also an opportunity for staff to discuss the work they were doing and assess if it helped them to deliver a good quality service.

Staff practice was monitored and assessed by the management team. This gave both parties an opportunity to discuss any practice issues, which were identified and reach agreement as to how to address these.

Regular committee meetings provided the management team with an overview of what was happening within the service. This enabled them to determine if staff were providing a quality service to the families using the service.

Questionnaires provided parents with opportunities to contribute their ideas for service improvements. This contributed to them feeling included because it demonstrated to them that staff respected their right to influence the direction of the service.

Areas for improvement

Viewing the files held on young people we saw that there was still work needing to be done on them. The service held files both at the club and at head office with a mixture of information. The manager had assured us at the previous inspection that these issues would be addressed.

During this inspection we noted that it was difficult to determine if files were being reviewed in line with legislation and we were concerned that in some instances basic medical and care need information was not on site for the staff working with the young people to view. We discussed this during feedback and highlighted the potential risks to young people if the staff team did not have an overview of their care and support needs as well as any changes to these needs.

See requirement one.

Although there was a club development plan in place there was limited evidence to support that the management team used this to evaluate the day to day running of the service. The provider should ensure that the manager of the service refers to this to evaluate the quality of the service provided.

It should highlight areas for improvement within the service and how these will be addressed. It should be a clear action plan which sets how they will achieve these improvements, who will be responsible and identify timescales for completion.

It had been identified at the last inspection that the staff team had limited involvement in the improvement agenda. This has not been met and we have carried this forward in this report.

See recommendation one.

There had been several instances where the manager had not made notification to the relevant agencies, including the Care Inspectorate. We discussed this with the manager and informed them that the service submit notifications to us to ensure that we are kept aware of any current situations within the service. The service should refer to the following link for more information:

<http://www.careinspectorate.com/index.php/notifications>

See recommendation two

Grade

3 - Adequate

Requirements

Number of requirements - 1

1. In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/ 210. Regulations 5 (1) and (2)(a)(b), Personal Plans and 4 (1)(a)(d) Welfare of Users. The provider must make proper provision for the health, welfare and safety of service users.

In order to achieve this the provider must ensure: All relevant personal information is gathered for all the young people attending the service and reviewed at least every six months or sooner. This must include:

- the young person's name
- date of birth
- the date the young person started to use the service
- details of the next of kin or any person authorised to act or consent for the person using the service, including their name, address, telephone number and where appropriate email address
- records of any medication given
- emergency contact details
- the name and address of the GP
- any additional support needs the young person may have and details of how these needs will be met by the service
- any allergies.

This information must be held on site for staff working with the young children to refer to if required. This will help to ensure that young people are kept safe and healthy because the service will have the right information, to ensure that they are providing the most appropriate support to meet their individual needs.

Timescales within four weeks of receiving this report.

This requirement takes account of National Care Standards Early Education and Childcare up to the age of 16 . Standard: 3- Health and Wellbeing.

Recommendations

Number of recommendations - 2

1. We recommend that the provider ensure that the service continues to develop more formal approaches to assuring quality within the service. The provider should ensure that the whole staff team contributes to the improvement agenda.

National Care Standards Early Education and Childcare up to the age of 16.
Standard: 13 - Improving the Service.

2. We recommend that the provider ensure that the service increase its knowledge and understanding of when to make notification to other agencies, including the Care Inspectorate.

National Care Standards Early Education and Childcare up to the age of 16 .
Standard: 14 - Well-Managed Service.

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. We recommend that the provider ensure that the service accurately maintain accident and incident records. National Care Standards Early Education and Childcare up to the age of 16. Standard:1 -Health and Wellbeing.

This recommendation was made on 06 February 2015

This recommendation has been met. Information relating to this can be found under quality theme two, statement two.

2. We recommend that the provider review and amend the whistle-blowing policy to inform all stakeholders of their right to seek advice from external agencies if they have a concern about their colleague's practice, or if they feel that their concerns relating to children are not being effectively addressed by the service.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Well-being.

This recommendation was made on 06 February 2015

This recommendation has not been met. Information relating to this can be found under quality theme three, statement two.

3. We recommend that the provider ensure that all staff increase their understanding of the National Care Standards and SSSC Codes of Practice. National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff.

This recommendation was made on 06 February 2015

This recommendation has been met. Information relating to this can be found under quality theme three, statement three.

4. We recommend staff familiarise themselves with GIRFEC and children's named person for information sharing across agencies. Staff should use SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Responsible, Respected and Included) to complement their assessment of individual children.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Well-being

This recommendation was made on 06 February 2015

This recommendation has not been met. Information relating to this can be found under quality theme three, statement three.

5. We recommend that the provider involves the whole staff team in the improvement agenda: National Care Standards Early Education and Childcare up to the age of 16. Standard: 13 - Improving the Service.

This recommendation was made on 06 February 2015

This recommendation has not been met. Information relating to this can be found under quality theme four, statement four.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings
6 Feb 2015	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
26 Apr 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
28 Nov 2011	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership 2 - Weak
30 Jun 2011	Unannounced	Care and support 2 - Weak Environment Not Assessed Staffing 3 - Adequate Management and Leadership 1 - Unsatisfactory
30 Jun 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership 4 - Good
20 Jul 2009	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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