Crossreach Counselling East Creche Day Care of Children

Simpson House
Church of Scotland
52 Queen Street
Edinburgh
EH2 3NS

Telephone: 0131 225 6028

Type of inspection:
Unannounced

Completed on:
27 October 2022

Service provided by:
Church of Scotland Trading as Crossreach

Service provider number:
SP2004005785

Service no:
CS2003012021

About the service

Crossreach Counselling East Creche is registered to provide a care service to a maximum of 10 children at any one time aged from birth to school entry, of whom no more than six are under the age of two years. The service operates from the basement of a large building in Edinburgh City centre. The service is close to local transport links.

Children have access to a comfortable playroom, with separate toilets and nappy changing facilities. There is direct access to a small enclosed garden area. During the inspection, the garden area was under development and not used by children. The service have access to gated gardens adjacent to the building.

Children attend the service for short creche sessions. Parents remain in the building while their children access the creche.

The service also offers stay and play sessions and baby massage.

The service can also operate from 8a Palmerston Place, Edinburgh, EH12 5AA. This building was not used by the service during this inspection.

About the inspection

This was an unannounced which took place on Thursday 20 October 2022 between 10:30 and 16:00. We returned to the service on Thursday 27 October 2022 between 12:00 and 16:15 to complete the inspection and provide feedback to the manager.

The inspection was carried out by one inspector from the Care Inspectorate.

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

In making our evaluations of the service we:
- spoke with four parents through email and in person
- spoke with two staff, one volunteer and the manager
- observed practice and spent time with children as they played
- reviewed documents.

Key messages

Children had a nurturing experience as they were supported by staff who were warm, gentle, and attentive.

Children's needs were met in a secure and stimulating indoor space.

Partnerships with parents were strong and staff used information provided by parents to sensitively meet the needs of all children.

There was a clear vision in the service, which promoted a sense of positive wellbeing for children and families.

Quality assurance, including improvement planning and self-evaluation was well established. Children and families were benefitting from the ongoing development of the service.

Effective staff deployment supported children to receive nurturing care and support.

Children would benefit from having more access to outdoor play. The service should continue with the refurbishment of the outdoor space to support children's play opporutnities.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	5 - Very Good
How good is our setting?	4 - Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children. Therefore, we evaluated this key question as very good.

1.1 Nurturing Care and Support

Staff sensitively supported children through transitions and experiences. Staff were warm and nurturing throughout the sessions. Positive interactions supported the development of children's confidence and fostered positive relationships. Although children only attended once a week and for less than two hours at any one time, staff knew them well. As a result, children experienced compassionate, nurturing care.

Effective approaches to settling in supported children to feel safe and secure. Parents and children had opportunities to visit the service before taking up places. This helped them feel reassured and developed trusting relationships between staff, children, and families. Stay and play sessions also provided opportunities for children to become familiar with the creche environment. Settling in was taken at each child's own pace, and staff provided children with individualised support. For example, a child settling in was supported by a consistent adult, who offered comfort and cuddles. Soothing language and gentle encouragement supported the child to relax and play.

Personal planning approaches were child centred and supported staff to provide responsive, nurturing care. At the heart of personal planning was the partnership between parents and staff. Staff followed children's routines from home, which respected their individual needs and wishes. One parent described the personal plan process as reassuring and said, "I thought the questionnaire was brilliantly designed and asked all the right questions. This worked well with the talk through we then had ahead of his initial session. This completely reassured me that they would know everything they needed to about my baby, and that they cared enough to get to know all of this!"

Where children required medication, the service responded to this in a safe and sensitive way. Staff were knowledgeable about children's medical needs and plans were in place to help them manage children's care needs. The manager had developed a system that allowed parents to administrator any medication as they always remained in the building. To maintain children's safety, the manager could enhance this procedure by having sight of the medication in advance of the session and confirming the parent has it in place.

1.3 Play and learning

Children had fun in an interesting and inviting play space. Young children and babies were able to lead the pace of play as they became familiar with their new environment. Toys, resources, and experiences took account of children's interests and needs. This meant children were engaged and motivated to play. Children's right to play was promoted by staff who helped them explore the safe and stimulating space.

Warm and skilled interactions supported children's curiosity and sense of fun. Staff used their knowledge of children to provide stimulating experiences. For example, babies enjoyed rhyme times and sensory play. Staff showed a clear understanding of child development theory. This enabled them to respond to the changing needs of children and adapt resources and experiences to best support individual children. Children's play and learning was promoted as they explored a range of natural materials and

treasure baskets. These experiences enabled children to be curious and creative.

Planning approaches were informal as children's attendance was varied and sometimes infrequent. However, the staff and manager's understanding of early years practice and theory helped them prepare resources to meet all children needs and interests. This supported children to have fun and feel valued when they attended.

Children had opportunities to enjoy local walks and develop an understanding of the world around them. Staff used walks and outings to help settle children and understood how being outdoors can provide a sense of calm for children. Outdoor play was an area for development in the service. The manager and staff team had a clear plan for improving the outdoor space so that children could enjoy more time outdoors should they wish.

How good is our setting? 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

2.2 Children experience high quality facilities

Children experienced a calm and nurturing environment that met their emotional and developmental needs. Indoor spaces reflected children's current interests and curiosities. The space was well resourced with appropriate toys and materials that supported play. This enabled children to feel valued and engaged. Resources were attractively laid out so children could make independent choices. Natural materials and a range of interesting toys allowed children to have varied experiences during the short sessions.

Soft furnishings and sensitive lighting made the indoor space welcoming and respectful. Cosy and comfortable areas helped children to feel relaxed and secure.

The environment was well-maintained and safe. Stairs to the creche were effectively risk assessed and staff supported parents when needed. Maintenance was managed effectively as issues were identified and addressed through the provider's health and safety team. The manager was proactive in addressing work which needed done to keep the environment in a good state of repair. Staff supervised children as they were eating and drinking to help keep them safe. Equipment such as high-chairs and custom-made seating supported children to be comfortable.

Effective procedures for infection prevention and control helped to ensure a clean and safe environment. Staff regularly cleaned resources, toys, and surfaces. Areas such as toilets and nappy changing facilities were clean and had good levels of personal protective equipment in place. Staff followed the correct procedures when conducting personal care. Training had taken place, which supported staff to understand how to implement good infection prevention, and control. These measures helped minimise the spread of infection and supported children's health and wellbeing.

Children would benefit from more opportunities to play outdoors. At the time of the inspection, the outdoor space was under development. The manager and staff had a clear plan and timescale for this development. The plans for the space reflected good practice guidance. To support children to experience regular outdoor play, the service should continue to develop the garden area.

How good is our leadership? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children. Therefore, we evaluated this key question as very good.

3.1 Quality assurance and improvement are led well

The vision and values of the setting were consistent with a welcoming and supportive ethos. Staff practice and the quality of the environment reflected the vision and values of the service. This resulted in parents and children feeling secure and respected. Staff were clear about their role in supporting children and families to have a positive and supportive experience when attending the service. Regular team meetings and one to one supervision between the manager and staff/volunteers helped the team to develop a shared vision. This meant children and parents experienced a consistent and supportive service.

Parents views were actively sought with formal feedback such as questionnaires and evaluations of sessions and through ongoing dialogue. This supported the development of the service. For example, feedback from parents informed the plan for stay and play sessions. Seeking people's views also reassured the manager and provider that parents and children were experiencing positive outcomes. Feedback from parents during the inspection showed they valued the support the service provided. One parent told us, "Both the setting and the support offered is of the highest quality."

Quality assurance, including self-evaluation and improvement planning processes were developed and resulted in a cycle of continuous improvement. For example, since the last inspection there had been improvements made to the quality of the environment and in relation to the upskilling of staff and volunteers. This was resulting in children and parents experiencing positive outcomes.

Staff reflected together using good practice guidance and challenge questions to inform positive changes. For example, recent reflections had resulted in the manager developing more training in relation to infant and parent wellbeing. This helped staff to feel informed and confident in their roles.

How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children. Therefore, we evaluated this key question as very good.

4.3 Staff deployment

The service was appropriately staffed and staffing arrangements had a positive impact on children's wellbeing. Staff had the skills and knowledge needed to care for the children sensitively and safely. The service employed practitioners to care for children and had volunteers to further support them in the creche. As a result, children had enough adults to meet their needs and experienced a calm, well-organised session.

Effective, and supportive teamwork supported children to experience a safe and nurturing space where their needs were the priority. Tasks such as preparing children's bottle and setting out resources were well planned to ensure staff remained focused on children and their needs. Effective staffing enabled adults to provide children with high-quality interactions and responsive care. One parent said, "There is always enough staff that reassures me my child's individual needs are able to be met".

Staff deployment took account of children's needs and promoted the importance of positive attachments. For example, a child settling in was supported by a consistent adult who had the time and freedom to give

them their full attention. This resulted in the child gradually building up their confidence to play and engage with others at their own pace.

Planned and sudden absences were effectively managed because the manager understood the importance consistent staffing arrangements had on children's wellbeing. The manager should continue to review staffing arrangements should they change to ensure they remain supportive and effective. As part of the improvement plan for the service, the manager had built up the relief staffing pool to ensure children and parents had access to a consistent service. The manager was available to support staff during the sessions should they need more support. This meant staff felt secure and confident in knowing they could ask for help. The approaches to staffing levels and the deployment of staff benefitted children and promoted their wellbeing.

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

Requirements

Requirement 1

The provider must ensure that in the absence of the manager, and at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of the service users.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011. SSI regulation 15 - (a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of the service users.

This requirement was made on 21 March 2018.

Action taken on previous requirement

The service had employed a manager with early years experience. This was supporting the service to make improvements and comply with legislation. The service was suitably staffed and managed to support the health, welfare and safety of service users.

Met - within timescales

Complaints

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

Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good

How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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