South Ayrshire Sessional Childcare Service
Day Care of Children

South Ayrshire Council
County Buildings
Wellington Square
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Telephone: 01292 612029

Type of inspection:
Unannounced

Completed on:
1 February 2019

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2004065985

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure 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 is 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.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

South Ayrshire Sessional Childcare Service is a daycare service for children. South Ayrshire Council provides this service to allow parents/carers to participate in a range of activities provided by agencies including health, social work, leisure services and community education by provision of creches in approved venues. Such activities are usually short-term and time limited.

The provider provides the service in premises that they have deemed fit for purpose. The provider is responsible for assessing all aspects of the fitness of those premises used. The service may provide a care service for children from birth to 16 years. Where children have additional support needs the service will be provided to those young people up to the age of 19 years.

Staffing levels within the service should be influenced by the additional needs of children and young people using the service. The Manager oversees the operation of the service and supervises the staff. The manager of the service is not included within adult: child ratios. A suitably qualified and experienced person must be in charge of each creche session.

We visited two creches for the purpose of this inspection. Two children were in attendance at both sessions.

A full copy of the service's aims and objectives were available. The main aim of the service was to provide:

'A high quality service and support to children and families'.

What people told us

We sent out ten care standards questionnaires and asked the service to give them to parents of children who used the service. We did not receive any completed questionnaires.

During the inspection we spoke with one carer who was very complimentary about the service provision and staff. Comments made included:

"Feedback at the end of each session is good".

"There are lots of toys, stories and activities for the children at the creche".

"The creche is only on one session per month but the staff know the children well".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We have asked the service to create an improvement plan to identify clear priorities for development.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Staff had created a nurturing and caring environment for children and families. Children and parents were warmly welcomed on arrival to the service, supporting children to separate from their parents with ease. We spoke with one parent who told us that her child loved coming to the creche. Comments she made included "the staff are lovely and they know the children really well". We found that staff were familiar with children's personalities, likes and dislikes, enabling them to provide a good range of activities for children based on their interests.

During inspection we observed staff supporting new children to settle quickly. Staff were gentle and kind in their approach and responded well to children's wishes and cues. Staff provided encouragement, praise and reassurance for children at the appropriate times. We observed children who were happy and settled actively exploring the toys and activities on offer.

Staff made good use of the space available when setting up the creche provision. Where possible spaces were created for children to relax and play. Recently staff had introduced basic structure within the session routine. This included a short welcome time which children had responded well to. The new routine was supporting children to settling in more quickly.

We spoke to staff about their responsibilities in relation to child protection. Staff had a good understanding of their role in keeping children safe, however some staff were unclear on recording procedures. We spoke with management who agreed to address this immediately.

Management were working well to effectively deploy staff across the settings, promoting consistency in children's care experience. Communication with parents was good and evident through termly newsletters, information leaflets and feedback questionnaires. We sampled feedback received from parents which was

varied, including some very positive comments and some areas for improvement. We found that feedback was valued within the service and was used to influence change.

Staff told us they felt supported by their management team. Communication between staff and management was regular, supporting a good quality of service.

What the service could do better

We sampled children's personal plans and registration forms and found the quality of these to be inconsistent. One child sampled had no registration form: all documentation had limited information about children's progress and development and evidence of parental involvement was minimal. The service should routinely monitor personal care plans, ensuring plans clearly outline how children's needs will be met in line with current legislation (see recommendation 1).

Staff should review the snack provision within the creche service ensuring snacks provided to children are nutritious and healthy. Drinking water should be readily available to children throughout the session. Staff should improve the overall quality of the snack time routine, creating a more nurturing experience for children.

Staff should record significant observations for individual children and evaluate creche sessions to support them in planning more effectively, building on children's learning and development.

The service should review their safe sleeping policy in line with best practice guidance and ensure practice is reflective of the service policy.

Management should ensure a comprehensive induction process is carried out with all new staff to ensure staff are familiar with all aspects of the service, particularly in relation to registration, personal plans and child protection. A training needs analysis for all staff members would support the service in sustaining a well trained workforce.

The service should develop an improvement plan, identifying clear priorities for improvement. This would be further supported with more regular informal and formal monitoring to build on the quality of service provision.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management should ensure that each child registered to attend the service has a personal plan which shows how they are supporting the children's individual health, welfare and safety needs. Each plan should be reviewed with parents at least once in every six month period.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states;

'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices'.
(HSCS 1.15)

Complaints

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

Inspection and grading history

Date	Type	Gradings	
1 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
7 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
8 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
14 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
11 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good
30 Oct 2008	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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