

Inspection report

East Fife Women's Aid Creche
Day Care of Children

Cupar

Inspected by: Morag Peggie
(Care Commission Officer)

Type of inspection: Announced (short notice)

Inspection completed on: 4 July 2008

Service Number

CS2003006953

Service name

East Fife Women's Aid Creche

Service address

Cupar

Provider Number

SP2003001581

Provider Name

East Fife Women's Aid

Inspected ByMorag Peggie
Care Commission Officer**Inspection Type**

Announced (short notice)

Inspection Completed

4 July 2008

Period since last inspection

12 months

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Introduction

East Fife Women's Aid Crèche is provided by East Fife Women's Aid through their Children and Young People's Service and is registered under the Regulation of Care (Scotland) Act 2001 to provide a day care service to children from birth to 16 years. At the time of inspection, the service was registered to care for a maximum of 23 children at any one time and there were no restrictions to the days and times of operation.

East Fife Women's Aid are one of three Women's Aid groups in Fife providing crisis support services to women and children affected by domestic abuse. It is affiliated to Scottish Women's Aid and has been established for twelve years. It is a Company Limited by Guarantee, with an elected Board of Directors, which offers support, information and temporary accommodation for women and their children (if any) where women have experienced domestic abuse.

The day care of children service operates from premises in North East Fife, having exclusive use of some areas of the premises when in operation. Trips and outings are also arranged.

The aims of the service include to:-

'encourage children and young people to be aware of personal safety in the home and safety in their community'

'nurture and care for the children and young people whilst they access the service' and

'ensure that children and young people have access to services that maintain physical and emotional wellbeing.'

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

Quality of Care and Support - Grade 6 – Excellent

Quality of Environment - Grade 5 – Very Good

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 – Excellent

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report was written following a short notice announced inspection visit on 4th July 2008. The inspection visit was carried out by Morag Peggie, Care Commission Officer.

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary.

The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in the service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards and is reported under four Quality Themes in

accordance with the current Care Commission inspection methodology. Details of the Inspection Focus Areas and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Information and evidence was gathered from a number of sources including:

A completed Annual Return and a self-assessment form submitted by the Manager as requested by the Care Commission.

Discussion with the Manager and staff members

Discussion with children

Discussion with parents

Observation of practice

Observation of the environment and equipment

Parent/carer questionnaires

Examination of policies, procedures, records and other documentation, including the following:

- supporting evidence sampled relating to the quality statements inspected
- a sample of records maintained for individual children, including those held electronically.
- children's personal folders
- records of staff training
- staff files
- certificate of registration
- certificate of public liability insurance

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

No requirements were made as a result of the last inspection.

Comments on Self Assessment

A fully completed self assessment document was submitted to the Care Commission by the Manager of the service. This contained information about what had been identified as strengths of the service, including information on parents' and children's participation. The document also identified areas for ongoing improvement, which the service intended to address.

View of Service Users

There were 2 pre school age children present on the day of inspection. Good interaction was observed between the staff and children, who appeared to be settled and enjoying their time

in the service.

Views of other children, gained through consultation by the service are incorporated within this report.

View of Carers

Ten parent/carer questionnaires were sent to the service for distribution prior to this inspection. The manager provided evidence that these had been distributed.

Three were returned by parents to the Care Commission for inclusion in this report.

All confirmed that they were very happy overall with the service and commented positively on aspects of the service.

'Since my child has been coming to the group he has come on in leaps and bounds and he is a very sociable little boy and that's very good. His confidence is really boosted and this group has been fantastic all round!'

'All I can say is your services are really good, helpful and very understanding with me and the children.'

'The quality of time spent with all is very good.'

Two mothers were spoken with at the time of the inspection visit and both confirmed their appreciation of the care service as well as the overall support staff provided.

Other comments made by parents are incorporated in this report.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 6 - Excellent

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 a range of systems in place to seek the views of children and their mothers to help ensure their care and support needs were met.

This included discussion at drop off and pick up times and for younger children, a written update of information which was completed by mothers at drop off times. Regular meetings took place, on both an individual and group basis, between staff, children and mothers. Mothers spoken with confirmed that they valued the written information received, which included a report at the end of each session for younger children of their child's time spent in the service, commenting that it was "a really good idea".

Children were encouraged to put forward and discuss their views in various ways. Personal development plans included pictorial methods for children to record their feelings and views on an ongoing basis which enabled staff to assess each child's progress. Evaluations of the service provision were made, with full service users involvement at the time of initial contact with families, as the service was ongoing and at the time families moved on from the service. Evaluations were innovative and age appropriate, with appropriate staff support for mothers and children to complete these. Information recorded at the time of initial contact with the child covered issues such as food, activities enjoyed as well as suggestions and support issues.

Examples of positive outcomes for both children and mothers who had used the daycare service were evidenced through records examined. One child had commented within the end of service evaluation that he had received "excellent support" from staff and that he had enjoyed the activities undertaken with the service. A mother named a particular member of staff saying that she was "very supportive" "I will miss her."

Staff and mothers confirmed that children's views and interests were also taken into account in the planning of activities. One mother spoken with confirmed that the service met the needs of both her children and herself and was adapted to meet their needs. She confirmed that she was often asked for suggestions, could be open and honest with staff and that she had completed feedback forms for the service.

Comments made included:-

"The staff are very welcoming to new ideas from the women and children".
"I have peace of mind knowing she's in good hands"

Areas for Development

The Manager evidenced how she and the staff made ongoing improvements to the service as the families' needs required.

The service was "piloting" a Friday night drop-in service and a Saturday morning club and

would evaluate these with the aid of children"s and mothers" views and comments.

At the time of the inspection, mothers were being asked to complete questionnaires at the end of the service for younger children, with older children completing their own. The Manager stated that this may be extended to ask mothers to evaluate the service and the impact on older children as well as younger.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

The service had a number of procedures in place to support children"s health needs and well being while in the service.

This included a record of written personal details, which included any medical needs of the children who attended and their likes/dislikes. The system of recording these details had recently been updated, taking account of best practice guidance and new technology.

This information was updated on a regular basis, and for younger children at the commencement of each session. Observations and records of children"s progress was recorded along with records of contact with the children and their mothers.

Packs were provided for each family which included information on parenting, healthy food and details of other support agencies. Mothers signed to confirm their receipt of this information. Age appropriate information for children was also included in this pack.

Staff ensured there was discussion with mothers at the beginning and end of each session, and were also available at other times as required. Facilities were available on the premises for private discussion.

Snack menus took into account healthy eating and this was also promoted through both written and verbal information and advice.

A mother commented:-

My child enjoys the snacks in crÃ“che so much that when we go shopping now she asks for certain fruits and vegetables".

A child protection policy had been developed which outlined how child protection issues would be addressed. Mothers and children were made aware of the policies and procedures in place through being encouraged to examine these documents and also through periodic discussion as appropriate. One mother commented 'The child protection policies were explained very clearly'.

Staff training had taken into account a range of health and welfare issues including child protection. Staff were aware of their roles and responsibilities in relation to children"s safety and child protection and of the procedures to be followed if concerns arose.

The Children's Charter and the Framework for Standards document were available.

Issues such as personal safety were discussed with children on an age appropriate basis and information given to children and their mothers included a copy of the "Children's Charter."

A range of appropriate leaflets and information was available and on display within the premises at the time of the inspection visit.

Areas for Development

The Manager indicated in the self assessment document that new legislation and developments will continue to be incorporated into practice to ensure the health and well being needs of service users continue to be met. An area for improvement also identified was the recruitment of a specialist therapist or counsellor to meet the emotional needs of service users.

"All about me" folders had been developed and were about to be implemented at the time of inspection. This child centred document will be owned by the child and provide children with an attractive, secure method of recording their past and current life stories and plans for the future as well as for storing photographs and mementos.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very 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 welcomed mothers and children into the service, ensuring that they were aware of the quality of the environment.

Activities and outings were arranged taking account of children's needs and interests and any suggestions made were considered in the planning of sessions. Children and young people were able to influence the layout of the room and a voting system had also been used with them to inform the holiday programme.

Mothers were informed of daily routines, notified of planned outings and events and also encouraged to comment and make suggestions relating to these.

Newsletters seen informed mothers and children of items of interest and events such as the holiday programme and proposed outings.

The children present at the time of the inspection visit appeared to be content and were busy with the range of activities available at the time of inspection. They had a choice of activities and good interaction was observed between staff and children.

Areas for Development

Service users' views and needs will continue to be taken into account to shape the future of the service.

CCO Grading

6 - Excellent

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

Due to the nature of the service, security systems were robust and staff were vigilant regarding all aspects of service users' protection and maintenance of confidentiality. A secure entry system at the main door was in operation with a buzzer fitted to alert staff to

visitors" arrival. A back up procedure was also in place in case of the entry system failing because of a power cut etc. All staff carried mobile phones and personal alarms. Staff induction and ongoing training included Health and Safety issues.

The playroom was bright and welcoming and seen to be in good repair. A member of staff had responsibility for Facilities and Maintenance and through observation and examination of records, procedures were seen to be followed effectively when repairs required to be carried out. Staff were notified of outstanding repairs and made aware of health and safety issues through e mails and notices alerting them to dangers.

The space available within the main room used was suitable for the numbers of children attending the service. Suitable facilities were also available for the preparation of snacks, which were provided by the service.

Mothers commented :-

"The facilities are great for all ages and the security is fantastic"

"The staff work very hard to keep maintenance and hygiene up to scratch".

Areas for Development

Plans are being considered to develop the current areas used by children and young people, and the service hopes in the future to have purpose built premises which would provide improved facilities, including an adjoining outside area for children"s use.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 6 - Excellent

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Discussion at the time of mothers dropping off and picking up children gave staff opportunities to discuss with them their views of the service and quality of care and support provided by staff. Mothers were given copies of the complaint procedures and could access recruitment procedures if required. Job descriptions, person specifications and recruitment procedures had been, and continued to be, developed specifically with the needs of service users in mind and to reflect the duties of the posts.

Key workers were allocated, with the matching process taking into account the individual needs of mothers and children along with the skills, knowledge and abilities of staff. These working relationships were monitored, and changes made if required or requested to ensure the best outcomes for families.

The staff team were aware of the importance of building good relationships with mothers and children to ensure that their views were heard, addressed and their needs met. Mothers indicated that information shared with staff was treated appropriately and commented that the staff were approachable and that they were "all really nice" and "always friendly and willing to help".

Information was on display alerting parents to other agencies, including the Care Commission, with appropriate contact details.

Areas for Development

The Manager confirmed that the recruitment procedures were being reviewed and that ways of involving service users directly in the recruitment process were being explored. This was acknowledged to be difficult due to the transient nature of service users.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

Records showed that staff had undertaken a number of training courses relevant to their roles within the service and further training was planned. This was recorded within a central training log as well as in individual staff files. Staff received induction training, with mandatory core issues covered and specialised training was accessed as required. Supervision records and annual appraisal records showed that individual training and development needs were identified. These were then discussed during regular supervision sessions to ensure progress in the identified objectives was monitored.

Staff spoken with were enthusiastic and appeared to be motivated, undertaking training regularly and valuing these opportunities to gain skills and knowledge which supported their actual work with service users. They confirmed that a range of information on training courses was shared with them and that they were supported to undertake any courses as agreed. They also described how their training, knowledge and skills had been used in the development of the service, including research for the "All about me" folders to be introduced.

The Manager was aware of the Scottish Social Services Council (SSSC) and its role in the regulation of the social services workforce in Scotland. She confirmed that, although not her remit, procedures were in place to report staff dismissals to SSSC on grounds of misconduct. She was also aware of the requirement to provide the SSSC with information if requested. The Manager was also aware of the requirement to notify the Care Commission of matters of staff misconduct.

Copies of SSSC Codes of Practice were available and extracts on display within the premises.

An appropriate staff: child ratio was in operation at the time of the inspection.

Mothers wrote:-

"The staff are amazing, I feel very comfortable with them, so does my child."

"Staff are fabulous with the children".

'The children's staff are really good with the kids they do a lot with them.'

Areas for Development

The Manger identified as an area for improvement that staff will be supported to maintain Continuous Professional Development.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 6 - Excellent

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

Mothers and children were given a number of opportunities and were encouraged and supported to comment on all aspects of the service, including the quality of management. As previously reported, various methods were used for this, including daily discussion and questionnaires.

The Board of Directors met monthly and Minutes showed that issues discussed included current and future plans for the operation of the service as well as discussion regarding consultation issues.

Documents available for mothers and children to examine, including the Registration Certificate showing the conditions of registration and policies and procedures, made them aware of the operation of the service.

Policies and procedures, including complaints procedures were also distributed to mothers and children within comprehensive information packs. These also contained details of other agencies which could be used for advice and support or to raise concerns.

Through discussion with staff and mothers, evidence produced and observation it was evident that the management and leadership of the service was influenced at all times by the needs of the individual service users and to ensure the best outcomes for both mothers and children.

A mother commented:

"Our lives have changed since coming here. The future now looks rosy"
and described the service as "really special"

Areas for Development

The Manager had identified in the self assessment that the service will continue to ensure that there is an overall understanding of the service's culture of ongoing assessment and improvement in the quality of management and leadership within the service.

She also stated that it was planned an information day would be incorporated with the AGM to give service users and the Board of Directors an opportunity to meet with one another as well as with other interested parties.

CCO Grading

6 - Excellent

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

The manager stated that a range of consultation methods and tools were used by the service to gather information, new ideas and suggestions which influenced the direction of the service. Through observation, discussion with the Manager, staff and mothers and examination of a range of documents, this was confirmed, and it was evident that service users and their needs were at the core of the service provision and ongoing development of this.

Evaluations of the service provision were undertaken with children and mothers throughout the time spent with the service, with a final one undertaken at the end of service. Evaluations examined showed children's progress while with the service and positive outcomes which had been recorded by individual children.

Children's views were heard through one to one sessions and group activities and voting systems were used when appropriate to choose activities. Comments made by children following activities included:

"This is really good"

"Can we do this again"

"I love this" "can we do this next week"

Planning and evaluation records of later sessions showed that the popular activities referred to above (collage and "Youth Club's Got Talent") had been and would be carried forward to sessions following.

Children's personal development plans also highlighted agreed achievable goals for children to work towards. All sessions and contact with children and mothers, including comments made by them, were recorded on an individual basis as part of the overall service.

Comments made by children including "Enjoying my time at EFWA"

These records were used in the ongoing development of both the individual and overall service provision.

The service compiled and submitted monitoring and evaluation reports to the Scottish Government as well as to the Care Commission. The Manager confirmed that policies and procedures were seen as working documents and evidence was seen of these having been reviewed on an annual basis with examples of how some had also been developed to ensure the needs of service users were met by the service being provided.

Staff confirmed that their views were heard through informal discussion, planned meetings and supervision and appraisal sessions.

Areas for Development

Policies and procedures will continue to develop in light of practice issues, guidance and legislation. The Manager identified that other quality assurance systems will also continue to be investigated.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

It was evidenced that recommendations made at the time of the last inspection had been addressed.

Requirements

No requirements were made.

Recommendations

No recommendations were made.

Morag Peggie

Care Commission Officer