

East Fife Women's Aid Creche**Service name**

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Service address

Cupar

Type of care service

Day Care of Children

Provider name

East Fife Women's Aid

Service number

CS2003006953

Date of inspection

13 July 2007

Type of inspection

Announced (short notice)

Care Commission OfficeLargo House, Carnegie Avenue
Dunfermline KY11 8PE**Period since last inspection**

9 months

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 eleven years. It is a charitable organisation 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 central Cupar, 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, 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.

Basis of Report

This report was written following an announced inspection of the overall service on Friday 13th July 2007. The inspection of this service was carried out by Morag Peggie, Care Commission Officer.

Lorna Shewan, Care Commission Officer was also present, carrying out an inspection of the Housing Support service.

An Annual Return was completed as requested by the Care Commission.

The service completed a self-evaluation form as requested by the Care Commission.

Both documents were submitted electronically.

Parent/carer questionnaires were issued prior to the inspection and 3 were returned.

Prior to this inspection 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 manager) and action taken upon requirement. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This service was assessed as requiring a low intensity inspection. In accordance with the Care Commission inspection programme for 2007-8, this inspection was then based upon the inspection focus areas of Protecting People, SSSC Codes and Staff Training and follow up on the recommendation from the previous inspection.

During the inspection, evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation, including the following

Children's records

Information booklets

Child Protection policy

Risk Assessments

Records of activities

Medication records

Accident and incident records

Records of staff qualifications and training

Staff files

The Care Commission Officer also examined the premises and equipment and spent time observing how the staff interacted with the children present.

The Care Commission Officer took all of the above into account and reported on the findings from the inspection within the following National Care Standards for Early Education and Childcare up to the age of 16:

Standard 3: Health and Wellbeing.

Standard 12: Confidence in Staff.

The inspection also takes into account the Regulation of Care Act (Scotland) 2001 and the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114).

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 providers' responsibilities is available at www.infoscotland.com/firelaw.

Action taken on requirements in last Inspection Reports

No requirements were made at the time of the last inspection.

Comment on Self-Evaluation

A fully completed self-evaluation document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Standards associated with the inspection focus areas, identifying strengths of the service.

View of Service Users

Three children were present during the inspection and appeared happy and settled in the environment. They seemed to have developed a good relationship with staff and participated enthusiastically in the activities on offer.

View of Carers

Parent/carer questionnaires were issued at the time of inspection and 3 were returned prior to this report being written.

All indicated that the parents were very happy with the service and aware of the child protection and complaints procedures.

Parents present at the time of inspection were appreciative of the service and one expressed her satisfaction with the care and support provided by the staff.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

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

Strengths

Not all elements of this standard were inspected. On this occasion the main focus was child protection.

The service had developed a Child Protection Policy and Procedures which outlined the measures in place to ensure children were safe and secure and how child protection issues would be addressed. Comprehensive recording systems were in place and staff trained in the use of these. A copy of Fife Council Child Protection Inter-Agency Guidelines was held and staff had undertaken child protection training which took new legislation and guidance into account. Staff attended local network forums and were encouraged to maintain a good working knowledge of external agencies, including child protection, social work and education, to help ensure their knowledge of external resources which could support their work.

Children were made aware of their rights and responsibilities and encouraged to approach staff with any concerns. Individual safety issues were discussed on an age appropriate basis with children and young people, who were also given the option to participate in the development of their Personal Safety Plan. The manager was confident that staff were aware of their roles to ensure children were kept safe and there had been no child protection concerns since the last inspection. Staff were aware of the Scottish Executive publications Protecting Children and Young people: The Charter and Framework for Standards .

Areas for Development

A handbook of good practice was being developed for the Children and Young People's Service.

It was intended that all policies relating to child protection would be merged and an easily read procedure produced.

Information on The Charter will be included within the Children and Young People's information booklet to ensure they are aware of the content of this document. Parents/carers will also be made aware of this document.

A recommendation is made. (1)

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

Strengths

Not all elements of this standard were inspected. The focus was on SSSC Codes and staff training.

Recruitment and selection policies and procedures were in place and staff files and records were well maintained. Regular support and supervision sessions were undertaken with appropriate frequency and following a standard format.

Staff training needs, on an individual and team basis, were assessed on a regular basis with both professional and personal interest training needs met. All staff undertook core induction training which included health and safety, child protection and the policies and procedures of the service.

Staff were supported to undertake training, confirmed their motivation and commitment to training and valued this in the ongoing development of their roles.

The effectiveness of training was monitored through team and individual discussion with staff.

All staff had been made aware of the Scottish Social Services Council (SSSC), its role and Codes of Practice. They were also aware of the requirements for registration with the SSSC.

Areas for Development

The annual training plan and a training and development policy were being reviewed and developed at the time of inspection.

The service intends to provide further opportunities for students to work within the service and will develop a student placement policy to support this.

A recommendation is made (2).

A policy for the management of staff records will also be developed.

A recommendation is made (3)

Enforcement

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

Other Information

A recommendation was made at the time of the last inspection that the review of staff files included the inclusion of a checklist to evidence that recruitment procedures had been followed. It was evidenced that this recommendation had been addressed.

Requirements

No requirements were made.

Recommendations

1 It is recommended that children and young people and their parents/carers are made aware of the information within Protecting Children and Young people: The Charter

Reference: - National Care Standards early education and childcare up to the age of 16. Standard 3 Health and wellbeing.

2. It is recommended that a student placement policy be developed outlining procedures for the employment of students.

Reference: - National Care Standards early education and childcare up to the age of 16. Standard 12 Confidence in Staff.

3. It is recommended that a policy be developed in relation to the management of staff records.

Reference: - National Care Standards early education and childcare up to the age of 16. Standard 12 Confidence in Staff.

Morag Peggie
Care Commission Officer