

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

East Fife Women's Aid Creche

**Service address**

Cupar

**Type of care service**

Day Care of Children

**Provider name**

East Fife Women's Aid

**Service number**

CS2003006953

**Date of inspection**

6 October 2006

**Type of inspection**

Unannounced

**Care Commission Office**Largo House, Carnegie Avenue,  
Dunfermline. KY11 8PE.**Period since last inspection**

12 months

## **Introduction**

East Fife Women's Aid Crèche is registered under the Regulation of Care (Scotland) Act 2001 to provide a 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.

## **Basis of Report**

This report is based on evidence produced, observations made and discussions with the crèche Manager (Children and Young people's Service Manager) a staff member and the Manager of East Fife Women's Aid Service, during the unannounced inspection carried out by Morag Peggie, Care Commission Officer, on 6th October 2006.

Evidence examined included records, policies and staff files. The certificate of registration was on display within the premises.

The inspection took account of the sections of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 Statutory Instrument 114 and the National Care Standards.

This inspection focussed on five standards from the 'National Care Standards - early education and childcare up to the age of 16' document;

Standard 3 - Health and wellbeing

Standard 4 - Engaging with children

Standard 7 - A caring environment

Standard 10 - Involving other services

Standard 12 - Confidence in staff

and discussion on key questions relating to the following themes:

Child Protection

Nutrition

## Safer Recruitment

Scottish Social Services Council Codes of Practice.

In accordance with Care Commission procedure for inspections in the year 2006 - 07, a regulatory support assessment was carried out prior to this inspection. The service was assessed as requiring a low level of

support.

### **Action taken on requirements in last Inspection Reports**

No requirements were made at the time of the last inspection

### **Comment on Self-Evaluation**

Self-evaluation is carried out by the service on an ongoing basis.

Strengths were evidenced and areas for development identified during the inspection. The service had submitted pre inspection information on-line prior to this inspection.

### **View of Service Users**

There was one child present during this inspection, who appeared happy and content in the service. Staff were attentive to the child's needs and good interaction was evidenced with both the child and parent.

### **View of Carers**

Questionnaires were sent to the care service for distribution to parents/carers prior to the inspection. These questionnaires were based on the principles of the National Care Standards i.e. privacy, dignity, choice, safety, realising potential and equality and diversity.

One completed questionnaire relating to the service was returned to the Care Commission by a parent prior to this inspection. This indicated that the parent was very happy with the overall quality of the service and aware of the service's policies and procedures.

## **Regulations / Principles**

### **National Care Standards**

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

##### **Strengths**

Staff were aware of the importance of, and worked well to develop and maintain effective communication systems with children and their mothers/carers. This was supported by discussion and feedback at the end of each crèche session. An information leaflet and policies and procedures documents were shared with mothers/carers. Information on children was held and updated as often as required.

A child protection policy was in place and procedures within this document were followed if any concerns were raised. Staff had undertaken child protection training in the last year.

A procedure to be followed in the case of a child's absence had also been developed. Good hygiene practices were encouraged.

Snacks were provided, with milk and water available for drinking. Staff had undertaken food hygiene training and took account of best practice guidance in relation to nutrition.

Emergency procedures were in place and it was confirmed that evacuations were practised on a regular basis.

A first aid box was available and staff on the premises were trained in first aid procedures.

##### **Areas for Development**

None were identified.

#### **National Care Standard Number 4: Early Education and Childcare up to the age of 16 - Engaging with children**

##### **Strengths**

Staff had a good understanding of the individual children in their care and worked well to meet their support and development needs. Social skills and good manners were encouraged.

Staff were aware of best practice guidance including 'birth to three - supporting our youngest children'. Observations on younger children and evaluations of sessions for older children were recorded.

##### **Areas for Development**

None were identified.

#### **National Care Standard Number 7: Early Education and Childcare up to the age of 16 - A Caring Environment**

##### **Strengths**

A range of policies and procedures had been developed which included the aims and values of the service and a complaints procedure. These were available within the service for examination by mothers/carers at all times. Procedures were also discussed with mothers/carers and children, in private if appropriate.

All comments and the views and interests of mothers/carers and children were taken into account in the planning and evaluation of the service.

Staff were confident that parents would approach them with any concerns or complaints regarding the service.

#### **Areas for Development**

None were identified.

### **National Care Standard Number 10: Early Education and Childcare up to the age of 16 - Involving other Services**

#### **Strengths**

The service had established links with other relevant services and a number of professionals were accessible for support and advice as required.

Mothers/carers and children were encouraged and supported in using other services.

Guidance from the Care Commission and Scottish Social Services Council was also taken into account in the provision of the service.

#### **Areas for Development**

None were identified.

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

#### **Strengths**

Safe recruitment procedures had been developed, with staff files held securely in the service. Training needs were identified and met on an ongoing basis. Support and supervision systems had recently been reviewed and new systems were being put into practice.

Staff were committed to the provision of a good quality service and were aware of the Scottish Social Services' Codes of Practice.

#### **Areas for Development**

The manager confirmed that requirements relating to the Scottish Social Services Council and safe recruitment of staff were being followed in accordance with guidance.

Training records were being centralised. This will help ensure individual training needs continue to be identified and met.

Staff files were being reviewed and reorganised and checklists developed to identify the information held and ensure recruitment procedures are followed efficiently. A recommendation is made (1)

**Enforcement**

No enforcement action had been taken against the service during the last inspection year.

**Other Information**

None.

**Requirements**

No requirements were made at this inspection.

**Recommendations**

1. It is recommended that the review of staff files includes the development of a checklist to indicate that the recruitment procedure was followed.

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

**Morag Peggie**  
**Care Commission Officer**