

Care service inspection report

The Log Cabin, Range Adventure Playground

Day Care of Children

Park Terrace

Broxburn

EH52 6AP

Telephone: 01506 858 455

Inspected by: Joanna Westwater

Type of inspection: Unannounced

Inspection completed on: 31 January 2012



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Service provided by:

Family and Community Development West Lothian

Service provider number:

SP2003002894

Care service number:

CS2003011980

Contact details for the inspector who inspected this service:

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	6	Excellent
Quality of Environment		N/A
Quality of Staffing	6	Excellent
Quality of Management and Leadership		N/A

What the service does well

The staff provided an environment where children were confident and happy. They were encouraged to make choices about their play and were fully involved in planning an innovative programme of activities.

A range of methods was used by the service to enable and encourage children and their parents/carers to give ideas and opinions about the service. There were also good systems in place to tell children and parents how their feedback had helped to make improvements.

Parents and children had been consulted and their views used to inform the grading process.

What the service could do better

The service should continue to involve staff and people who use the service in the assessment and evaluation process.

What the service has done since the last inspection

Appropriate action had been taken regarding requirements and recommendations made at the last inspection.

The service had improved methods used to gather the views of people who used the service and to tell them about the actions that had been taken as a result of this feedback.

The service had increased staff involvement in developing the service.

Conclusion

The Log Cabin, Range Adventure Playground provided play experiences for children that were innovative, challenging and fun. The service had developed an increased outdoor focus and opportunities for messy play. The service was well known in the local community and children and parents valued the service. The manager and staff were enthusiastic about their work and committed to continual improvements. Method used to keep people who used the service informed, were regularly reviewed and improvements sought.

Who did this inspection

Joanna Westwater

1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body Social Care and Social Work Improvement Scotland (known as the Care Inspectorate) took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body the Care Inspectorate.

The service was registered on 1 April 2002 and provides a service for a maximum of 16 children of primary school age to 14 years. The service is registered to operate between the hours of 11.00 am and 7.00 pm Monday to Friday and between 12 noon and 4.00 pm on a Saturday.

Children attended the service for between one hour and one and a half hours, depending on their age, once per week.

The Log Cabin, Range Adventure Playground is managed by Family and Community Development West Lothian and is located separately from the Centre in a wooden building. The building is set within a large, enclosed, purpose built playground with items of large play equipment. There is a kitchen, toilet facilities, office accommodation and a playroom within the building. The play leaders have day to day responsibility for the service and a named manager holds managerial responsibility. The service is provided by a management committee.

The service aims include the following:-

Family and Community Development mission statement is, 'To deliver a range of services that improve opportunities and enhance lives'.

The Log Cabin aims to provide children with a friendly, safe, secure and challenging environment and aims to give children opportunity to try new and exciting activities. On the day of the inspection there were 13 children aged between six and nine years present, with two play leaders and the manager.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - N/A

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - N/A

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We compiled this report following an unannounced inspection that took place on the afternoon of Tuesday 24 January 2012 and on the afternoon of Tuesday 31 January 2012. The inspection took approximately six hours and was carried out by Care Inspectorate Inspector, Joanna Westwater.

As requested by us, the provider sent us an annual return. The provider also sent us a self assessment form.

We sent 15 questionnaires to be given to parents/carers of children who used the service, however these were not received by the service.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents:

- * Certificate of registration
- * Certificate of insurance
- * observing how staff work with children
- * evidence from the service's most recent self assessment
- * children's profiles/development records
- * child protection statement
- * complaints procedure
- * children's registration forms
- * children's attendance records
- * staff files
- * staff recruitment process
- * team meeting minutes
- * selection of service's survey results
- * records of maintenance of equipment and resources
- * service's secure facebook page
- * service information leaflet and web site
- * photographs of children involved in various activities
- * discussions with children, staff and the manager

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

The requirement

The provider must ensure the service records any maintenance of equipment and resources. This is in order to comply with Scottish Statutory Instrument 2002/114 Regulation 19 (3)(e) Records. Timescale: The provider must confirm in writing to the Care Commission what action has been taken to ensure this requirement has been complied with by 17 May 2010.

What the service did to meet the requirement

Maintenance issues are now included in the service's daily checklist records and a maintenance diary is used to track issues and resolutions.

The requirement is: Met

The requirement

The provider must ensure a minimum of two references are sought for each candidate ,one of which should be from an immediate employer. This is in order to comply with Scottish Statutory Instrument 114/2002 Regulation 9(1) Fitness of employees and Scottish Social Services Council Codes of Practice.

- Make sure people are suitable to enter the workplace
- 1.1 Using rigorous & thorough recruitment & selection processes etc

Safer Recruitment through Better Recruitment-Scottish Executive (2007). On 23 March 2010 the provider submitted written confirmation that an action plan was in place to address this during the recruitment process of future staff.

What the service did to meet the requirement

The provider had followed their procedure to obtain two references for the staff member employed since the last inspection. A check sheet in personnel files was used to record all checks had been undertaken prior to employment.

The requirement is: Met

The requirement

The provider must ensure they have evidenced that staff have the necessary skills required to carry out their function. This is in order to comply with Scottish Statutory Instrument 114/2002 Regulation 9(1) Fitness of employees. On 23 March 2010 the

provider submitted written confirmation that an action plan was in place to address this during the recruitment process of future staff.

What the service did to meet the requirement

The provider had followed their system to evidence that staff have the skills for the work they are doing and this system was used to determine the qualities looked for in new staff recently employed.

The requirement is: Met

The requirement

The provider must ensure that, where staff to be employed are required by law to be registered with an appropriate professional body, checks on the validity of such registrations are carried out, and results clearly evidenced. Where staff have previously been registered with a professional body, the provider must ensure that there is no information in relation to that registration which might call into question the candidate's integrity or good character. This is in order to comply with Scottish Statutory Instrument 2002/114 Regulations 9(2)(c), 9(2)(d) and 19(2)(d) and Scottish Statutory Instrument 2009/32 Regulation 7(d). It also takes into account the Scottish Social Services Council Codes of Practice for employers of Social Service Workers Section 1.2 and 3.3.

On 23 March 2010 the provider submitted written confirmation that an action plan was in place to address this during the recruitment process of future staff.

What the service did to meet the requirement

The provider had put in place a 'Personnel Cover Sheet' and 'staff data base' to record this information.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection

The manager should develop a system to formally collate and record the response from parents and families. This information should be fed back to all families using the service.

National Care Standards for Early Education and Childcare up to the age of 16.
Standard 13: Improving the service.

Action

The manager had fed back the outcomes of surveys in a number of ways including by e-mail, the service facebook page and on notices in the service.

The manager should ensure the bathroom area is cleaned and maintained to an appropriate standard and staff are aware of the infection control procedures in place. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2: A safe environment.

Action

The manager had reviewed and revised the cleaner's roles and duties. At the time of the inspection we were satisfied with the standard of cleanliness in the bathrooms.

The manager should develop a system for staff to evaluate training and identify continuous professional development needs.

National Care Standards for Early Education and Childcare up to the age of 16
Standard 14.4 A well managed service

Action

At the time of the inspection we saw that there was a system in place to record staff training needs, PVG checks and SSSC registrations.

The provide should ensure the recruitment process ensures applicants are made aware of and understand the aims and values of the service.

This is in line with the Scottish Social Services Council Code of Practice - Employer

* 1.4 Giving staff clear information about their roles

* 1.5 Managing the performance of staff of the organisation to ensure high quality services and care

Safer Recruitment through Better Recruitment - Scottish Executive (2007)

The service provided evidence of intentions to include this in the recruitment process for future staff.

Action

We discussed this issue at this inspection and the manager and the new staff member confirmed she was made aware of the aims and values of the service.

The manager should review the staff appraisal and supervision system to ensure all staff systematically receive supervision and these sessions are recorded. The manager should also review the appraisal format to ensure identified training needs are recorded and addressed. Staff meetings should be recorded and the information gathered should be used during the evaluation process of the service.

National Care Standards for Early Education and Childcare up to the age of 16
Standard 14.7: A well managed service

Standard 13: Improving the service.

Action

At the time of the inspection we saw that there were systems in place to record staff meetings and staff supervision sessions and to identify and record training needs.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings we grade them under.

The service identified what they thought they did well, some areas for development and any changes they planned. The service told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

On the day of the inspection we saw that children were taking part in various activities in the play room and in the outside play areas . The children behaved confidently with the staff, asked for things they wanted and made suggestions for future activities. The children also related positively to each other.

Children we spoke with said they could make suggestions about activities and told us they enjoyed coming to the club. They said staff were nice and looked after them.

Taking carers' views into account

We spoke with four parents who were collecting children from the club. These parents spoke very positively about the service and commented about the exciting activities the children could take part in. They said staff were approachable and listened to their views. They also said that their children liked the staff.

Parents agreed that they were given sufficient information about the club and felt they were fully informed and consulted about any developments in the club.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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

We found the service to be performing to an excellent standard in the areas relevant to this Quality Statement.

Families were given an information booklet about The Range Adventure Playground when they first visited the service. This contained a section asking for views and opinions and directed children and parents/carers to the service's facebook page and on line 'survey monkey' facility. The leaflet also contained information telling people how they could access the service's policies and procedures. Registration forms for all children using the service were completed, giving required information.

There was a text feedback facility where parents and children could give their views about the service. A digital photo frame at the entrance to the service showed parents/carers examples of play sessions and invited comment on these. We saw that staff spoke with parents/carers at pick up time.

There were parent members on the Management Board.

The service had issued questionnaires to people who used the service, that used a 1 - 6 grading scale. The service had used this feedback to inform their self assessment process.

Children were encouraged to give their views on all areas of the service and had been consulted about purchasing new equipment. We saw that children were asked for their suggestions for activity planning and venues for outings. For example a 'school's out party' had taken place and was now part of the established program as a direct result of a child's feedback. Children had been involved in devising a 'respect' behaviour policy.

We saw that outcomes from feedback had been recorded in the team minutes.

Feedback from surveys was given to parents/carers and children via e-mail, facebook and notices in the service.

The use of facebook and text messaging was used as a result of a review of methods used to involve parents/carers and children and get feedback from them.

The Children's Charter, Registration Certificate and the previous inspection report, were displayed in the playroom for parents and children to view. A notice board also displayed information for parents/carers and children.

Children spoken with confirmed that they were asked for their ideas and opinions and that staff listened to them. Children who made comment told us they enjoyed coming to the service and liked the activities provided.

Comments made by children in the service's recent survey, included the following:

'everyone is nice, I meet new people'

'(there is) something new to do every week, get to do a lot of good things'

'lots of fun activities'. ' cool things to do and cool staff'

(I like) 'the staff'. (The staff) 'speak and listen to me'. 'the staff keep me safe'.

Four parents who made comment at the time of the inspection indicated they were very happy with the quality of the service and thought that the staff were very capable. They said that staff were easy to talk to and listened to what they had to say.

Areas for improvement

The manager told us that they were continuing to look for ways to involve parents/carers of children who used the service with the aim of including everyone in the evaluation process.

The aims and objectives statement had been reviewed and updated and was currently being added to the information leaflet.

In the self assessment document the provider identified that they would continue to develop innovative feedback techniques.

They also identified that they planned to improve staff observations of children to allow responses to play cues and children's non-verbal communication.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service strengths

We found the service to be performing to an excellent standard in the areas relevant to this Quality Statement.

At the time of the inspection we saw that a range of strategies were used to communicate with children and families and to encourage parents/carers to take part in the service.

The Family Centre's services were well known in the area and staff were familiar within the community. Staff demonstrated a good knowledge of the children who used the service.

In addition to the communication and consultation methods described under Quality Statement 1.1, we saw that the service consulted regularly with parents/carers through the Family Centre Board, by regular review of contracts and child records and when collecting children from the club.

Children were consulted through group work and brainstorming exercises and could give views at any time during play sessions. Staff supported children to access the facebook page.

The service was concerned to offer continuity of care for the children and operated a communications book to ensure staff were kept informed of relevant issues about children.

Staff confirmed they were familiar with the service's policies and procedures regarding confidentiality and complaints.

Parents/carers who made comment confirmed they were sent information regularly and that they were confident staff cared for children appropriately. They also confirmed they were confident that staff would keep information about them and their families confidential.

Children we spoke with during the inspection told us that they were involved in planning activities and events.

During the inspection we saw positive and supportive communications between staff and children and between staff and parents/carers. We also saw that the manager was accessible to children, parents/carers and staff.

Areas for improvement

In the self assessment document the provider stated they would maintain their facebook page and update photos and the notice board regularly.

The service should continue to maintain the high levels of performance in this area and continue to identify areas for improvement and carry out action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment - NOT ASSESSED

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 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

We found the service to be performing to an excellent standard in the areas relevant to this Quality Statement.

In addition to the strengths identified under Quality Statement 1.1, the service involved a parent/carer member of the board in the recent recruitment of staff.

Children were also involved in this recruitment and had interviewed prospective staff prior to the formal interview.

Records showed that feedback from parents/carers had contributed to a review of staffing levels and a review of the structure and planning of play activities. Feedback from parents/carers and children was also used to inform the grading process.

Areas for improvement

The provider identified in the self assessment document, that they planned to implement regular formal feedback opportunities for parents.

In discussion with the manager during the inspection he stated he was considering involving people who used the service more directly in the staff/management appraisal process.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

We found the service to be performing to an excellent standard in the areas relevant to this Quality Statement.

There were appropriate policies in place to support this Statement, including a Whistle Blowing policy and an Equal Opportunities Policy. The Child Protection Policy had recently been reviewed. Records confirmed staff had taken part in reviewing policies and staff were familiar with these.

The manager and staff confirmed they were registered with the Scottish Social Services Council.

One staff member had been employed since the last inspection of the service. She confirmed children and parents had been involved in the recruitment process. She told us that the induction process had been positive and helpful and confirmed she was familiar with relevant policies and procedures, work practices and the aims and values of the service.

We looked at this staff member's file and confirmed that required checks had been carried out prior to employment.

The service had an effective system in place to record staff training needs, PVG checks and SSSC registrations.

We saw that staff had stayed in the service for a number of years and had a good knowledge of the area and the service's role in the community. Staff confirmed their particular skills were used well in the service to provide a range of activities for the children.

Records showed that staff attended support and supervision sessions regularly and discussed practice and that staff were encouraged to attend relevant training events.

Areas for improvement

The provider should continue to operate a safe and transparent recruitment procedure and should continue to involve people who use the service in the recruitment process.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent
Quality of Environment - Not Assessed	
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings
22 Mar 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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