

Care service inspection report

Ralston After School Care

Day Care of Children

Ralston Primary School

School Road

Ralston

Paisley

PA1 3AT

Telephone: 0141 882 5230

Type of inspection: Unannounced

Inspection completed on: 20 August 2014



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Service provided by:

Ralston After School Care Committee

Service provider number:

SP2003001020

Care service number:

CS2003004863

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at enquiries@careinspectorate.com

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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service provides a safe and stimulating environment for children to be cared for before and after school; as well as through the school holidays. The manager and staff team ask children and parents about the service. Their views are welcomed and listened to and are used to make improvements. Staff were warm and friendly which helped to create a welcoming environment. The management and staff worked very well together as a team, they complimented each others skills and experiences.

The management team and staff were excellent at encouraging and developing children's and parent's participation in the service.

What the service could do better

There were no recommendations made at the time of inspection. The manager should take forward the areas for development that have been identified.

What the service has done since the last inspection

At the last inspection the service were given 6 recommendations, we found that all of these recommendations had been met.

Conclusion

We found the service was performing very well in the areas covered by this inspection. All of the children and parents who took part in the inspection made positive comments about the service. The children were happy and comfortable within the service, enjoying a variety of activities. The after school care was providing a flexible service to both children and parents.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Ralston Out of School Care is situated in Ralston Primary school. It is run by a voluntary management committee and is registered to care for a maximum of 70 school aged children up to 14 years old. The service has the exclusive use of the Assembly Hall (the stage area can be used for P7 children only) and the Gym Hall. For school In-service days the service will be provided from St Mark's Church in Paisley.

Ralston Out of School Care Mission Statement:

Aim to offer play and education opportunities that are both fun and challenging. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff of the club.

A full copy of this can be accessed through the service.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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.careinspectorate.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 wrote this report after an unannounced and then announced inspection visits. This was carried out by a Care Inspectorate Inspector. The unannounced visit took place on Monday 18 August 2014 from 2.55pm to 6.05pm. The announced visit was to look at paperwork on Wednesday 20 August 2014 from 3.15pm to 6.25pm.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 25 care standards questionnaires to the provider to distribute to parents of children who used the service. Parents returned 15 completed questionnaires before the inspection. For the purposes of this report parents/carers will be referred to as parents in this report.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- the manager
- the depute manager
- senior
- staff
- children.

We observed all of the children during their play. We observed how staff worked with and cared for the children.

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We looked at:

- The service questionnaires/evaluations to parents and children
- Information for parents
- Information on children's and parental participation
- Newsletters

- Information relating to infection control
- Complaint procedure
- Medication information; and consent forms
- Risk Assessments
- Children's profiles
- Accident and Incident records
- Staff files, including training records
- Registers of children and staff
- Staff meeting minutes
- Committee meeting minutes
- Development plan
- Certificate of Registration
- Certificate of insurance
- Information on quality assurance
- the environment and equipment.

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 recommendations we made at our last inspection

At the last inspection six recommendations were made. At this inspection we could evidence that all of the following recommendations had been met:

1. The Provider should ensure staff plan and implement a programme of activities that will interest and challenge the older children attending.

NCS Early Education and Childcare up to the age of 16: Standard 5, Quality of Experience.

2. When decisions concerning children are made, the Provider should ensure these are discussed with them and the reasons why they have been made should be explained.

NCS Early Education and Childcare up to the age of 16: Standard 13, Improving the Service.

3. Staff should review their manner and voice level when dealing with the children. The manager should monitor this on an on-going basis.

NCS Early Education and Childcare up to the age of 16: Standard 4, Engaging with Children.

4. The manager should introduce a programme of planning which involves children and staff deciding on activities, resources and equipment.

NCS Early Education and Childcare up to the age of 16: Standard 5, Quality of Experience.

5. The hole in the perimeter fence surrounding the garden area should be made safe to allow children the use of this area.

NCS Early Education and Childcare up to the age of 16: Standard 2, A Safe Environment.

6. The Provider should contact the school and explore the possibility of an additional area or room being made available for the use of the OSC.

NCS Early Education and Childcare Up to the age of 16: Standard 5, Quality of Experience.

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.

The manager submitted a detailed self assessment that identified what they thought they did well, with very clear areas for development and any changes they planned.

Taking the views of people using the care service into account

Children attending on the day of inspection were observed as happy, busy and engaged. They interacted and responded well to the staff caring for them. Positive relationships had developed between staff and the children as well as with the children themselves. Children took the lead role in deciding what they wanted to do. We observed that the children enjoyed taking part in a wide variety of activities in the playground. Staff talked to the children in a respectful manner.

Children made the following comments:

- "staff are really nice, really considerate"
- "(some of the staff have) just come, but feels like you've known them for years"
- "I like to go outside and do flips"
- "we do Britain's Got Talent..... some people dance; tell jokes"
- "very happy, wouldn't change anything."

Taking carers' views into account

We sent out 25 questionnaires and 15 were completed and returned to us before our inspection. Fourteen of the parents 'strongly agreed' and one parent 'agree' that they were happy with the quality of care their child receives in the service.

Parents commented:

- "Can not fault ROSC and we are very happy with the service provided. The staff are always very welcoming and know each individual child well."

- "The staff at RASC know my child well, as an individual, they understand (and seem to enjoy) her quirky..... behaviour. They listen to, and deal with, issues quickly and effectively. I feel I am handing my child over to people who have her best interests at heart, who want her to have fun and enjoy her time with them."

All of the views expressed by parents either through the questionnaires or in discussions were very positive.

Parental comments and references to the Care Inspectorate questionnaires are detailed through this report.

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: 5 - Very Good

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 had an excellent approach to involving children and parents in assessing and influencing the quality of care and support provided. We gathered evidence from discussions with children and parents, observing the children in the service and information from staff.

From discussions with children and parents we found that the service actively sought their opinions on all areas of the service and care of the children. These included:

- daily discussions with children to ask what they wanted to do so they could be involved in the planning of the day/week
- daily discussions with parents when they collect their child to share information
- parents drop in meetings - to discuss their child's progress; and the development of the service
- children's notice boards and displays providing relevant information in relation to what the child had decided to do each day and what they had achieved
- regular newsletters were given out, parents' views of the service were encouraged in the Newsletter
- questionnaires/evaluations parents, who use the service, had written and returned to the service to ask if they were happy with the service and if there were any changes that could be made.

The children spoke about the Children's Council and how they were regularly involved in this. We could see that members of the council frequently asked the children about their ideas for resources they wanted and activities to do. We could see that the children made very good use of the suggestion book to record ideas they have for all aspects of the service. The children confirmed that these were all discussed at the meetings. We could see this from the minutes of the meeting and how this fed into the planning sheets. The children had also given suggestions on healthy snacks they could have. The children confirmed that they felt all of their suggestions and ideas were listened to. This resulted in the children feeling included in the development of the service and realising that their opinions were valued and respected.

We observed staff welcoming parents into the service. Staff spent time speaking with parents and sharing information in a friendly and supportive way. The parents confirmed that staff listened to and acted on their wishes about the care of their child. Through discussion with the staff team it could be clearly evidenced that staff took on board this information when it came to staff meeting the particular needs of their child. This meant that all of the needs of the child were being taken into account when staff were looking at the care and support for each child.

All parents received information about the service. Included in this was the Parents as Partners policy on how parents could influence and enhance the service provided. The service stated: "Within Ralston OSC we try to ensure that all parents and carers have the opportunity to participate in the quality of provision provided within the service for their children. We believe that all parents/carers should be treated with respect and acknowledge that they are the primary carers within their child's life." In our questionnaires ten of the parents had 'strongly agreed' and five parents 'agreed' that the service had involved them and their child in developing the service.

Questionnaires were issued to parents covering a variety of different areas. From the sample we looked at we could see that parents were happy with the service and were also confident at putting forward their own ideas and suggestions. The results from the questionnaires were then collated and shared with parents through wall displays and newsletters. This gave parents reassurance that any issues/comments made were taken seriously and responded to by the manager.

One of the parents had recently developed a comprehensive questionnaire asking parents about a variety of areas in the service. This was then collated, fed back to parents and used to help inform the service Development Plan. This allowed the parents to be fully included and involved in the improvement of the service.

The children discussed that they had been asked to develop the rules of the service. This was from discussions they had with staff in relation to the Getting it Right for Every Child (GIRFEC) quality indicators: safe, healthy, achieving, nurtured, active, respected, responsible and included. Staff had carried out a mind map to give the children examples of how each of the quality indicators could be taken forward. From this the children wrote their own guidelines, for example how they could be safe and healthy. This resulted in raising children's awareness on the expectations they should have in relation to how staff should care for them.

The children spoke about the weekly activity planner that was displayed in the room. The ideas for activities were taken from children's views and ideas. This meant that the children were aware that their ideas and views were respected, valued and included where possible.

Children had completed questionnaires asking questions, such as, what they enjoyed doing; and the snack they would like. From looking through these we found that they were very positive. The manager confirmed that any suggestions that were made were then discussed with the children if they were able to do or the reasons they could not take these forward. This meant that children were aware that staff took their opinion and thoughts seriously and gave appropriate reasons if an area could not be taken forward.

The children confirmed that they had been asked what trips and activities they wanted to take part in during the school holidays. Where possible staff took these suggestions forward. This meant that all of the children were included and had an opportunity to share their views on what they wanted to do during the holiday period. Children confirmed that they had great fun during the recent summer holidays. Parents commented:

- "During school holiday s they have an excellent range of activities that they tailor depending on the age of the child. Feel they go the extra mile."
- "The holiday programmes appear full and varied with something for everyone."

The manager confirmed that they were piloting the children taking their school bags out when they go out to play as parents had requested this so they did not have to re-enter the building when they were collecting the children. The staff team had developed a system of phoning the staff in the premises so that the children could be marked off the register. This showed that the management team were keen to include parents in the development of the service; and tried where possible to accommodate their suggestions.

The manager confirmed that the management committee were fully involved in the recruitment of senior staff. Parents and children were also involved in the appraisals system. The depute manager had recently given out a random sample of questionnaires to the children and parents asking specific questions about the manager. These responses were then going to feed into the formal appraisal carried out on the manager. This had previously been carried out on the full staff team. This demonstrated to the children and parents that their views were valued and included in the staff development process.

Parents were encouraged to be part of the voluntary management committee. This committee met six times a year. From the minutes of the meetings we could see that the committee was fully included in the development of the service. The manager submitted a report to this meeting keeping parents up to date with a number of different areas, including staff training. The manager confirmed that the staff team and management committee had recently been involved in Dialogue training. Staff and parents had enjoyed this shared training. This meant that parents were fully included and valued in the running of the service.

The parents committee had been involved in the review of policies and procedures. This resulted in parents being included in the development of policies and seeing that their opinions and views were taken forward, where possible.

All of the children and parents we spoke to were very happy with the service and could not think of any changes they would wish to make.

In our questionnaires, fourteen parents 'strongly agreed' and one parent 'agree' that they were happy with the quality of care that their child receives in the service.

Areas for improvement

The manager should continue to develop the excellent work the service had in place to involve children and parents looking at the quality of care and support in the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found the performance of the service was very good for this statement. Not all parts of this statement were assessed during this inspection. We focussed on the following core activities:

- children's personal information and plans
- medication system and records
- infection control methods
- accident and incident records.

We found parents had completed their child's registration forms, detailing personal information about their child. This also included information about allergies and health issues. In the sample of the personal records that we looked at, we found children's personal details were recorded and appeared to be up to date. This provided staff with useful information about the children.

Children had completed a personal profile detailing important information about the child, including their likes/dislikes, friends, family and hobbies. Parents had regular meetings with their child's keyworker to discuss their child's progress. This meant that staff had access to up to date information about children's individual needs. During this 'Drop in' visit the child showed their parents their favourite activities in the service. After this both parents and children were asked to evaluate the visit to see if any improvements could be made. Children that we spoke to confirmed that they had enjoyed showing their parent round the service.

The service had a medication policy in place for the safe administration of medication. We found that medication was appropriately stored. Staff were very clear about asking parents to sign consent forms before any medication was administered; then counter sign the dosage forms. This meant that there was a clear audit trail of when medication was asked to be given; and when staff administered and then told parents this had been given. There was more detailed information if a child had particular health needs, this resulted in the full staff team being fully informed of the child's Health Care Plan.

We observed that all of the children were asked to wash their hands before snack. Children that we spoke to were very aware of the importance of good hand washing, as were the staff. Appropriate posters were in the toilets to encourage children to wash their hands properly. This resulted in all of the children developing an awareness of the importance of good hand washing.

We found the service had a robust system for recording any accidents and incidents. In the sample of records we looked at, we found parents had signed the accident and incident records confirming they had been kept fully informed.

Areas for improvement

We discussed the importance of keeping the information on children's personal preferences, likes/dislikes and interests updated. The manager agreed to include a formal review of this information at the regular meetings that are held with parents and children.

The manager agreed to access the Care Inspectorate's health guidance on - The Management of Medication in Daycare and Childminding Services in order to review and update the existing medication policy.

There was a Controlling Infection policy in place to share information with staff on how to minimise the spread of infection. We discussed that the policy should be further developed to reflect how staff should deal with blood and bodily fluids. The manager agreed to use the best practice guidance Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) to help inform this review.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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

We found the service had an excellent approach to involving parents and children in assessing and influencing the quality of the environment. We gathered evidence from discussions with children and parents, observing the children in the service and information from staff.

Evidence for the grade awarded in this statement has been included in Quality Theme 1, statement 1.

Areas for improvement

The manager should continue to develop the excellent work the service had in place to involve children and parents looking at the environment in the service.

Grade awarded for this statement: 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

We found the performance of the service was very good for this statement. The service had put systems in place to help maximise safety in the environment. Not all parts of this statement were assessed during this inspection. We focussed on the following core activities:

- repairs log and maintenance records
- risk assessments
- infection control
- insurance.

The service was based in a primary school and had access to the assembly hall, gym, playground and appropriate toilet facilities. There was a secure entry system in place on the main door of the after school care. The assembly hall had direct access to the playground and most parents used this door to access the service. This helped to prevent any unauthorised people entering the building. Children and parents we spoke with told us they were happy with the service environment.

Risk assessments were in place for all of the areas in the premises. Any outings the children went on had also been risk assessed with appropriate parental permission forms completed for the outings. This resulted in all the staff being very aware of any potential risks and taking any necessary actions.

Appropriate cleaning and safety checklists were in place, with policies reflecting the practice that is in place in relation to health and safety; and infection control. Staff confirmed that they were aware of the policies and procedures of the service that support children's safety. This resulted in staff working in a consistent manner to ensure appropriate infection control measures were in place. In our questionnaires eleven of the parents 'strongly agreed' and four parents 'agreed' that the service was safe, secure, hygienic, smoke free, pleasant and stimulating environment.

A repairs/maintenance log was in place for any concerns that were reported to the janitorial staff in the school. This allowed an audit trail to be in place detailing when the concern was first reported and the on going action taken. Staff carried out a Health and Safety Audit Checklist before the start of each session. If there were any issues then they would be recorded on this form and if need be detailed on the repairs/maintenance log. All of the staff were very familiar with this procedure.

Employer's liability and Public Liability insurance was in place and up to date. The expiry date for the insurance was 31 March 2015.

Areas for improvement

We discussed with the manager that the risk assessments should be further developed to make sure that the risks identified are clearly recorded, along with the measures that had been put in place to minimise these risks. This will result in all staff being aware of the potential risks in the premises. The manager agreed to take this forward.

There were two infection control issues identified at the time of the inspection. The manager agreed to take the following issues forward: regular cleaning of the microwave to be included in the cleaning rota; and a bar of soap was being used in the toilet directly off the gym instead of liquid soap to minimise the spread of infection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

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 had an excellent approach to involving parents and children in assessing and influencing the quality of staffing. We gathered evidence from discussions with children and parents, observing the children in the service and information from staff.

Evidence for the grade awarded in this statement has been included in Quality Theme 1, Statement 1.

Areas for improvement

The manager should continue to develop the excellent work the service had in place to involve children and parents looking at staffing in the service.

Grade awarded for this statement: 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

We found the performance of the service was very good for this statement. At this inspection, we focused on the following core activities:

- staff records including training records.

We observed that staff worked very well as a team, with each of their different skills and experiences being used to offer a quality service to the children and parents. All of the staff we spoke to were committed, motivated and enthusiastic about their jobs. We found that staff strived and provided a very good quality service to both children and parents. All of the staff team were either registered or in the process of registering with the Scottish Social Services Council (SSSC).

We found very good systems were in place for staff training needs to be identified. Staff confirmed that they were supported in their professional development and given opportunities to take part in training courses. The manager kept an informative centralised list of all the training that had been agreed through the annual appraisals; and all training that staff had accessed. Staff had taken part in a range of wide training including child protection, first aid, food hygiene and GIRFEC. The staff team confirmed that they were given access to regular training sessions. Staff also discussed that they could approach the manager with ideas for training throughout the year. In our questionnaire ten of the parents 'strongly agreed' and five parents 'agreed' that they were confident that staff have the skills and experience to care for their child and support their learning and development. Parents commented:

- "All staff are very pleasant and friendly. It's not just the kids that are happy, nice to see staff that also enjoy their job. They all go that extra mile to ensure the end of the day is a fun experience!"
- "I have been very happy with the service provided by ROSC. All the staff seem to know my children well and cater for their needs. My children are happy to attend and are very fond of the staff. I am always made to feel welcome and I am always made aware if my children have been feeling unwell or upset."

Areas for improvement

The service was maintaining very good practice and should continue to progress the area identified in the self assessment document - 'Make available to staff all the important national policies and reports and give them time to understand any changes before signing off.'

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

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

We found the service had an excellent approach to involving parents and children in assessing and influencing the quality of the management and leadership. We gathered evidence from discussions with children and parents, observing the children in the service and information from staff.

Evidence for the grade awarded in this statement has been included in Quality Theme 1, Statement 1.

Areas for improvement

The manager should continue to develop the excellent work the service had in place to involve children and parents looking at the management and leadership in the service.

Grade awarded for this statement: 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

We found the performance of the service was good for this statement. The service had a number of systems in place to involve children, parents and staff in assessing the quality of the service. At this inspection, we focused on the following core activities:

- minutes of staff meetings
- quality assurance systems and records
- the attendance register of children and staff
- complaints procedure.

Staff confirmed there was system of regular meetings in place. The management team also met on a regular basis. All of these meetings were minuted and we could see that there was a developmental agenda for staff to be fully involved in the improvement of the service. Staff confirmed that they found all of these meetings useful and informative. Regular committee meetings took place with all aspects of the service being discussed.

Systems were in place for the management team to monitor the running of the service. We could see the progression that had taken place from these records as well as through the 1:1 sessions that were held every quarter. This resulted in the management team having an overview of how the service and staff members were developing.

A variety of different questionnaires/evaluations had been issued to children, parents and staff in order to improve the quality of service. The results from these were collated and taken forward, where possible. This information had then been used to inform the strengths and areas for development in the self assessment document; and to identify areas of priority in the Development Plan. The parents and children we spoke to confirmed that staff listened to their views; and actively sought their opinion on the development of the service.

We looked at a sample of the attendance registers for both children and staff. This information reflected that the service was working in line with the conditions of registration regarding numbers of children and minimum staffing levels. Ten of the parents 'strongly agreed' and five parents 'agreed' that there was enough staff in the service to provide a good quality of care.

One parent commented:

- "The ROSC have cared for my two children over the last 10 years and we have been very happy with the care. It has increasingly got better and the service seems much more professional and very organised over the last few years."

The service had a written complaints policy which staff and parents were aware of and this created a useful opportunity to raise concerns about the service. The parents we spoke to advised that they were very happy with the service and had no concerns about the service provided.

Areas for improvement

We found that the service was not adhering to one of the conditions detailed in the Certificate of Registration, specifically condition 4:

4. During the operating times the service will have the exclusive use of the Assembly Hall (the stage area can be used for P7 children only)

We found that children in P6 were also using this stage area on the first day of the inspection. The manager advised that this had been a natural progression for P6 to also have access to this area. (See requirement 1 below)

The manager agreed to update the complaints policy with the Care Inspectorate National Enquiry Line number.

The manager also agreed to access a copy of the notifications and records that a registered service must keep. This gives the manager clear guidelines on the timescales for specific notifications to be made to the Care Inspectorate.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The service provider must ensure they comply with conditions of registration at all times and take steps to ensure this is the case. In order to achieve this, they must:
 - i) Submit a variation to change the age range of the children who can access the stage area; or
 - ii) Adhere to the condition in the Registration Certificate.

This is in order to comply with The Social Care and Social Work Improvement (Registration) Regulations 2011 (SSI 2011/210), regulation 4(1)(a) make proper provision for the health, welfare and safety of service users.

Timescale: within 24 hours of the inspection report being published. At the second visit the manager advised that this had been discussed with the P7 children, who stated that they would prefer to have this area just for their age range. The manager confirmed that they would adhere to the existing condition in the Registration Certificate.

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

None.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
10 Oct 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not Assessed Management and Leadership Not Assessed
16 Jun 2009	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very 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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ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

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