

# Care service inspection report

Quality themed inspection (day care for children)

## Soroba Young Family Centre Day Care of Children

8a Scalpay Terrace  
Soroba  
Oban

Service provided by: Soroba Young Family Group Committee

Service provider number: SP2003000652

Care service number: CS2003003138

Inspection Visit Type: Unannounced

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Please get in touch with us if you would like more information or have any concerns about a care service.

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# 1 About the service we inspected

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

Soroba Young Family Centre is a daycare of children service registered for up to 30 children aged three years to those not yet attending primary school and ten children aged 0 to three years.

The provider is Soroba Young Family Group Committee. They operate from designated spaces within the family centre, located in a residential area of Oban.

The aims and objectives of the service are "To be the best we can be, to ensure every child feels valued and has opportunities to reach their potential. We aim to foster an ethos of support and encouragement, to develop independent, enthusiastic, motivated learners".

## What we did during the inspection

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme.

We wrote this report following an unannounced inspection. This was carried out by one Inspector and took place on Tuesday 31 May 2016 between 2.00pm and 4.30pm and Wednesday 1 June 2016 between 9.45am and 5.15pm. We completed feedback to the manager and depute on 2 June 2016.

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

We sent 60 care standards questionnaires to the manager to distribute to parents. 34 parents sent us completed questionnaires. We also asked the manager to give out 11 questionnaires to staff and we received eight completed questionnaires.

We considered two key aspects of each of the four Quality Themes we inspected and gathered a range of evidence relevant to this theme:

We spoke with:

- Eight parent/carers
- The children present
- The manager and depute
- Four staff members.

We looked at:

- How staff work, care for and interact with the children
- The environment indoors and outside
- Their improvement plan
- How they routinely checked and reviewed how well they were doing
- Child protection
- Staff registration with the Scottish Social Services Council
- Safer recruitment
- Attendance records
- Registration certificate
- Insurance certificate
- Accident/incident reporting.

Sampling:

- Children's personal plans
- Risk assessments.

### **Taking the views of people using the care service into account**

There were 33 children present on the first afternoon of the inspection, 27 were aged 3-5 years and six aged 2-3 years, on the second day 36 children were present throughout the day, 27 were aged 3-5 years and nine aged 2-3 years. We observed the younger children enjoying their messy play and the older children engaging well in what they were learning and discovering about the natural world. All the children were interacting confidently with staff, who were

warm, caring and attentive in their approach. As a result, we were able to see all the children happy, settled, reassured in their care, and having fun in their learning environment both inside and outdoors.

### **Taking carers' views into account**

Everyone who returned questionnaires and we spoke with were very happy with the service their child received.

Comments we got back included:

"I couldn't be happier with the care and learning experiences my child gets at SYFG. My child is a happy and confident learner. I feel this is due to his/her involvement in her own learning - staff always listen and take on the children's ideas. Great service all round"

"Excellent Centre, professional and caring"

"Fabulous centre with caring, dedicated staff. Could not ask for a better pre school experience for my child. Run by an excellent manager who is consistently striving for the best for the children in her care"

"The staff are an excellent team always doing their utmost to keep all the children happy and well cared for. It is an excellent nursery and I am happy that my child is so settled there"

"The activities offered within the nursery are very creative"

"There is a great sense of community within the centre"

"I am always impressed with the range of activities they have indoor and out to offer my child"

"The staff are excellent. Always friendly and professional"

"Excellent nursery that goes above and beyond to make the children feel safe and happy. Couldn't ask for more"

"The staff are very approachable and keep you well informed about everything going on. They are always doing something different with the children, from the topics they do at nursery to getting out and about outside the nursery. It's great !"

"Fantastic service provided on every level. Staff are responsive, capable, fair and genuinely put the child at the centre ! Very impressive".

### **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 provider. They had identified strengths, any changes they had planned and areas where they wanted to improve.

## 2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

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

## 3 Quality of care and support

### Findings from the inspection

We focussed on transitions in this quality theme.

Their very good approaches to transitions involved children, their families and other professionals where appropriate. For example, their young mums' group and stay and play sessions enabled children and their families to get to know staff and become familiar with the service before they started using it. There were positive links and effective communication with feeder primary schools with a programme of visits to primary one and visits from primary one teachers to the service. Children's learning journeys and floorbooks supported their transition to primary school and other shared early learning and childcare providers.

Children's transitions were being carefully planned and evaluated. The manager and depute were closely monitoring the outcomes for the younger children when they joined the older children for more challenging play. This was to make sure there were positive and meaningful experiences for all.

Parents we spoke with felt welcome, well informed, respected and included. They spoke positively about staff support and understanding of their child's needs and how useful and valuable they had found their child's transition report.

## Grade

**The quality of care and support is graded 5 - Very Good**

## Requirements

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 0**

# 4 Quality of environment

## Findings from the inspection

We focussed on outdoor play and managing risk positively in this quality theme.

Staff planned a safe, fun and stimulating environment for children outdoors. They were giving children the time, space and opportunity to deepen their learning and create an environment where they could explore, discover, experiment with and enjoy making their own.

Children were safely negotiating their outdoor space and confidently making choices and decisions about their play and learning from a range of different organic materials, tools, natural and sensory resources. For example, experimenting with sand and water, counting and making patterns with pebbles and cooking together in the mud kitchen. Their trips to woods and beach nearby also provided children very good opportunities to grow and develop, be adventurous, build resilience and be active and independent in their play and learning.

Staff spoke enthusiastically about our recently published early years good practice document 'My World Outdoors' and how it could be used to further develop children's learning experiences outdoors.

Parents we spoke with and questionnaires returned confirmed children were getting regular access to outdoor play and how important this was to their learning, development and sense of wellbeing.

As recommended from the last inspection all the rusted heater guards had been replaced. We noted five heaters were showing signs of rust and deterioration. The manager explained there was ongoing discussion with the landlord regarding their maintenance and replacement.

We have made a recommendation about this below.

### Grade

**The quality of environment is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The manager should continue to liaise with the landlord in relation to the maintenance and replacement of the rusted heaters in order to make sure they are fit for purpose and if necessary replaced.

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

## 5 Quality of staffing

### Findings from the inspection

We focussed on staff support and development in this quality theme.

Staff were motivated and enthusiastic in their work and moving forward as a confident, competent and effective team, embedding the GIRFEC national practice model in their work with children and their families. They had undertaken training in the Scottish Government's National Practice Guidance: Building the Ambition and were implementing it into their practice.

They were registered with the Scottish Social Services Council and taking responsibility for their own continued professional development. They were being given regular opportunities to share and reflect on their practice, identify where they could improve, and monitor and evaluate the effectiveness of any training they had undertaken. We discussed how they should continue to reflect on their work and record the impact that training has had on their practice into their post registration learning and achievement records.

The manager and depute were establishing clear lines of communication, responsibility and accountability within the service along with an atmosphere of mutual trust and respect. As a result, they were introducing individual supervision sessions for staff to further support them with their continued professional and personal development.

Parents we spoke with and questionnaires returned confirmed staff were knowledgeable and had the skills and experience to care for their child and support their learning and development.

## Grade

The quality of staffing is graded 5 - Very Good

## Requirements

Number of requirements - 0

## Recommendations

Number of recommendations - 0

# 6 Quality of management and leadership

## Findings from the inspection

We focussed on quality assurance and their improvement plan in this quality theme.

The manager and depute were establishing effective procedures to routinely check and review how well they were doing. They were working well together as a team and had plans in place to implement the recently published self evaluation document

"How good is our Early Learning and Childcare" into their processes and procedures.

They were committed to making improvements and knew the importance of being rigorous in how they monitored and evaluated the service. Incorporating the SHANARRI wellbeing indicators into their procedures to improve how they measured outcomes for children and their families, as well as holding regular meetings to plan, assess and carefully monitor and evaluate their work.

Staff, children and their families had all been involved in revising the vision, values and aims of the service. They were also in the process of updating their improvement plan using contributions from children and their families.

Parents we spoke with confirmed they knew about the service's improvement plan and that they felt involved, listened to and consulted about any developments.

### Grade

**The quality of management and leadership is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**

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

### Previous requirements

1. The manager must ensure risk assessments, for maximising safety, are further developed with the staff team for the premises and outdoor area. The risk assessments must identify all potential risks and detail how these will be addressed.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulations 4(1)(a)

**Timescale:** by 19 September 2014, the manager to send us copies of all of the risk assessments.

**This requirement was made on 11 June 2014**

Risk assessments have been developed and are being regularly reviewed and updated by the staff team to ensure children are safe and their wellbeing is being protected.

**Met - Within Timescales**

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

### Previous recommendations

1. The manager should continue with her plans to purchase a suitable lockable cupboard for children's medication to be stored in. Dosage forms should be developed and a policy relating to the storage and administration of medication should be further developed. The manager should take into account the Care Inspectorate's health guidance on - The Management of Medication in Daycare and Childminding Services. This can be found on our website.

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

**This recommendation was made on 11 June 2014**

Appropriate arrangements were in place for the storage and administration of medication in line with current best practice.

2. The manager should continue to liaise with the landlord in relation to the rusted radiator guards and the rusted heater in the children's toilet in order to make sure they are fit for purpose.

**National Care Standards Early Education and Childcare up to the age of 16,  
Standard 2: A Safe Environment.**

**This recommendation was made on 11 June 2014**

Progress is recorded under Theme 2 of this report.

## **9 Complaints**

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

## **10 Enforcements**

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

## **11 Additional Information**

There is no additional information.

## 12 Inspection and grading history

Date	Type	Gradings	
11 Jun 2014	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 4 - Good 5 - Very Good 5 - Very Good
6 Nov 2012	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
13 Jan 2011	Unannounced	Care and support Environment Staffing Management and Leadership	Not Assessed 5 - Very Good Not Assessed 5 - Very Good
5 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed

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