

PEACE Annanhill Day Care of Children

Grange Community Wing
Grange Campus
Beech Avenue
Kilmarnock
KA1 2EW

Telephone: 01563 549804

Type of inspection: Unannounced
Inspection completed on: 23 June 2017

Service provided by:
PEACE Childcare

Service provider number:
SP2003000712

Care service number:
CS2003038766

About the service

PEACE Annanhill registered with the Care Inspectorate on 01 April 2011. PEACE Childcare (PEACE) is the registered provider of this Day Care of Children service. PEACE is a charitable organisation managed by a voluntary Board of Directors (the board). The board has responsibility for the overall management of PEACE. This includes the provision of a sitter service, several out of school clubs operating throughout East Ayrshire and a full day holiday service based in Kilmarnock. The board delegates responsibility for the day-to-day running of the service to a suitably experienced services manager.

PEACE Annanhill is located the Grange Campus in Kilmarnock, East Ayrshire. The service uses the Community Wing and has access to an outdoor play space and some access to the school gym.

The service can provide up to forty places per session for children of school age.

The service aims to:

"Support parents and guardians in balancing work, training, education and family commitments by providing a before school, after school and full day care service during school holidays and in-service days."

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

Throughout this report, any reference to "parents" also includes carers and guardians.

We sent 18 care standards questionnaires to the manager to distribute to parents using the service. We received six completed questionnaires prior to this inspection. We spoke to five parents during our inspection visits. All of the parents we spoke with and the respondents to our questionnaire "Strongly Agreed" that they were happy with the quality of care provided. Parents told us that the staff team were friendly and good at their jobs, very welcoming and good at sharing information. Comments we received from parents included:

"Staff are lovely and very friendly. They are professional at all times and my son loves attending PEACE."

"PEACE Provide a very good service that is reasonably priced. There is always a range of activities to keep my children entertained staff are always very friendly and interact with the children well. Staff are always very friendly and interact with the children well."

"The staff are very friendly. They always inform me about things that happened at the service. My daughter really enjoys the activities there."

"The team are great. My child enjoys his time there. The staff are friendly and interested in my child's hobbies. They have great ideas and activities are fun. A great asset to have at the school."

The service had 112 children registered. On the first day of the inspection we met 25 children attending the after school service. On the second day of the inspection, we met 11 children attending the breakfast club.

We saw that the children were relaxed in the care of the staff. The children confidently followed the services routines and clearly enjoyed playing outside. The children we spoke with told us that they enjoyed attending and that they would recommend PEACE to their friends. They thought that the staff looked after them well, kept them safe and provided "loads to do". Comments we received from children included:

"The staff look after you."

"The rules are fair."

"It's good fun."

"I like coming."

Self assessment

The provider of this service had not been asked to complete a self assessment in advance of this inspection. During this inspection, we looked at the services improvement plan and quality assurance processes. We found that these identified the services priorities for improvement/further development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

| | |
|---|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | not assessed |
| Quality of staffing | 5 - Very Good |
| Quality of management and leadership | not assessed |

What the service does well

We found that staff knew the children well and were responsive to their individual needs. This included working closely with parents and other agencies to meet the needs of children requiring additional support. Staff training reflected the needs of children using the service. Staff commented that this gave them confidence in their ability to care for all of the children in their care, including children with identified health issues. Parents valued the service and were confident that the staff team provided a nurturing, safe environment for their children.

Children were encouraged to share their views. The children we spoke with told us that staff listened to them and that they enjoyed their time at PEACE. They confirmed that they had choices and that the rules were fair. Staff respected children's views and provided an inclusive play and learning environment. Staff encouraged children to be healthy and active through regular opportunities for outdoor play.

We looked at the services recruitment processes. We found that the service followed safe recruitment practices.

The provider of the service was committed to supporting staff Continued Professional Development. They achieved this by providing monthly staff development days and by encouraging staff to complete additional childcare qualifications. As a result, the staff team were appropriately qualified and skilled. This approach also enabled staff to complete the appropriate amount of post registration training required to maintain their

professional registration with the Scottish Social Services Council (SSSC).

Staff advised that they found the monthly development days useful and particularly valued the opportunity developments days provided for professional dialogue with colleagues from other PEACE services.

We found that staff clearly understood their responsibilities and were knowledgeable about the services safeguarding policies and procedures.

What the service could do better

As part of this inspection, we visited the breakfast club. Overall, the service was well-organised and provided children with a calm, relaxed start to their school day. In order to improve children's experiences we have recommended that the staff team ensure that the breakfast menu reflects current nutritional guidance for school aged children. (See recommendation 1)

We spent time with the staff and children in the outdoor play area. The children clearly enjoyed playing outside. In order to build on the good practice we observed we have asked the staff team to improve the variety of outdoor play experiences available to the children using the service. To assist the staff team to achieve this we signposted them to sources of good practice including "My World Outdoors" and the "Loose Parts Play Toolkit".

Some members of the staff expressed a particular interest in specific areas of the service for example, outdoor play. We suggested that staff use their training and interests to lead developments within the service.

We looked at the services personal planning processes. We found that the staff team were consulting with children and that they knew the children well. However, the resulting plans did not clearly set out how staff intended to use this information to meet children's health, welfare and safety needs. We have asked the staff team to review their personal planning processes and to ensure each child's plan accurately reflects their individual needs.

We looked at the services procedures for administering, recording and storing medication. We found that the service was well organised and that they applied current good practice guidance. In order to help staff assess when medication may be required we have asked the manager to record the signs and symptoms relating to medication given "as required".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to promote children's health and wellbeing service the staff team, in consultation with children and parents, should review the breakfast menu and ensure that it reflects current nutritional guidance for school aged children.

National Care Standards for early education and childcare up to the age of 16 - Standard 3.4 Health and wellbeing.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

| Date | Type | Gradings | | | | | | | | |
|---------------------------|---------------|--|------------------|---------------|-------------|---------------|----------|---------------|---------------------------|---------------|
| 31 Oct 2014 | Unannounced | <table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table> | Care and support | 4 - Good | Environment | 4 - Good | Staffing | 5 - Very good | Management and leadership | 4 - Good |
| Care and support | 4 - Good | | | | | | | | | |
| Environment | 4 - Good | | | | | | | | | |
| Staffing | 5 - Very good | | | | | | | | | |
| Management and leadership | 4 - Good | | | | | | | | | |
| 31 Oct 2011 | Unannounced | <table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table> | Care and support | 4 - Good | Environment | Not assessed | Staffing | 5 - Very good | Management and leadership | Not assessed |
| Care and support | 4 - Good | | | | | | | | | |
| Environment | Not assessed | | | | | | | | | |
| Staffing | 5 - Very good | | | | | | | | | |
| Management and leadership | Not assessed | | | | | | | | | |
| 18 May 2009 | Unannounced | <table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table> | Care and support | 5 - Very good | Environment | 5 - Very good | Staffing | 5 - Very good | Management and leadership | 5 - Very good |
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| Environment | 5 - Very good | | | | | | | | | |
| Staffing | 5 - Very good | | | | | | | | | |
| Management and leadership | 5 - Very good | | | | | | | | | |

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