

# Care service inspection report

Full inspection

## PEACE Gargieston Day Care of Children

Kilmarnock



HAPPY TO TRANSLATE

Service provided by: PEACE Childcare

Service provider number: SP2003000712

Care service number: CS2003015154

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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

## Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

## 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	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

### What the service does well

The children were regularly consulted about what they wanted to play with on a daily basis.

Children were relaxed and comfortable within the service and interacted well with the staff.

The service environment was spacious and well resourced. The children were encouraged to access the outdoor space and take part in physical play.

### What the service could do better

The service should review the foods and drinks offered to ensure they promoted healthy choices.

The service should consider the methods used to consult with children to ensure all children have to opportunity to share their views and make choices.

The service should undertake a review of how they are completing the personal plans to ensure they support staff plan how best to meet the children's health, welfare and safety needs.

### **What the service has done since the last inspection**

The service provided sufficient evidence to support they had met the requirement and four recommendations made since the last inspection.

### **Conclusion**

The service provided a welcoming, friendly and safe environment for children. The children were provided with a range of play experiences that were fun and interesting.

Staff knew the children well and had formed positive relationships.

As part of a large organisation the service had good support from the management team and staff from other services managed by the provider.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

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 working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affects children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

This service was previously registered with the Care Commission and in April 2011 transferred to the Care Inspectorate.

The service is registered to provide care to a maximum of 40 primary school age children. The service is provided from within Gargieston Primary School. During operation times they have sole use of the dining and gym hall. At the time of the inspection the service operated Monday to Friday between 8am and 9am and 3:15pm and 6pm. The service operated during school term. If children required care during summer holidays they attended one of the provides services registered to provide holiday care.

PEACE Childcare Ltd aims to support parents/guardians in balancing work, education, training and family commitments by providing before school, after school and full day care during school holidays and in service days.

At the time of the inspection they had 45 children registered to use the service. The children attended on a part time basis. As well as the manager there were two practitioners employed to care for the children. The manager shared their time between this service and another PEACE after school club.

### Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

### Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

**Quality of care and support - Grade 4 - Good**

**Quality of environment - Grade 4 - Good**

**Quality of staffing - Grade 4 - Good**

**Quality of management and leadership - Grade 4 - 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](http://www.careinspectorate.com) or by calling us on 0345 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 following an unannounced inspection carried out by the inspector on 7 March 2016 and was concluded on 10 March 2016. We completed the inspection over two afternoon sessions.

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

We sent thirty care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned seven questionnaires before the inspection. We also spoke to three parents during the inspection.

We received staff questionnaires and spoke with staff during the inspection. We found staff to be very open and honest about their roles within the service and in relation to how well they met children's needs.

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

We met and spoke with:

- the manager
- one practitioner
- three parents
- two children

We looked at:

- children's information records/personal plans/profiles
- planning records
- parental involvement
- service improvement plan and improvements since last inspection
- staff training, development and learning records
- risk assessments
- registration certificate

## 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.firescotland.gov.uk](http://www.firescotland.gov.uk)

## 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 completed self-assessment document from the service provider in September 2015. The service provider had completed this with the relevant information they had under each of the headings that we grade them under. We discussed with the manager to add more detail under the areas for improvement sections.

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

We observed the children over to afternoons and had informal chats with some of the children. The children indicated they were happy with the service and they had fun.

## Taking carers' views into account

Seven parents or relatives of the children using the service returned the care standard questionnaires sharing their views on the service. All confirmed they were very happy with the quality of the service.

Written comments included:

'very pleased'

'I appreciate the flexibility staff offer within the centre to accommodate children'

'I am very satisfied that PEACE is a quality afterschool service for my child. My child feels happy and secure and says its the best thing about going to school. Staff are always friendly and available should I have any questions.'

The parents we spoke with during the inspection praised the service and told us their children enjoyed attending.

## 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: 4 - 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

At this inspection, we considered how the service had improved outcomes for children as a result of consultations with parents and children. We reviewed the methods used to gather feedback, suggestions and evaluation of the care and support provided.

Parents informed us that they had been asked for their views of the service and that they would feel confident that staff would answer any questions they may have. The manager informed us that they are available for parents daily and for more formal consultation they asked parents to complete survey's.

The services planning system included gathering information from the parents and children about how the staff can support children within the service. The information gathered includes how best to meet children well being needs.

The manager told us the strength of the service was being child centred and having an ethos where children are encouraged to share their views, make choices and contribute to the direction of the service. Through consultations with the children they have identified that they would like more technology and for older children more responsibilities. The manager planned to take

action on these.

We found children were asked weekly about activities they wanted to take part in and were encouraged to request activities on a daily basis. A suggestion box was available to children and parents. Children were consulted in snack choices.

### **Areas for improvement**

We discussed with staff some of the methods used to gather children's views. We have suggested that they review these methods to ensure all children have the opportunity to influence decision making. For example all children being asked for ideas for snack not only children who attend on certain days.

### **Grade**

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

### Service Strengths

At this inspection we considered how the service gathered information about the children and used this to plan and provide a service meeting their needs and expectations.

Following the last inspection we identified the requirement made in relation to personal plans had been met. We followed up the progress on the implementation of personal plans. We found the personal plans were linked to SHANNARI well being indicators. We reviewed one new child's and two longer term children's plans.

We found completed longer term children plans were more detailed and demonstrated how the service planned to support children's needs, whereas the new plans had been completed by parents and children and informed staff of parent and child views but no plan showing how staff planned to meet these needs. We discussed the personal plan legislation with manager and reviewed plans in detail discussing the intended outcome.

We agreed that the forms would met the personal plan legislation , but staff need to ensure plans show how staff plan to meet children's needs. The plans should also be reviewed at least every six months or when significant events occur.

The service provided and supported children to take part in regular physical activities. We observed children to being playing outside, running around and having fun. In addition they service uses the dining hall and gym hall which provides a large indoor space for children to take part in a range of physical activities.

**Areas for improvement**

We discussed how the service promoted health life style choices. We were told that they promoted healthy eating and used setting table guidance to form snack menus. We looked at the food and drink choices and as a result we have asked the manager to reviews these against nutritional guidance for school age children and to consider the amount of salt and sugar within the foods and drinks being provided.

**Grade**

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

### Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

#### Service Strengths

At this inspection we considered how the service created an environment that promoted positive outcomes for children. To support this, we carried out observations of children at play and evaluated how well staff planned and used the environment.

We found the premises to be well maintained and the service had systems in place to secure the entrance. We found areas were clean and tidy.

The large spacious gym hall and dining hall lead to the outdoor space provided ample space for children to play individually or in small or large groups. Having this space staff and children enjoyed taking part in physical games and getting out doors.

The children at the time of the inspection were all collected from Gargieston Primary School. We went with staff to see how the children were collected from school. We concluded appropriate safety measures were in place to ensure safe arrival of children.

The service had a designated storage space to keep all the toys and resources safe. We found they were well resourced and had a range of toys from board games to art n craft materials. We were informed the children liked art n crafts.

## Areas for improvement

The service should continue to monitor how they use the space and range of resources to ensure they meet the needs of all children.

## Grade

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

### Service Strengths

At this inspection, we considered how the service accommodation and resources were suitable to meet the needs of the children. To support this, we carried out observations of the children at play and evaluated how well children and staff used the environment and resources. We have considered the strengths and areas for improvement under quality theme two, statement three when evaluating this statement.

The service is based within Gargieston Primary School and only children from this school were accesses this service.They have use of the dining hall, gym hall and outdoor space. Having access to these areas provides the children with a wide range of play spaces and opportunities to take part in different activities.

The service was secure, spacious and well resourced. Children had access to a wide range of equipment. Indoors the children have regular access to art and craft activities and various board games and puzzles. Outdoors provide access to fresh air and additional space for physical play. Throughout the inspection we found children to be active and engaged in the activities on offer.

### Areas for improvement

The service should continue to monitor how they use the space and range of resources to ensure they meet the needs of all children. This includes as the manager identified resources for the older children.

The service manager did discuss the possibility of children who bring their bikes to school being getting access to them during the afterschool club.

### Grade

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

### Service Strengths

At this inspection we considered staffs qualifications, training and how they kept informed of good practice, legislation and provide positive outcomes for children.

The three staff employed were registered with the SSSC. To support their conditions of registration and on going development staff had undergone qualifications and attended regular training.

Staff kept logs to show the training completed and evaluations where in place which identified the impact of their learning on their practice. We discussed with management to ensure when positive impacts are identified from training and put in place that these should be maintained and where possible further improvements made. for example if staff attend training related to play experiences and children engaged well when put in place staff should continue to further develop these play experiences.

We found staff to be aware of good practice guidance for healthy eating, infection control and had attended training to further support their knowledge. We did find some of the guidance they were using was for early learning and childcare services for example for healthy eating they should use age appropriate guidance.

Staff told us they held regular discussions to discuss childcare issues and to plan and evaluate children's experiences.

## Areas for improvement

We did discuss with the manager that it would be beneficial for staff to refresh their knowledge on types of play to ensure they continued to provide well balanced curriculum.

Staff appraisals were used to evaluate staffs practice and development needs. It would be beneficial for the process to include a review of progress from previous appraisals to track and recognise staff achievements.

## Grade

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

### Service Strengths

At this inspection we considered how the staff team respected each other, the children and the parents. We also consider how the staff promoted an ethos of respect with the children.

We found staff were happy and worked well together. This created a welcoming and friendly environment.

Children and parents told us staff were caring, approachable and listened to them.

We concluded that the staff respected each other, the children and their families.

### Areas for improvement

To continue to have positive relationships with all those involved in the service.

### Grade

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 2

"We involve our workforce in determining the direction and future objectives of the service."

### Service Strengths

At this inspection we considered how the service involved the staff identifying and making decisions to improve the outcomes for children.

This was a small team of three staff. Staff told us they had good working relationships and that together they planned and evaluated the service. Staff told us that the attended development days which provided good opportunities to discuss childcare issues, they held daily discussions and weekly team meetings. Staff told us they felt listened to and valued.

### Areas for improvement

The service should continue to involve staff in evaluating the service and supporting them in implementing future plans.

### Grade

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

#### Service Strengths

At this inspection we considered how the service promoted leadership and the positive impacts it had on the service.

The service had three staff at present working in close contact with the children, including the manager. As a small team they all worked in partnership and undertook roles and responsibilities in relation to their positions.

We found the staff were empowered and confident to take lead in planning and providing children's experiences.

#### Areas for improvement

The service should continue to promote leadership values through the staff team.

#### Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

#### Previous requirements

1. The staff must prepare and implement personal plans for all children enrolled with the service.

This is in order to comply with:

SSI 2011/210 regulation 5(1)(2) - a requirement that a provider must, after consultation with each service user and, where it appears to the provider to be appropriate, any representative of the service user, within 28 days of the date on which the service user first received the service prepare a written plan ("the personal plan") which sets out how the service user's health, welfare and safety needs are to be met.

**This requirement is met within the timescale agreed with the Inspector.**

**This requirement was made on 20 February 2013**

This requirement is met within the timescale agreed with the Inspector whom completed the last inspection.

We did follow this up and have commented on personal plans under the care and support statements within this report.

**Met - Within Timescales**

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

### Previous recommendations

**1. The manager and her staff should continue with their work in developing and evidencing their participation strategies with children and their families.**

**This recommendation was made on 20 February 2013**

We found children were asked weekly about activities they wanted to take part in and were encouraged to request activities on a daily basis. A suggestion box was available to children and parents. Children were consulted in snack choices.

Survey monkeys were used to gather parents views on the service provided.

We concluded that this was sufficient and that this recommendation had been addressed.

**2. Staff should continue to keep up to date with the latest best practice in health and safety via training and self-study.**

**This recommendation was made on 20 February 2013**

We found staff to be aware of good practice guidance for healthy eating, infection control and had attended training to further support their knowledge. We did find they were using for example guidance for day care of children settings for healthy eating they should source more age appropriate guidance.

Some staff were undergoing further qualifications were they would be learning from good practice guidance documents and legislations.

We concluded that this was sufficient and that this recommendation had been addressed.

**3. Staff should continue as planned to develop and extend their knowledge of current legislation and guidance for childcare and education in Scotland.**

**This recommendation was made on 20 February 2013**

We found staff to be aware of good practice guidance for healthy eating, infection control and had attended training to further support their knowledge. We did find they were using for example guidance for day care of children settings for healthy eating they should source more age appropriate guidance.

Some staff were undergoing further qualifications were they would be learning from good practice guidance documents and legislations.

We concluded that this was sufficient and that this recommendation had been addressed.

**4. Continue to develop the club's monitoring, quality assurance and improvement systems.**

**This recommendation was made on 20 February 2013**

The service had an improvement plan in place which included areas for development and how they planned to support these. Staff attended regular development days to share and discuss child care issues.

We concluded that this was sufficient and that this recommendation had been addressed.

## 6 Complaints

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

## 7 Enforcements

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

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings								
12 Feb 2013	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>4 - Good</td> </tr> <tr> <td>Management and Leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and Leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and Leadership	4 - Good									
18 Dec 2008	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
Care and support	5 - Very Good									
Environment	5 - Very Good									
Staffing	5 - Very Good									
Management and Leadership	5 - Very Good									

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

### Other languages and formats

**This report is available in other languages and formats on request.**

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.