

# Care service inspection report

Full inspection

## PEACE Sitter Service Child Care Agency

PEACE Childcare  
Belford Mill  
16 Brewery Road  
Kilmarnock



HAPPY TO TRANSLATE

Service provided by: PEACE Childcare

Service provider number: SP2003000712

Care service number: CS2003044921

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)

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## Summary

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

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

### We gave the service these grades

Quality of care and support	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

### What the service does well

The service have very good recruitment and selection procedures in place following safer recruitment guidance. The service are very good at ensuring that the staff have the required skills and knowledge to care for the children.

### What the service could do better

The manager could continue to develop the monitoring of staff practice in the service to ensure that there is consistency in practice and that paperwork systems are being used effectively.

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

Since the last inspection the service has:

- shared their safe use of social media policy with families
- introduced personal plans for all the children using the services and has a system in place to update these at least every six months
- assessed staff training needs and new objectives have been developed to support their continued practice development

- introduced GIRFEC training into the services induction practice and all staff have had access to training on this topic
- reviewed how the service is monitored to ensure that all staff and managers are working in line with current legislative requirements, service policies and procedures and best practice guidance
- developed an improvement plan for the service

This addresses all the requirements and recommendations made at the last inspection.

### **Conclusion**

The staff team and managers are providing a valued service which is supporting children and families well. The service have shown commitment to improving their standards and should now continue to build on this very good practice.

# 1 About the service we inspected

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 affect 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.

PEACE Childcare (PEACE) provides this 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 the sitter service, several out of school clubs operating throughout East Ayrshire and a full day holiday service based in Kilmarnock.

PEACE Sitter Service is located in Kilmarnock, East Ayrshire and operates throughout Ayrshire. The sitter service provides care in children's own homes depending on the needs of the service user. The service can support children aged from 6 weeks until they leave school. Peace Childcare aims to support parents/guardians in balancing work, education, training and family commitments by providing a home based Sitter Service for parents/guardians who wish to remain in employment, return to employment, continue further/higher education or take up training opportunities.

The service is currently registered with the following conditions:

1. The care service will operate between the times of 6am to 10.30pm Monday to Sunday for 52 weeks of the year.
2. The agency is responsible for ensuring that staff have the necessary skills and experience for the work that they are to perform and are vetted in accordance with the regulatory requirements.
3. To provide a care service to children and young people aged from birth to those still attending school.

Nineteen children and young people are currently registered with the sitter service on the week we visited the service 5 of the children and young people were receiving care from staff working for the sitter service.

### 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 5 - Very Good**

**Quality of staffing - Grade 5 - Very 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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

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

We spoke with:

- some of the staff working in the service and the management team.

We looked at:

- plans for childcare arrangements
- service diaries
- service level agreements
- registration certificate
- questionnaires
- care plans
- accident and incident records
- risk assessments
- staff planning documents
- staff training
- quality assurance documentation
- minutes from meetings
- Staff recruitment files.
- parents' feedback in our questionnaires and in the services quality assurance systems.
- staff feedback in our questionnaires.

We considered the information gathered and evaluated the service against six quality statements under three quality themes.

We gave some feedback during the site visit and formal feedback once we had reviewed the documentation gathered at the site visit and emailed to us by families using the service.

### **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.

The self assessment was well completed giving good examples of service strengths and identifying areas for service improvement. The service could give consideration to GIRFEC and the SHANARRI indicators when they next review the self assessment.

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

We reviewed the information in the agencies feedback systems and asked for feedback from children's families about the quality of care provided. The families who had responded in children's feedback forms were happy with the care provided. The families who returned our questionnaires gave positive feedback about all aspects of the care provided, were all happy with the service overall and agreed that they and their children have been involved in developing the service further.

## Taking carers' views into account

We reviewed the information which the service gathers from families about how happy they are with the childcare arrangements. The families appeared to be very happy with the arrangements and care provided.

### 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

The service assessed themselves as very good for this quality statement. We agreed with their evaluation. We came to this decision after we looked at the methods used to consult with parents, children and young people, reviewed how their feedback has been used to improve the service and spoke with managers.

The service have developed systems to gather regular feedback from families about the care provided in the service. They have developed separate feedback forms for the children to give their view about how the sitter service is for them. When families return their forms the service develop charts to show how services users feel about the service and what they plan to do to improve based on the feedback.

Reports are completed staff to share the day's activities and parents give feedback when staff have completed a 'sit' to say if they are happy with the care provided.

The records of 'sits' showed that children's views were used to develop the activities and care provided to them.

The service shared a well-developed registration pack with families to ensure that they had a good understanding of the service which PEACE sitters would provide. It detailed key policies and shared the full service policies in case families wanted to see them. These were all available on-line as well as paper copies. The manager met with families to discuss the registration pack and answer any questions the families may have. The pack included documents to gather care and support information to ensure that children and families could be matched to the best staff to meet their needs. The pack clearly detailed what families and their children could expect from the sitter service and what to do if they were unhappy about any aspect of the service and care.

The manager told us that they also gather verbal feedback from children and their families about the sitter service and use this to improve the service.

### Areas for improvement

The Aims Records do not always clearly share what the aim of the 'sit' has been and these are not always signed by families. Staff should also be given guidance about what to record and where to record it to ensure that any concerns are clearly documented and shared.

The informal verbal feedback could be documented to show how it has been used to change and improve the service in addition to the formal feedback systems.

The risk assessment details use of socket covers which is not in line with current ROSPA guidance.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 4

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

### Service strengths

The service assessed themselves as very good for this quality statement. We reviewed the documents in the service, feedback from service users and their website to assess this statement. We agreed with their evaluation.

The service use a mix of formal and informal methods to communicate with families and this supports them to have good relationships with them. The service have developed their website and social media page to share information electronically with families. The service meet with families to review arrangements regularly.

The service have feedback sheets which ask families if they are satisfied with the care provided which are to be completed at each 'sit'. This gives families the opportunity to communicate with the service after each session.

The registration pack and information shared in the service level agreement and on the website gives families a clear idea of what to expect from the sitter service and what to do if they are unhappy with any aspect of the service.

The service introduces a 'core team', usually two members of staff, to the families. They will be the staff who work with their children. This helps families to know the staff well helping them to have a positive relationship and effective communication with the staff. This practice also supports consistency of care for the children.

### Areas for improvement

The service planned to make more use of their social media page to share up to date information with families using the service.

The service could ask what families preferred methods of communication would be in the registration pack to assist them to communicate with families in a way which suits them.

### Grade

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 2

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

#### Service strengths

We assessed the services induction and recruitment processes at this inspection. The service assessed themselves as 'very good' in their self-assessment, we agreed with this evaluation. We concluded this after we spoke with the management team, reviewed staff files and other relevant documentation.

The recruitment process followed best practice guidance and managers documented the process to evidence that the checks had been made prior to staff starting in the service on a 'recruitment tracker'.

The induction programme was well organised to equip staff with skills and knowledge of service policies and procedures and current legislation and best practice guidance.

All staff who were eligible to be were registered with SSSC within six months of starting with the service and managers monitored when staff had to renew their registrations.

#### Areas for improvement

The service did check with the SSSC before staff started in the service to ensure that they were eligible to work with children and could be registered. This should now be documented on the tracker to say when the check was made and what the outcome of the check was, for example detailing any further action taken.

**Grade**

5 - Very Good

**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

The service graded themselves as very good for this quality statement. We looked at the feedback from the staff team and reviewed relevant documents in the service. We agreed with their evaluation.

The staff team were all appropriately registered with the Scottish Social Services Council.

The service had developed their support and supervision systems to show what staff training needs were, identifying any changes since their last meeting, development objectives and monitoring staff practice. These also detailed any support staff would need to achieve their development aims. We saw that these were happening regularly. We saw that there were effective systems in place to monitor staff practice, these included managers working alongside staff to assess their performance and regular feedback from parents about the care provided. This would help to track progress and to ensure that practice was of a high quality.

We saw that staff had very good access to training and development and we saw that they reflected on their practice, as a result of training, to develop it further. Staff had attended courses like: First Aid, Child Protection, Anaphylaxis awareness, food hygiene and moving and handling to help ensure children's safety. The service had also delivered training in GIRFEC and the SHANARRI Indicators which had supported the development of children's care planning in the service. This will help staff to ensure they are meeting children's needs. Staff told us that they had been supported by the service to gain relevant qualifications for their roles.

Staff told us that they had regular opportunities to meet as a team felt supported by managers to develop in their practice.

We saw from the minutes that teams discuss individual needs and behaviour management strategies to ensure that they are working to best practice and meeting needs well.

### Areas for improvement

The service could continue to formalise the monitoring of staff practice to record what happens when managers visit staff working with children and young people. This would help to celebrate staff achievements and identify any areas for development.

### Grade

5 - Very 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 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

See Quality Statement 1.1

### Areas for improvement

The service should continue to develop how they ask service users and their carers to assess and improve the service.

### Grade

5 - Very Good

**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

Peace Sitter Service was performing to a good standard in the areas covered by this statement. We came to this decision after we reviewed the services quality assurance processes and spoke with managers, staff and families using the service.

The service told us that they were using a variety of methods to ensure that they were providing a quality care service. We found that a range of quality assurance systems and processes were in place. For example, families gave regular feedback on the staff team which was used to develop their practice. The manager monitored staff practice to ensure that they were working to appropriate best practice guidance and gave feedback on performance in regular meetings.

We saw that the board met regularly and minutes of board meetings were available to managers, staff and families using the service. The service had developed roles and responsibilities information for the board to help new board members to continue to the service in line with regulatory responsibilities and best practice guidance.

We visited the service office as the weekly team meeting finished. We saw that the managers from all the PEACE childcare services met regularly to discuss how services were performing and how they could improve.

The service had taken action to address all of the requirements and recommendations made at the last inspection.

The service forwarded their development plan to us after the inspection. We saw that this was a working document, based on feedback from service users, their own monitoring and regulatory feedback. We noted that they were making good progress on the aims of the development plan.

## Areas for improvement

We reviewed some of the documents used to detail how children's needs are met in the service. We saw that these had been used as a diary to document the activities undertaken and did not show what the aims for the session or children's development had been and how these had been met by the activities detailed. The manager should review how staff complete forms within the service to ensure that these are used for their purpose and show how the service is, for example, meeting the children's needs. We will continue the recommendation from the last inspection. See recommendation 1.

We reviewed how feedback is gathered from parents and carers. The service told us that it was often difficult to get formal feedback from families using for example questionnaires. This could be developed to gather more information for example; about key aspects of the children's care, staff skills and values and if staff are meeting needs effectively. This would help to drive further improvement in the service.

## Grade

4 - Good

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 1**

1. It is recommended that the manager effectively monitor the quality of work of each member of staff and the service as a whole.

National Care Standards for Childcare Agencies - Standard 5 - Management and staffing arrangements.

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

### Previous requirements

1. The manager must maintain a written personal plan for all children and young people using the service.

This is to comply with SSI 2011 No. 210 Regulation 5 (1), (a), (b), (c) and (d). A requirement that a provider must, within 28 days of providing a 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. The provider must consult with the service user's representatives as appropriate and review the plan at least every six months or sooner if required.

Timescale for compliance is 28 days from the date of this report.

**This requirement was made on 03 July 2014**

The service showed us a sample of the current documents for the children using the service. We saw that they had developed a personal plan for the children.

**Met - Within Timescales**

2. The provider must ensure that the management of Peace Sitter Service is carried out in accordance with the relevant legislation and Peace Childcare policies and procedures.

This is to comply with:

SSI 2011/210 Regulation 7(2)(C) - A requirement to ensure that the manager has the skills to carry out their responsibilities.

Timescale - within 8 weeks of receipt of this report

This requirement was made on 03 July 2014

The manager showed us the changes in monitoring of practice to ensure that all the policies and procedures were now being followed in the service.

**Met - Within Timescales**

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

### Previous recommendations

**1. Families using the service should receive a copy of the policy relating to the safe use of social media.**

**National Care Standards for Childcare Agencies: Standard 1.1 Information about the childcare agency.**

**This recommendation was made on 03 July 2014**

This document was now available online and in the parent information packs. This recommendation has been addressed.

**2. Staff performance evaluations and appraisal should clearly identify staff training needs.**

**National Care Standards for Childcare Agencies: Standard 5.8 - Management and Staffing Arrangements.**

**This recommendation was made on 03 July 2014**

We sampled some of the staff performance appraisals and saw that these identified training and development needs. This recommendation has been addressed.

**3. The manager should take forward their plans to roll out GIRFEC awareness raising training to all members of the sitter service staff team.**

**National Care Standards for Childcare Agencies: Standard 5.5 - Management and Staffing Arrangements.**

**This recommendation was made on 03 July 2014**

Records in the service showed that staff had attended a training session in GIRFEC and this had impacted on how staff recorded information about children's needs. We

saw that GIRFEC Training had been introduced into the staff induction programme. This addresses the recommendation made.

**4. The manager should effectively monitor the quality of work of each member of staff and the service as a whole.**

**National Care Standards for Childcare Agencies: Standard 5.1 - Management and staffing arrangements.**

**This recommendation was made on 03 July 2014**

The manager had started to address this recommendation and should continue to develop the monitoring systems for the staff and service as a whole. This recommendation is continued in this report.

**5. The manager in collaboration with the services manager should develop a clear and measurable improvement plan for Peace Sitter Service.**

**National Care Standards for Childcare Agencies: Standard 5.1 - Management and staffing arrangements.**

**This recommendation was made on 03 July 2014**

A clear and measurable development plan had been put in place since the last inspection. This should now be reviewed and progress made should be documented to identify further action and start the process of identifying the aims of the next development plan.

## 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	
3 Jul 2014	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good 4 - Good
19 Jul 2013	Announced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed 4 - Good 4 - Good
9 Aug 2010	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good 5 - Very Good
21 Aug 2008	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 5 - Very Good

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### 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)

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