

Care service inspection report

Stirling and District Women's Aid

Day Care of Children

Unit 7
Stirling Arcade
Stirling
FK8 1AX

Inspected by: Fiona Stewart

Type of inspection: Announced

Inspection completed on: 5 December 2013



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Service provided by:

Stirling and District Women's Aid

Service provider number:

SP2011011761

Care service number:

CS2011306067

Contact details for the inspector who inspected this service:

Fiona Stewart

Telephone 01786 432940

Email 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

Stirling and District Women's Aid daycare of children service provides specialist support for children and young people who have experienced domestic abuse.

Staff are highly dedicated to providing the support each child needs to help them express their feelings and fears and give them confidence to make and carry out their own decisions and choices.

What the service could do better

The service should continue to implement its current improvement plan and they should evidence how this improves children's and young people's experiences.

What the service has done since the last inspection

This is the first inspection of the service since its registration with the Care Inspectorate in December 2012 as a private, limited by guarantee company.

Conclusion

Parents of children and young people who use the service are very happy with the care and support staff provide.

They like how staff communicate with them to keep them involved and they are confident that their children are safe.

Who did this inspection

Fiona Stewart

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 18 December 2012.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, 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 directly 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 Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Stirling and District Women's Aid is a Limited by Guarantee company which supports women and children who experience domestic abuse.

This report relates to our findings from the inspection of the daycare of children service.

The service is permitted to provide support to a maximum of 8 children between birth and 16 years at the refuge base and 10 children between 8 and 16 years at the office base. These children may be living in Women's Aid refuge accommodation or may have previously lived there. The service also provides a planned programme of outreach support to children and young people who are not provided with refuge accommodation.

The service aims to ensure that all children and young people have a genuine and equal opportunity to access support.

A board of directors has overall responsibility for the service and members currently include people with relevant academic and professional interest and people who have used Women's Aid services.

They employ a manager who has responsibility for the children's support service and the women's support service which we inspect separately.

The children's support service currently has three members of staff. They are the senior children's worker and two children's workers.

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 following an announced inspection. This was carried out by Inspector, Fiona Stewart. The inspection took place on Wednesday 4 December 2013 from 9.30am to 5pm and Thursday 5 December between 10am and 1.30pm. We gave feedback to the manager at the end of the second day of our inspection.

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 care standards questionnaires to the provider to distribute to parents of children who use the service. We received two completed questionnaires.

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

We spoke with:

- the executive manager
- the senior children and young person's support worker and one of the children and young person's support workers
- six parents

We also received feedback by e-mail from the current board of director's chairperson and two social workers involved with families receiving support from the service.

We looked at:

- the environment and equipment

Awareness raising information:

- Leaflet for young person's service - who we are and what do we do
- Domestic Abuse Training presentation

A range of worksheets and play resources to help children express their feelings, experiences and fears.

Evidence of:

- Staff consulting parents and children for their views and ideas
- A sample of personal planning for children and young people using Getting it Right for Every Child paperwork

Records of:

- Staff assessing risks to children in the premises and measures they take to keep the environment safe and hygienic
- Health and safety checks staff carry out to ensure safety measures remain in place
- Accidents/Incidents
- Medicines
- Staff induction and training
- The annual report 2012-13
- Business Plan 2011-14
- Organisational Health Check report by the Voluntary Action Fund February 2012

Policies including:

- Child Protection
- Complaints
- Confidentiality
- Risk Assessment and Management
- Health and Safety
- Toilet Training and Nappy Changing

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

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: No

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 provider sent us a fully completed self assessment document prior to this inspection. We were satisfied with the way they had completed this and with the relevant information they had given us for each of the headings that we grade them under.

They provided information about the areas of work they consider they do well, what they have improved and work they plan to further develop. They also told us how they gather the views of people using the service to help them make improvements.

Taking the views of people using the care service into account

We met four children during our inspection visit. The youngest child was happy choosing from the toys available and they were relaxed moving between the room full of toys and where their parent was.

The older children came to meet us when they returned from school. They said they liked the room which staff had set up especially for older children after consulting them about what should be in it. They showed us the books, dvds, cds and board games they could use there or borrow. They also told us they liked the outdoor equipment and they enjoyed the imaginative games they could make up when playing outside. When we asked them if there was anything they thought could be better, they said that more outings would be good.

Taking carers' views into account

We received completed inspection questionnaires from two parents currently using the service and we spoke with six parents over the course of our two day visit.

They were all very complimentary about the service and the support staff gave their child.

They said that their children enjoyed the activities and outings staff planned. They said that the staff talked to them lots about what their child was doing and they always asked for their views.

When we asked if they thought staff provided safe surroundings for their child, they all answered "yes".

We have included more of the parents' views in the rest of the 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 very good at helping parents, children and young people have their say about the care and support staff provide.

We reached this conclusion from feedback parents and young people gave us, from speaking with staff and from records showing staff asking parents, children and young people for their views.

The "Service User Involvement" policy says Stirling Women's Aid recognises and places great value on the knowledge and expertise of women, children and young people who have experienced domestic abuse and they wish to draw on this expertise through giving them opportunities for comprehensive feedback.

We could see that managers and staff in the service successfully promoted this happening in practice.

We saw that parents had valuable opportunity to contribute to reviews of care and support for their child and they were regularly asked for feedback on their experience of the service as a whole through questionnaires.

Parents we spoke with and parents who completed our questionnaires all told us that staff involved them by asking for their views and ideas.

Moreover, we also found a well established "open door" culture in the service where parents could come and talk to managers and staff when they needed to. Parents we spoke with said that staff at all levels were very approachable and supportive. We saw

that staff made time to listen to what the parents had to say and they found a private space for their conversation as necessary. These were positive aspects of the service's approach which helped parents confidence to speak to staff openly whenever they had comments to make or concerns to raise.

We could also see that staff gave children very good opportunity to shape their experiences and support.

The very young child who was using the playroom in the refuge had full control of what toys they played with and how they used them. Staff supervised the child closely to make sure they stayed safe and only stepped in when the child showed they needed some support.

Children's developmental needs and play interests influenced changes in the selection of toys available at a given time and new toys purchased. For example, staff had bought new building blocks as younger children had shown an interest in construction.

Staff had consulted young people about the development of the teenage room. As a result they had a say in how the room was decorated and furnished and in the activity resources they wanted. The two young people we spoke with said they liked the room and the choice of games, books and dvds which were available.

Staff routinely asked children using the outreach service for their views after each session and when they stopped receiving support. Staff made good use of their feedback to review and adjust the content of the sessions. This helped the sessions stay relevant and meaningful for the young person.

Areas for improvement

The provider highlights in the inspection self assessment they sent us that they will continue to develop how they gather and use feedback from parents, children and young people to improve what the service provides.

We encourage the provider to continue to clearly evidence the changes in policy and practice which result from formal and informal feedback they receive.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

In this section of the report, we consider what the service does to meet children and young people's health and wellbeing needs.

We found that their performance is very good.

We reached this conclusion from sampling children's records and from information staff, parents and social workers gave us.

We could see that staff were following the nationally recognised "Getting it Right for Every Child" approach to gather information about each child and make a plan of support for them.

This meant that they took account of the whole child's needs to develop the plan and the process of planning and reviewing care and support involved the child, their parent, staff in the service and other professionals in the community the child needed support from.

The outcome was the development of a plan which was balanced with different people's views and which would continue to be reviewed and adjusted by the same range of people for as long as the child needed support.

Feedback from a parent indicated their satisfaction that the care and support staff planned was right for their child. The parent said:

"The key worker provided the best support, care and advice at what was a very traumatic time."

Social worker's comments told us they considered staff worked well with them to meet individual children's needs:

"The service always shares any relevant information to contribute to the assessment of the children's needs, through good communication, attendance at meetings etc."

"I have found workers to be most helpful. I have predominantly worked closely with Children's Workers and found they have been very good at communicating with me, whether this be raising concerns they have for the child or feeding back about the work they have undertaken with the child. They have also ensured that they have attended all meetings regarding the child."

Developing children's emotional ability to cope was a major strength of the one to one work staff did with children.

We could see that staff skilfully drew from a tool kit of worksheets and play resources

to help children express their feelings and learn to deal with their emotions in positive ways.

A social worker praised the service for its effective one to one work with children:

"The therapeutic 1:1 work with one of the children has been very valuable in assisting the child to understand their circumstances and become more able to reflect on their feelings and emotions."

We could see too that staff promoted children's physical wellbeing in a number of ways. For example families were able to access health advice through the regular visits by the service's appointed health visitor and children were able to learn good dental health habits through the service participating in the Child Smile programme.

Staff contributed to children learning about healthy things to eat by providing healthy snacks and growing fruit and vegetables which they could cook and eat.

The new large play equipment in the garden also gave children regular opportunity to be active outdoors. This promoted their physical fitness.

Areas for improvement

The provider tells us in the inspection self assessment that they plan to do the following:

- Continue to develop and review individual support plans with children and young people.
- Continue to renew staff First Aid and Food Hygiene certificates.
- Continue to develop the garden area at the refuge.
- Continue to work with other agencies such as social work, health, education.

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

In this section of the report, we consider the service's approach to helping parents and children have their say about the environment and resources staff provide.

We have considered the same range of evidence as we listed in Quality Theme 1, Statement 1, Service Strengths and we conclude that the service is also very good in this area of work.

Areas for improvement

The provider says they will further develop their approach as follows:

- Continue to gather thoughts, views and opinions of children, young people and mothers through evaluations and questionnaires.
- Ensure service users are becoming involved in the development of the play spaces and take ownership of the spaces.

Please see Quality Theme 1, Statement 1, Areas for Development for the comment we made about the provider showing what changes they make to policy and practice as a result of formal and informal feedback from parents, children and young people.

Grade awarded for this statement: 5 - Very Good

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 consider that the service is very good at making sure the environment is safe and children are protected.

We reached our conclusion by looking at the environment and resources, viewing policies and records, by talking with staff and from feedback parents and social workers gave us.

Parents were confident that staff kept their child safe.

We could see that staff:

- Provided premises with secure door entry systems to prevent unauthorised persons having access to the children.
- Identified physical hazards relating to the environment, equipment and resources and put appropriate safety measures in place to minimise these causing children harm according to their age and stage of development.
- Ensured the environment and equipment stayed hygienic and maintained to a suitable standard.

By providing a safe physical environment in these ways, staff potentially allowed children and young people a level of freedom and peace of mind to once again enjoy play and activities which they were entitled to but which their domestic abuse experiences may have limited.

We also found that staff made very good use of support sessions to help children feel emotionally safe. Through individual and group discussion, work and play activities, they helped children explore their feelings and fears, helped them understand healthy relationships and helped them identify a network of people they could safely trust.

As a result staff helped children gain confidence and beneficial strategies towards keeping themselves safe.

Parents could also be involved in support sessions separately or with their child. One social worker told us how they considered this benefitted the child's safety:

"Counselling support is also provided to the mother which is very helpful for her as a support and assists in the overall protective factors for the family."

Furthermore, the service's own Child Protection arrangements continued to benefit children's safety.

Staff received relevant training and the service as a whole maintained very good links with the local Child Protection service. As a result staff were confident about the procedures to follow if they had serious concerns that a child was at new or continuing risk and they were able to progress their concerns swiftly through the appropriate channels.

The service was also participating in a new process of assessment to identify high risk

cases of domestic abuse. This helped them decide which cases should be referred to the Multi Agency Risk Assessment Conference. As a result, they had access to an additional means of effectively protecting children.

Areas for improvement

The provider identified in the inspection self assessment that they will implement the following improvement to further promote a safe environment for children:

- Improve the CCTV system over the year to come with additional cameras ensuring safety is paramount.

Following our discussions, they also intend to review the new recording format for accidents and incidents to include a signature from parents as confirmation that staff have notified them. The new format did not ask for this.

We also discussed the recording of risk assessment for places where outreach work was carried out such as school premises. Staff should make sure that risk assessment continues to be recorded and kept updated for each of these situations.

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

In this section of the report we consider the opportunity parents and children have to influence staffing in the service.

We have considered the same range of evidence as we noted in Quality Theme 1, Statement 1, Service Strengths and we conclude that the service is currently very good in this area of work.

Areas for improvement

The provider says in the inspection self assessment that they wish to further develop this area of work as follows:

- Continue to develop the input of children and young people in the service to staff appraisal.
- Continue developing the involvement of children and young people in staff recruitment in the organisation by exploring this and looking at other organisations practice.

We encourage the provider to continue to clearly evidence how parents, children and young people routinely influence staffing matters through their formal and informal feedback.

Grade awarded for this statement: 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's approach to providing a professional, trained and motivated staff team was very good.

We reached our conclusions by speaking with the manager and staff, by looking at records of staff training and support and from information from parents.

Parents who gave us feedback said that staff cared for and supported their child well.

We could see that the manager and staff worked well together. They were courteous to one another, listened to each other's point of view, respected each other's special knowledge and skills and helped one another out.

This resulted in a positive culture which helped each individual cope with their challenging day-to-day work.

We viewed information about the induction process for staff and saw that it included time to meet the team, relevant training on domestic abuse and protecting people and time to become familiar with the services policies and procedures. This provided an appropriate range of introductory information for new staff.

The newest person appointed said that the induction process had been a very useful introduction to the work of the service and that the ongoing support from their colleagues was continuing to help them fully understand their role and particular responsibilities.

Discussion with the manager and staff showed them to be very knowledgeable about their specialist work in regard to supporting people who had experienced domestic abuse.

We could see from training records that each person had opportunity for a wide range of relevant training. This included regular updates on core training such as "domestic abuse" and "protecting people" and training which was helping them broaden their skills to support children like "listening to children" and "therapeutic play".

Regular team meetings and individual supervision meetings gave staff very good opportunity to review and develop their work and to identify further training they required.

From our discussions we could see that the team members were highly motivated to keep learning and improving their work so that they could effectively support each family who required their service.

Areas for improvement

The provider identifies the following among its planned improvements:

- Develop more formal partnership agreement and information sharing protocols with partner agencies to promote them enduring.
- The new manager will undertake the training required for their registration with the Scottish Social Services Council.
- Further develop formal consultation processes for staff.

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

In this section of the report we consider how well the service helps parents and children to have their say about management and leadership matters.

We have considered the same range of evidence as we outlined in Quality Theme 1, Statement 1, Service Strengths and we conclude that the service's current performance in this area of work is very good.

Areas for improvement

We encourage the provider to continue to clearly evidence how they make use of formal and informal feedback from parents, children and young people to review and develop service policy and other written information explaining the service's approach, management systems and management approaches.

Grade awarded for this statement: 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

In this section of the report, we consider the methods the service uses to check the quality of their work and how well they use the assessment results to make improvements.

We conclude that their approach in this area of work is currently very good.

We viewed records and took account of what staff, the board chairperson and parents told us to reach this conclusion.

The service has an Improvement Plan in place with the following main priorities:

- Improving the availability and quality of support for children and young people, including delivering training and awareness sessions to schools and youth groups.
- Improving governance procedures such as showing progress on the business plan through annual reports and improving monitoring and evaluation.
- Improving partnership working and increasing awareness of the service among partners and service users.

We found that these improvements were happening and that the management board and the executive manager were keeping track of the progress being made through their regular meetings.

We could see that service developments were identified as a result of a number of different assessment processes involving a range of people.

This meant that people with different viewpoints and experiences helped the management team gain a balanced view of what was most important to improve.

We have already outlined in Quality Themes 1-4, Service Strengths, how parents, children and young people contributed to service improvement. Also, within the service, everyone from the management board to staff had a say through meetings, supervision processes and management monitoring.

Routine assessment of the service delivered to children and young people happened through day-to-day discussion between staff and regular meetings of the children's workers. This led to them making ongoing adjustments to keep planning for children appropriate to their changing needs.

Furthermore, the service arranged for external organisations to audit their work and this led to recommendations such as improving monitoring and evaluation which became one of the key developments in the Improvement Plan.

From our findings, it was very clear that the service made very good use of these various quality assessment processes and that their aim in doing so was to promote continuous improvement.

Areas for improvement

The provider highlights the following as areas of work they are further developing:

- Continue with the working group to recruit more board members, including more service users, and to consider how to develop the work of the board.
- Continue to deliver training for Board members in relation to Domestic Abuse

awareness and look into other possibilities for training as Trustees.

- Improve monitoring and evaluation in relation to service users so that it is better targeted.

- Continue to monitor and develop record keeping and forms.

- Continue to develop and evaluate the training awareness programme.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

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

6 Inspection and grading history

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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com