



Inspection report

Time Out Club, Milngavie Day Care of Children

Milngavie CE Centre
Allander Road
Milngavie
G62 8PN
0141 563 9573

Inspected by: Margaret Faye
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 26 August 2010

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Service provided by:

Board of Directors Time Out Club Ltd

Service provider number:

SP2003000769

Care service number:

CS2003003784

Contact details for the Care Commission officer who inspected this service:

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Environment N/A

Quality of Staffing  **5** Very Good

Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well

Management and staff used very good methods to respond to service users' care and support needs.

What the service could do better

The service could continue to seek ways of ensuring service users participate in assessing and improving the service.

What the service has done since the last inspection

The service has further developed methods of participation with children.

Conclusion

The service has made progress on areas identified for action in the last inspection report. They should continue to review and improve on aspects of the service.

Who did this inspection

Lead Care Commission Officer

Margaret Faye

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- 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.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Time Out-Milngavie is situated in the Milngavie community Centre in the Milngavie area of Glasgow.

Current registration allows the service to care for a maximum of 40 children aged between 5-16 years.

The service was registered by the Care Commission on 1st April 2002.

A full statement of aims and objectives is available for service users.

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

Quality of Care and Support	5 - Very Good
Quality of Environment	N/A
Quality of Staffing	5 - Very Good
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

The inspection visit took place during the term time period when children were attending the service after school. At the time of the visit, 35 children were present.

Evidence was gathered from a number of sources including:

- * Discussion with the Manager
- * Discussion with staff
- * Discussion with children
- * Viewing policies and procedures including; confidentiality and complaints
- * Viewing consultation documents
- * Observation of practice
- * Observation of environment and resources

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

A self assessment was completed and submitted to the Care Commission. This was completed to a satisfactory standard and contained relevant information on the service's strengths and areas for improvement for each of the Quality Themes and Quality Statements. It also included information on how service users participated in the process and how and when the service planned to implement changes.

Taking the views of people using the care service into account

Through discussion and observation of children present during the inspection visit, they were happy and secure in the service and keen to discuss their experiences with the Officer. Further details are contained under standard headings.

Taking carers' views into account

Parents and carers consulted stated they were happy or very happy with the service overall. Comments included; "I visited a few other Out of School Care's before deciding on this and this was by far the best", "My children are very happy and if they are happy, then I'm happy" and "The club is very well run, I couldn't ask for more". Further details are contained under standard headings.

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 provided very good opportunities for parents and children to participate in assessing and improving the quality of care and support. A statement of participation was in place.

They had given parents the opportunity to complete questionnaires relating to the service. Parent's responses had been collated and fed-back with appropriate actions documented.

A prominent suggestions box was situated at the front entrance, as was a comments book. Regular newsletters were issued to parents from both the board and the children. These were also available on the service website, as well as information and forms.

A number of policies encouraged parents to voice their views and opinions, these included confidentiality and complaints. Information about the complaints procedure was available in the service Handbook, and displayed within the service.

The Care Commission annual inspection report was displayed as were a number of thank-you cards and other useful information.

Children were consulted on a daily basis on issues affecting them in the service. A pupil's council had been developed and evidence of this was clearly displayed and available. Some children present on the day of the visit discussed how this was facilitated. Children's views had been recorded and actions taken when appropriate. Children's views clearly impacted on planning and room layout. An activity board was on display at the entrance, this detailed activities the children had chosen for the week ahead. A Citizenship programme encouraged partnership working with the children.

Parents and carers who had completed the Care Commission questionnaires or were spoken with, agreed or strongly agreed that they were involved in developing the service, for example asking for ideas and feedback.

Areas for Improvement

Management and staff should continue to seek further ways in which service users can be involved in the assessment and improvement of the quality of the service provided.

They should give consideration to using the grading system on questionnaires.

Within the self assessment document the manager identified areas for improvement as being working on a system/evening to provide formalised feedback on children's development.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 5

We respond to service users' care and support needs using person centered values.

Service Strengths

A process for welcoming and settling in new children and parents was implemented by staff which was responsive to individual needs. A policy was in place to support this. One parent commented positively on the support provided by staff to her and her child during this process. Parents had the opportunity to attend a meeting prior to their child being cared for, which was attended by management, staff and parents already using the service. A wide range of information was provided at this time. Some information was available in languages other than English as well as interpreting services. Visits during operational hours were also encouraged.

A key worker system was in place, which assisted in providing continuity of care. A policy was in place to support this. Children were observed to interact well with staff and other children and responded well to the support, praise and encouragement provided by staff. All parents/carers consulted stated they were happy/very happy that staff knew their child as an individual and interacted well with their child.

Staff met regularly to prepare a programme of activities for children and had involved children in this through the pupil council consultation meetings and daily discussions about issues affecting them in the service. Children were encouraged and supported to take an active role in determining the programme of activities. Staff provided opportunities for both free play and more structured activities. Children played happily by themselves or in a group.

Individual profiles were in place for children, which included their likes and dislikes. Staff provided support to children who required Additional Support for Learning. Support plans were in place where necessary and staff worked with parents and other agencies to ensure children's needs were met and had attended appropriate training.

An equality and fairness policy was in place. All parents/carers who completed questionnaires stated they were happy/very happy that staff treated their child respectfully and fairly.

Areas for Improvement

Within the self assessment document the manager identified an area for improvement as being to continue developing the group system to ensure service users' needs are met.

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

Evidence to support the strengths in this quality statement is as detailed under quality statement 1.1.

Areas for Improvement

Evidence to support the areas for improvement in this quality statement is as detailed under quality statement 1.1.

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

Staff were deployed effectively and worked well as a team. Staff were clear about lines of communication and accountability and were confident in reporting poor practice. Regular staff and management meetings took place to plan and evaluate practice.

Nearly all staff held or were working towards appropriate qualifications. An induction programme was in place for new staff. All parents/carers consulted agreed that staff had the skills and experience to care for their children and support their learning and development. Staff were appointed leadership responsibilities through the organisations management structure.

A system for Continual Professional Development (CPD) was in place. Staff were supported in their professional development and given opportunities to take part in training courses. Records of staff training, including evaluations were kept. Training influenced practice and supported learning opportunities for children.

Staff were very well motivated in their roles and stated they felt very well supported and involved in all aspects of the service.

All parents/carers consulted agreed that staff treated their child fairly and with respect and that their child appeared happy and confident with the staff. Parent/carer comments included: "The staff are lovely, my daughter never stops talking about them and all the things they do" and "You would be hard pushed to find a better service with better staff, their great". Children's comments included: "The ladies are good, they look after us" and "It's good fun here and everyone are really nice".

Staff had obtained copies of the Scottish Social Services Councils (SSSC) Codes of Practice. The implications and responsibilities outlined in this document had been discussed. Some staff were registered or in the process of registering with the SSSC.

Parents and carers consulted stated staff respected and valued their personal beliefs whilst caring for their child.

Informative exit interviews were undertaken for staff leaving the service. Those seen during the visit contained very positive comments about the service.

Areas for Improvement

The service should continue with the very good practice in this area and proceed with the planned programme for staff qualifications and registration with the SSSC.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

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

Enforcements

There has been no enforcement action against this service since the last inspection.

Additional Information

N/A

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 Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 5	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings								
23 Mar 2009	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very Good</td> </tr> <tr> <td>Management and Leadership</td> <td>5 - Very Good</td> </tr> </table>	Care and support	5 - Very Good	Environment	5 - Very Good	Staffing	5 - Very Good	Management and Leadership	5 - Very Good
Care and support	5 - Very Good									
Environment	5 - Very Good									
Staffing	5 - Very Good									
Management and Leadership	5 - Very Good									

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

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।

هه بايتسد سيم وونابز رگيد روا رولکش رگيد رپ شرازگ تعاشا هي

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

یرخأ تاغل بو تاقيسينت تب بلطلا دن ع رفاوتم روشنملا اذه

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.

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Improving care in Scotland