

Inspection report

Hazelwood School Day Care of Children

50 Dumbreck Court
Glasgow G41 5DQ

Inspected by: Margaret Menzies
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 15 January 2008

Service Number

CS2007153978

Service name

Hazelwood School

Service address50 Dumbreck Court
Glasgow G41 5DQ**Provider Number**

SP2003003390

Provider Name

Glasgow City Council

Inspected ByMargaret Menzies
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

15 January 2008

Period since last inspection

Not applicable

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Introduction

The service was registered with the Care Commission in August 2007. A maximum of 16 children aged 2 - 5 years were cared for. The service is offered from 9am to 3pm, Monday to Friday during term time.

The service provides care and support to children with sensory and dual sensory impairment. It is also an assessment centre for children in the Glasgow and surrounding areas. Assessment of vision and hearing, early intervention programmes in Braille and intense functional movement programmes play an important part of daily routines. The service's stated aims and objectives were to provide stimulating, multi-agency programmes that take account of the diverse needs of children.

This was the first inspection following registration.

Basis of Report

This report was written following an unannounced inspection which took place on 15 January 2008. The inspection was undertaken by two Care Commission Officers.

Before the Inspection

Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Evaluation Form

The service submitted a self-evaluation form as requested by the Care Commission.

Views of service users

Eight service user questionnaires were issued.

Regulation Support Assessment

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant inspection focus area and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

This service was included in the sample of 25% of services with a low RSA score for which the inspection was also based on the focus areas Infection Control and Active Play.

During the inspection process

Staff at inspection

Discussion took place with the head teacher, depute head teacher and staff.

Evidence

Other sources of evidence were:

- Discussion with children
- Viewing policies and procedures including; Child Protection, risk assessments and health and safety
- Observation of practice
- Observation of the environment and equipment

Inspection Focus Areas and associated National Care Standards for 2007/08

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the requirements associated with The Regulation of Care (Requirements as to Care Services) Regulations 2002 [SSI 2002 114] and the following National Care Standards for early education and childcare up to the age of 16:

- Standard 2: A Safe Environment 2.1, 2.3, and 2.4
- Standard 3: Health and well-being 3.1, 3.2, 3.3 and 3.5
- Standard 5: Quality of Experience 5.1, 5.2 and 5.5
- Standard 12: Confidence in Staff 12.2

In particular the inspection focused on the following areas:
active play, infection control and child protection.

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

Not applicable.

Comments on Self-Evaluation

The completed self evaluation document contained a number of the service's strengths and areas for development. These were consistent with the Officer's findings. Further details are contained under standard headings.

View of Service Users

Through communication and observation of children present during the inspection visit, they were happy and secure in the service. Some children communicated their experiences and favourite activities.

View of Carers

Four completed service user questionnaires were returned to the Care Commission. All stated they were happy or very happy overall with the service being provided. Comments included, "The school has been a godsend to all of us as a family unit. They have been

brilliant with our child", "I am very happy because I know my son is happy", "I am very happy with all the staff at Hazelwood. My son has come on a treat since he started the nursery" and "The school does a brilliant job". Further details are contained under standard headings.

Regulations / Principles

National Care Standards

National Care Standard Number 2: Early Education and Childcare up to the age of 16 - A Safe Environment

Strengths

The accommodation was purpose built to meet the needs of children attending the service.

Adequate space was available for active and energetic physical play including, an outdoor, enclosed area. Parents/carers commented positively on the extensive outdoor area and outings which took place.

Appropriate measures were in place for the safety and wellbeing of children including, risk assessments and an ongoing evaluation of areas accessed.

A range of procedures including, hand hygiene were in place to ensure children were safe if coming into contact with animals. Guidance was available to staff and parents.

Appropriate procedures were in place for nappy changing and the use of potties. Toileting facilities were clean and in a good state of repair.

An infection control policy was in place and was regularly reviewed by management and staff using current guidance. Infection control including, food hygiene was incorporated into staff training.

Procedures were in place to ensure a clean and healthy environment was provided to service users and staff including, cleaning and maintenance of areas and equipment and management of illness.

Parents/carers were provided with information about how a clean and healthy environment was maintained including, a health and safety policy.

Areas for Development

The bins being used for disposal of nappies were not foot operated pedal bins or sangenics (see recommendation 1).

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

Staff planned a programme which provided children with daily opportunities for active and energetic play indoors and out. One parent commented, "From what I read in the diary, the children are always out". As children are picked and dropped off from home, information on the child's day is shared by way of a diary system between home and nursery. Telephone communication as well as DVD's and photographs are also used to inform parents and carers. They were provided with planning information and newsletters and were encouraged

to spend time in the service. Parents comments included, "We are always being invited to school meetings to voice our opinions" and "Any time you would like to visit the school to speak to someone, it is only a phone call away". Information to parents and carers encouraged them to provide appropriate clothing and footwear for active and energetic play.

Management and staff had a clear understanding of their role and responsibility in protecting children from harm, abuse, bullying and neglect and implemented appropriate procedures in line with the service policy and current guidelines. Parents and carers were provided with copies of this. The completed questionnaires supported this. A range of child protection information was available to staff and service users, including the Framework for Standards Protecting Children and Young People and the Children's Charter. Children were encouraged to express their feelings and experiences. All staff took part in regular Child Protection training.

Areas for Development

The service is maintaining current good standards.

National Care Standard Number 5: Early Education and Childcare up to the age of 16 - Quality of Experience

Strengths

A key worker system was in place which assisted in providing continuity of care. Parents and carers who completed questionnaires spoke positively of staff, relationships and communication. Staff demonstrated a very good understanding of the ages and stages of development of the children in their care. Activities and resources including, active and energetic play were reflective of this. "Routes for Learning", a curriculum specifically designed for children with complex needs, had recently been introduced. Interaction between staff and children present on the day of inspection was very effective and provided children with challenge and opportunities to extend their learning and express their thoughts and feelings. Children were happy and relaxed and responded well to the praise and encouragement given. Support was provided by a range of therapists, visiting specialists and the school nursing service. Additional Support for Learning plans were in place for children, taking account of multi-agency involvement. Regular reviews took place. Parents and carers who completed the questionnaires commented very positively on the range of support being provided to them, their children and their family. One stated, "If I need any support in any way, I know that I would be able to ask the school for help and would most likely get it, depending what was required".

A range of activities and resources were provided daily to support active and energetic play and included, sensory experiential play. Staff confirmed that whilst activities were planned, they were also flexible due to the changing day to day influences and children's interest. Staff used a variety of methods to involve children in the planning process, including objects and pictorial aids. Communication with children present on the day of inspection confirmed they played an active role in influencing the programme and selecting resources.

Areas for Development

Identified areas for development were to continue developing the "Routes for Learning" curriculum and to improve access to information for all those working with children by way of

communication passports for children. The Officer"s noted good progress in these areas.

National Care Standard Number 12: Early Education and Childcare up to the age of 16 - Confidence in Staff

Strengths

A system for Continual Professional Development was in place. A policy was in place to support this. Records of staff training were kept.

In discussion, staff stated they had good access to the training programme provided through the local authority and other training organisations.

Training records were maintained in a systematic way and recorded training included Fire Safety, First Aid and active and energetic play. Staff were appropriately qualified.

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.

Areas for Development

A follow-up audit of the provider"s safer recruitment procedures has been carried out by the Care Commission resulting in the recommendation highlighted in this report (see recommendation 2).

The process for staff registering with the SSSC had not commenced. The head teacher confirmed plans were in place to do so.

Enforcement

There has been no enforcement action against this service since registration.

Other Information

No other information.

Requirements

No requirements were made at this time.

Recommendations

1) Nappy changing procedures should be reviewed to address deficiencies identified within the report.

NCS Early Education and Childcare up to the age of 16: Standard 2.4 A Safe Environment.

2) To review the process of securing references to evidence an audit trail of how and when references have been requested.

NCS Early Education and Childcare up to the age of 16: Standard 12.1 Confidence in Staff.

Margaret Menzies

Care Commission Officer