

Stepping Stones (North Edinburgh) - (Muirhouse) Day Care of Children

Circle Haven Project
c/o Craigroyston Primary School
7 Muirhouse Place West
Edinburgh
EH4 4PX

Telephone: 0131 551 1632

Type of inspection:

Unannounced

Completed on:

29 October 2018

Service provided by:

Stepping Stones (North Edinburgh)

Service provider number:

SP2008009805

Service no:

CS2008190919

About the service

The service has been operating since 2009 and registered with the Care Inspectorate since it was formed 2011.

Stepping Stones run two services within a short drive of each other. The services provide support to young families (aged 25 and under) and pregnant women living in North Edinburgh.

Stepping Stones (North Edinburgh) - Muirhouse are registered to provide a care service to a maximum of 16 children at any one time, age from 0 to an age to attend primary school.

Stepping Stones (North Edinburgh) - Muirhouse is held within the grounds of Craigmoynton Primary School, in the Circle Haven Project. This is where the core group of Stepping Stones children attend for the afternoon session. The introductory sessions are held in the morning. The building consists of one main playroom, toilet facilities, a kitchen, parents room and an outdoor play area. The other service is accommodated within Granton Early Years Centre, Pilton Drive North.

The aims of the service are:

- To provide opportunities for local families to make positive choices.
- To reduce isolation and increase parental confidence.
- To support the development of parents and children's self-esteem, confidence and skills

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included.

What people told us

We talked to three parents whilst they were attending a group session during our visit. They told us:

"It is a really good service and I have confidence in the staff. Everyone is so friendly and the workers are great. I trust them 100% with my child. They have been really good, bang on making sure they cater for my child's needs. This is where my child knows most. The workers are really helpful and caring. They have supported my child's with their social skills, speech and through family issues. My child loves the workers in the room.

My child has been very clingy and difficult to settle into the service. The workers took things very slow, at my child's pace. The workers are 100% approachable. You can tell them everything, for example, share information about your child's development, naps and toilet training.

I highly recommend the service. We had a home visit with no pressure before taking up a place. Very supportive staff, even with home support and emotionally really good. Really good workers, so very understanding, not judgemental and inclusive."

We issued five Care Standard Questionnaires to the service to distribute to parents prior to the inspection taking place. All five completed questionnaires were returned to us prior to the inspection. All parents confirmed to us that they were 'happy with the quality of care their child receives in the service'.

Written comments included:

"The service is very good and has brought me out my shell."

Self assessment

The service has not been asked to complete a self-assessment in advance of the inspection. We looked at their Strategic Business Plan for 2016-19 which had outlined future developments and targets for the service delivery. Management were aware these were in need of being updated.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

What the service does well

Stepping Stones provided a welcoming and inclusive environment. They worked very well in providing a nurturing service for children and their families.

The settling in process was flexible to meet each individual child's needs. We saw children were developing relationships and bonding with staff, who understood their care needs. Children were following routines and were supported very well by warm and caring staff. This provided a safe and secure environment for children.

Children's health and wellbeing was actively promoted in a calm, child led and emotionally secure setting. The service provided an enabling environment where children were respected, listened to and supported to follow their interests in play, by responsive staff. The day was well planned and play experiences were provided to meet the needs and interests of the children attending. There was plenty of space for children to explore. Outdoor play was encouraged by staff to support children's wellbeing and promote their physical skills. Staff interacted and communicated very well with the children at their level which helped promote their understanding. Children had fun and were encouraged and praised by staff for their efforts and achievements.

We saw there was effective communication in the service. Children and parents were valued and respected as individuals. Children's personal plans had been improved to make sure children were supported with their care, medical and dietary needs. Families spoke highly of the staff and the support they received from the service, through introductory groups, parenting outreach and family support. They told us, they were respected and supported to get involved and this had helped them grow their confidence, support each other and learn new skills. We found this had helped them to promote their own and their families wellbeing and make positive choices.

Management and staff were passionate about the service they provided and worked well as a team to meet the service's aims. Staff had a variety of skills from different backgrounds and shared their knowledge and experience with each other. Children and families benefited from this positive approach because it meant the team could tailor support using their expertise. Staff were aware of their roles and responsibilities in protecting children and keeping them safe from harm. They were committed to their own learning, development and

reflective practice. As a result they were skilled at meeting the health, wellbeing and safety needs of the children and families using the service.

What the service could do better

To ensure children's health, wellbeing and safety needs are met management should make sure all children's personal plans are reviewed inline with legislation. (Health and Social Care Standards 1.15).

We discussed the importance of developing a resource to give to new families using the service. This would help to promote their understanding of the service and the procedures they should follow. (Health and Social Care Standards 2.9).

To support continuous improvement in the service management and staff should further develop their quality assurance processes to make sure these are robust. This should include systems to formally audit, monitor and evaluate the service in a systematic way. This should involve staff to ensure a shared approach. (Health and Social Care Standards 4.19).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
2 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good Not assessed Not assessed
13 Jan 2015	Unannounced	Care and support
		5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good
12 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 5 - Very good
30 Sep 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
9 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good

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