

# Care service inspection report

Full inspection

## Grampian Autistic Society - Jigsaw Centre Day Care of Children

37/41 Carnie Drive  
Aberdeen

Service provided by: Grampian Autistic Society

Service provider number: SP2003000368

Care service number: CS2003001829

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	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	5	Very Good

### What the service does well

The management team support staff well by identifying and resourcing training for them.

### What the service could do better

The staff could further develop the way they use care plans to show the impact of the strategies they use to support children. They should also ensure they are formally reviewed at least every six months.

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

In partnership with Aberdeenshire Council, the service had started a project which is aimed at supporting young people to maximise school attendance.

### Conclusion

We found that the staff were committed to delivering a good service to families. They had created a welcoming and friendly service where children and young people could enjoy a range of activities and outings with their friends.

# 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](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Providers are reminded that they have to make use of the Care Inspectorate's "Guidance on notification reporting for all registered services" and the document outlining "Records registered care services must keep", both of which can be found on the Care Inspectorate website.

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.

Grampian autistic society's mission statement is;  
The Grampian Autistic Society seeks to ensure the provision of the best possible education, care, support and opportunities for people of all ages with autism in Grampian and Scotland.

The society also seeks to support families to improve understanding of autism to develop best practice amongst carer, professionals and society at large..."

The playscheme is open to children of school age with autism spectrum or communication disorders and runs at weekends during school term time and on weekdays during school holidays.

The Jigsaw service is registered to provide a care service to:

1. To provide a care service to a maximum of 16 children with an autistic spectrum disorder between the ages of 4 and 18 years.

Any other conditions unique to the service:

2. The care service will operate between the times of 9.30am to 3.30pm.

3. The service to comply with the following staffing:

- 1 adult to every 3 children.

- 2 adults to be on duty at any one time.

### 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 4 - Good**

**Quality of environment - Grade 4 - Good**

**Quality of staffing - Grade 4 - 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](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 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 carried out an unannounced inspection on Saturday 20 February 2016 between 9.30am and 2.15pm. We visited the main office on Friday 11 March to meet with the management team and staff. We gave feedback at the end of the day.

During this inspection we gathered evidence from various sources including:

Evidence from the service's most recent annual return and self assessment

Children's personal information and care plans

Monitoring information and audits

Staff training records

Staff appraisal and supervision records

Risk assessments

Newsletters

Minutes of meetings

A range of policies and procedures

Information from the website

Induction information

Discussion with:

The service manager

The training and development coordinator

The general manager

Two team leaders

Five members of staff

One parent

### 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.

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

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

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

We found that children and young people were happy and confident within the environment. They organised the activities and games they wanted to play with.

## Taking carers' views into account

We received six completed questionnaires and spoke with one parent at the inspection.

All parents strongly agreed and agreed that their children had access to a balanced range of activities which included outings to places of interest within the community. Comments included 'I think it's great that the children get to go out and about in the community and participate in many activities', and 'great

to take my child to something he is getting a chance to experience different things .... such as ice skating and golf'.

All parents were confident that staff had developed positive relationships with their children. They told us that they had created a very welcoming and friendly atmosphere and treated children with respect. A few parents told us that there was as high turnover of staff so they were unsure of some of their skills and experience, but commented 'staff always seem pleasant', and 'the staff have always been good with my child'.

All parents told us the environment for children was safe and secure.

Almost all parents confirmed they and their children were involved in developing the service. A few felt this was an area that could be further developed.

Overall, all parents were happy with the quality of care provided for their children.

## 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: 4 - Good

#### Statement 3

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

#### Service Strengths

We found after sampling records, discussion with staff, observation of practice and information from questionnaires that the service operated at a good level in relation to this quality statement.

Staff gathered a range of appropriate information about children that enabled them to support their individual needs. We saw that staff had further developed children's personal plans which included information about appropriate strategies to support them with their behaviour and health needs. This included risk assessments and crisis, aggression, limitation and management - (CALM) technique's to be used if necessary. Staff had also identified particular areas that children/young people needed support with while at the service. A monitoring sheet had been introduced to record when information was reviewed or updated.

We found that incidents were managed well, with staff recording appropriate information about what had happened and the action that had been taken. There was a comprehensive system in place which ensured the information was collated and reviewed by all members of the management team before being signed off.

To help children and young people have a positive experience of the service from the start, an induction period was arranged for them. This let children become familiar with the environment, staff and others who used the service at a pace which suited them. We saw that children and young people were welcomed into the service and parents could stay as long as they wanted. Children had developed friendships with each other and organised their activities. Staff supported children well and were responsive to their needs. For example, going on walks when children wanted to.

Information was displayed which let parents know what key group their child(ren) were in. This let them share information with the staff member. Communication sheets were used to let parents know about their child's day and how they had been.

### **Areas for improvement**

Although there was a system in place for the storage and administration of medication, all information was kept in a communal book. We gave the service a copy of the guidance 'management of medication in daycare of children and childminding services' and asked they review their current procedures and update them to reflect current best practice. See recommendation 1.

Following discussion with the service manager we agreed that staff could further develop the way they use personal plans for children. Information about their progress and the impact of the strategies in place to support them should be recorded. Although we could see where parts of the plan had been reviewed, staff should ensure that formal reviews are held every six months or as needed. See recommendation 2.

The incident reports could be further developed to make links with the information in personal plans. For example it could be clearer that staff followed the strategies in place and state if they were effective. If not, reference should be made if any strategies need to be reviewed and/or updated. The service manager advised that there were plans to introduce a debrief sheet for incidents, particularly if CALM was used.

## Grade

4 - Good

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 2**

1. The manager should review and update the procedure for the storage and administration of medication in line with current best practice. This would include ensuring the following:

- Keeping individual records for child/young person
- Having a clear audit trail of medication received into and transferred out of the service
- Record the date when the medication was prescribed
- The signs and symptoms of the medical condition
- Where staff administer "as required" medication, then their judgement for this should be recorded. Medication needs to be part of the personal plan and reviewed along with them.

National Care Standards, Early Education and Childcare up to the age of 16 - Standard 3.6 Health and well-being.

2. Children's personal plans should be further developed to show how their health, well-being and safety needs are being met. They should be able to demonstrate:

- Parents and where appropriate children and young people's input into them
- Information about the progress children and young people are making in the particular areas
  - they are being supported with
- Reviewed at least six monthly.

National Care Standards, Early Education and Childcare up to the age of 16 - Standard 4.4 Engaging with children, Standard 5.6 Quality of experience and Standard 6 Support and development.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

### Statement 2

“We make sure that the environment is safe and service users are protected.”

### Service Strengths

We found that there were good systems in place to promote the safety of children. These included;

- A secure door entry system was in place
- Staff/child ratios were maintained in line with their conditions of registration
- A register was taken once children arrived at the service
- Appropriate risk assessments for the environment and outings were in place.

We saw that staff were good at implementing the systems in place to promote a safe environment for children. Staff were clear about the children and young people they had particular responsibility for and supported them well.

Children and young people had access to various rooms with the service. These included technology room, a snoozelen/sensory room, a messy play/dining room, library and a kitchen. All equipment and resources were in a good state of repair.

Staff told us that trips and outings were organised every week as there was no outdoor area at the service. These included half day or whole day outings. If children chose to stay at the service, they could choose to go out in the local community for walks or to the park.

From risk assessment documentation, we saw that potential hazards for children and adults in the nursery environment had been identified. Appropriate safety measures to minimise the risk for children had been put in place.

Appropriate insurance and current MOT was in place for the mini bus used for outings.

### Areas for improvement

Although there was a system in place to support the cleaning of the premises, we noted that this was not fully followed which resulted in some areas and resources being dirty. For example the bean bags were dirty and the kitchen worktops were sticky. We also noted that the service would benefit from redecoration which the team leader and service manager advised was planned and had started by the end of the inspection. See recommendation 1.

We talked to the service manager about the use of the environment as we noted, for example some resources were attached to the wall and could not easily be accessed by children. The service manager advised that this was an area she was going to take forward with staff as part of the development plan.

### Grade

4 - Good

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The staff must ensure that the procedures in place to ensure the environment is clean are followed.

National care standards - Early education and childcare up to the age of 16 - standard 2.4 - A safe environment.

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

### Service Strengths

After sampling a range of documentation, talking with staff, management and parents we found that the staff team were professional, approachable and friendly.

Throughout the inspection we saw that staff interacted with parents and children in a respectful, caring and professional way which resulted in their being a good ethos within the service. Staff we spoke with were enthusiastic about their work and felt well supported by the management team.

We identified a range of ways that staff were supported in their roles. At the start of their employment, they had an induction which included reading policies and procedures, discussion about their role and responsibilities and becoming familiar with the national care standards. At the end of the induction period an appraisal is held to assess if staff have successfully completed the process.

Team meetings, staff supervision and appraisals gave staff the opportunity to assess their performance, discuss any issues they had and identify areas for their continued professional development. From the records we viewed we saw that staff were confident about raising practice issues and were given appropriate advice from the service manager.

The training and development coordinator had responsibility for overseeing all training aspects for Grampian Autistic Society. There was a staff training and



development strategy in place which outlined the targets for staff to complete mandatory and autistic spectrum disorder training. The organisation had sourced e-learning training which was delivered by the training and development coordinator who had an overview of staff skills and knowledge. This enabled him to identify where staff needed to be supported and organise 'theory into practice' workshops for them. Recent training had included personal plans, risk assessment, picture exchange communication system (PECS) and first aid.

### Areas for improvement

As there had been some staff changes, new members of the team should continue to be supported to settle into the service and develop in their role.

Staff should evaluate any training courses and be able to demonstrate how they will use it within their practice. This should also include any reading or research they have undertaken.

Within the supervision records it would be helpful to have a review section to record the action taken on previous action points identified.

### Grade

4 - 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 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

The range of evidence sampled demonstrated that there were very good systems in place to monitor the service they provided and identify areas for improvement.

There was a programme of monthly audits in place which helped to evaluate the work of the service. These included;

- reviewing personal plans
- having a schedule for updating policies and procedures
- ensuring reviews took place
- auditing accident and incident records

These highlighted any areas that needed to be addressed by staff.

Regular team and management meetings were held which enabled the service to be discussed and assess the progress being made. One new initiative was the introduction of a deputy team leader which would promote career structure within the organisation. Also, the 'open door' approach of the management team meant that staff were confident about contacting them to discuss any issues. Staff told us that they valued this as they got a quick response to any query they had which supported them in their role.

There was a development plan in place for the service which outlined appropriate areas for improvement. These included interior and exterior

decoration of the building, develop how information is shared with parents, reviewing resources and developing children's personal plans. Therefore the overall work of the service was monitored by the management team.

An annual general meeting (AGM) was held to discuss the work of the service and identify priorities for development.

The management team dealt effectively with any staffing issues and made appropriate referrals to the SSSC and Care Inspectorate.

The service worked in partnership with the local authority. A new initiative had been introduced in response to queries about helping children who had stopped attending school. An education programme, using arts and crafts in an educational way, had been started to support children to return to school. Initial feedback was positive and the staff team were kept updated.

### **Areas for improvement**

The management team should continue to develop the systems in place to monitor and evaluate the service. They should be able to demonstrate what the impact has been for children.

### **Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

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

### **Previous requirements**

There are no outstanding requirements.

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

### Previous recommendations

**1. Written plans to support young people should contain comprehensive and accurate information. Systems should be in place to ensure they are regularly reviewed and audited.**

**National Care Standard 6 - Support and Development.**

**This recommendation was made on 17 August 2013**

All children and young people had personal plans in place which had started to be audited on a regular basis. Elements of this recommendation are still to be fully met such as recording children's progress and formal reviews and will be continued at this inspection.

**2. Staff should continue to review the service, and implement the areas which have been identified within the service development plan. Future developments should take account of questionnaire responses.**

**National Care Standard 13 - Improving the service.**

**This recommendation was made on 17 August 2013**

The service has been reviewed and staff have completed the training identified within the development plan. This recommendation is met.

**3. To ensure children are kept safe and secure, staff should ensure appropriate levels of supervision are maintained at all times.**

**National Care Standards - Early education and childcare up to the age of 16 - standard 3 - Health and well-being, standard 12 - Confidence in staff and standard 14 - Well managed service.**

**This recommendation was made on 14 December 2014**

During the inspection we found that staff/child ratios were maintained in line with the conditions of registration. This recommendation is met.

## 6 Complaints

One element of a complaint has been upheld since the last inspection. Please see information on [www.careinspectorate.com](http://www.careinspectorate.com).

## 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								
17 Aug 2012	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									
28 Jul 2009	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>4 - 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	4 - Good	Staffing	5 - Very Good	Management and Leadership	5 - Very Good
Care and support	5 - Very Good									
Environment	4 - Good									
Staffing	5 - Very Good									
Management and Leadership	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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