

## Care service inspection report

# Allsorts, Dornoch After School

## Day Care of Children

Dornoch Academy

Evelix Road

Dornoch

IV25 3HR

Telephone: 01862 894709

Type of inspection: Announced (Short Notice)

Inspection completed on: 18 August 2014



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### Service provided by:

Dornoch Allsorts After School Club

### Service provider number:

SP2003001779

### Care service number:

CS2003008589

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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	5	Very Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

Staff evidenced a very good understanding of the needs of the children using the service. Parents/carers using the service indicated that they found staff to be supportive and helpful and liked the service's encouragement of outside play.

### What the service could do better

We inspected the service when it was being run from the Tain Royal Academy Community Complex. This resource is only used on limited occasions. We discussed with the manager the importance in ensuring all relevant documentation linked to the service is displayed at this address during the times the service is operating.

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

We spoke with a number of parents/carers of children making use of the service on the day of the inspection. Without exception, parents/carers were complimentary about the levels of care and support provided by the established staff group. The manager and staff are working towards meeting the targets set in the service development plan.

### Conclusion

The staff group recognise the value of working with parents/carers and children using the service. Staff welcome new ideas and they plan to continue to evolve their practice and further develop the service.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

### Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, 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.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 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 Inspectorate.

Allsorts, Dornoch After School Club was registered with the Care Inspectorate on 1 April 2011 to provide a care service to a maximum of 24 children aged from 4 years to primary school age. The roll at the time of the inspection was 120 and an average of 16 children/young people attended the holiday club each day.

The service is provided by a company limited by guarantee, governed by a Board of Directors, who are all volunteers.

A Manager works in the after school club one day each week during term time. The manager stated that "It was hoped that I would be "available" 3 days out of 5 following advance consultation with staff, and on-site once or twice a week (in rotation with the Club Director) or as and when necessary. The manager is also to be responsible for being present to carry out induction training in advance of the holiday Club, and attending de-brief consultation meeting with staff and Highlife Highland (partners) following the holiday Club.

A Senior Play Worker is involved in the day-to-day running of the service. The Chairperson of the Board also has regular involvement with the club and is very committed to providing support to enable continued improvements.

The club provides out of school care and is open Monday to Friday 2.45pm to 6pm during term time and 8.30am to 5.30pm during the holidays. The club operates from Dornoch Academy during term time and three sessions per week are devoted to outdoor play in the nearby Enchanted Forest. Holiday clubs (Puddle Jumpers Activity Club) are provided during the Easter, Summer and October holidays, in partnership with Highlife Highland. The holiday clubs are provided at Dornoch Academy and Tain Royal Academy Community Complex (TRACC).

This inspection took place at the Tain Campus.

The club use the small gym and tuck shop for indoor activities and the nearby playing fields for outdoor play. Toilet facilities are available within the TRACC building. During the school holidays transport is available to allow trips to nearby woods and local points of interest..

The club has adopted the Highland Council Play Strategy, Why Play Matters: 'Play is fundamental to the development of children and young people affecting every aspect of their well-being.

Play enables our children and young people to become: confident individuals, successful learners, effective contributors and responsible citizens.  
Play matters to everyone.'

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 4 - 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](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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

This report was written following a short announced inspection that took place on the 24 July 2014. between 09:00 and 15:10. Confirmation of the feedback grading took place on the 18 August 2014.

As requested by us, the manager of the service provided a self-assessment form.

An annual return was also provided.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

Supporting evidence for the up to date self assessment

Service questionnaires

Children's records

Accident and Incident Records

Child Protection

Complaints policy

Observation of practice and discussion with many of the staff working during the inspection

All the above information was taken into account during the inspection process and reported on.

### 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](http://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:** 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.

The manager had submitted an electronic self assessment.

Information contained in this document helped inform the inspection process.

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

The children present on the day of the inspection appeared content and seemed comfortable in the company of the staff team.

### Taking carers' views into account

Prior to the inspection taking place the Care Inspectorate was contacted by a person expressing concern about the numbers and experience of staff involved in the day to day operation of the service. We observed the quality of care provided and the staff skill mix and found that the children were being well supported at the service.

We spoke with a number of parents/carers over the course of the inspection they all without exception were most complimentary about the level of service their children received at the centre.

### 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 that the service was operating at a very good standard in areas covered by this statement.

This was evident from looking at a number of relevant documents including the Articles linked to the service's mission statement "to promote the care and education of children in need of care during out of school hours providing fun and adventure ...free play ,tree climbing and den building..."

The service had an extensive handbook which was given to the parents carers of children who were thinking about using the service. This handbook refers to policies and procedures linked to the service and highlight the philosophy of ensuring both parents and carers and children are regularly consulted on new or planned development.

The service had a Participation Policy which set out how staff valued the views of children and parents/carers in shaping the service provided. Allsorts introduced outdoor child lead free play in 2010 in response to parents wishes for more outdoor play

We were shown how the staff provide regular opportunities for children to express their views and opinions through the use of Floor books.

Staff recognise the importance of seeking stakeholders views through the use of questionnaires or surveys. We were told that parents/carers are also encouraged to comment on the secure Facebook page. The service have a parent board of directors, parents are invited and welcomed to join the board and as such parents have a major role in running the service.

During snack time we observed children discussing activities they were hoping to do later in the day this included going out to the playing field and climbing trees.

Parents/Carers had been invited to informal and formal sessions to discuss and see what their child had been doing while at the service and give feedback to staff. The service operates an open door policy. Those parent's/carers spoken with over the inspection agreed that the staff had been "great" and "very supportive".

We observed staff members speaking with the children's parents/carers during pick up times. It was evident that both parties took the opportunity to share or update information linked to the child's wellbeing.

### **Areas for improvement**

While information sharing at the service is very good areas of improvement are possible, this would encourage the manager and staff to look into seeking and sharing information through the development of temporary notice boards which should contain information linked to the service including a Complaints Policy.

**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

We found that the service was operating at a very good standard in areas covered by this statement.

The service had in place a list of policies and procedures to be followed to ensure the Health and Wellbeing of the children and staff using the service.

We noted that the parents and carers provide lunch time meals and healthy eating is promoted. The service's snack menu can be adapted to meet the needs of children with specific dietary requirements.

Personal Information regarding individual children is gathered at the point in time the child entered the service and is used to meet the children's needs. This included the child's interests. A record was also maintained of any medical condition a child may have including allergies. Staff have received a "Safer Food Pack " from the local Environmental Health Service. We noted that Parents and Carers of the children attending are asked to provide Ice bags with ice blocks in them to ensure food for lunch remains safe to eat. We discussed the manager the benefits of ensuring staff as appropriate receive online training linked to food hygiene.

The staff have worked closely with outside agencies as required. Staff spoken with had a good knowledge of the support agencies such as those linked to child protection. On the day of the inspection many of the children were engaged in active play in the dedicated outside play areas.

Staff members have undergone Child protection training and First Aid Training.

Accident and incident reporting procedures are in place and were found to be appropriate to the requirements of the service.

We observed staff engaging with the children in a manner that evidenced their desire to be child centred and focussed on the well-being of those children in their care. Staff confirmed that a child new to the service would require monitoring to ensure they felt supported and comfortable with their new surroundings.

Care Inspectorate parental questionnaires indicated that parents are very happy with personal care provided for the children. The children were treated with respect, made to feel welcome and that interaction was positive. Confidentiality was maintained and parents were confident that the service provided opportunities to experience a balanced range of activities.

Children were encouraged to follow their own interests and staff helped facilitate active play.

### Areas for improvement

We noted the service had a medication policy and this policy along with other linked to the service were in the process of being reviewed and updated as required. The medication policy statement should follow best practice guidance and cover the need to have parents/carers administer the first dose of any new medication so that any side effects could be appropriately monitored. The service prides itself in supporting children to manage risk in the outdoors. The manager confirmed that many of the staff had current first aid qualification and other were to renew their qualification as soon as possible. We would encourage the service to consider improving the information started with parents/carers following minor head injuries so that they can monitor their child's health having returned home. We also discussed the benefits of developing information held by the service linked to supporting children with a Child's Plan. Staff appeared keen to review the information held to ensure this element of a registered service continues to be addressed.

**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: 4 - 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

We found that the service was operating at a good standard in areas covered by this statement.

Comments made in Quality Theme 1 Statement 1. also relevant to this statement.

#### Areas for improvement

Areas of improvement noted in Quality Theme 1. Statement 1. are also relevant to this statement.

We noted that the manager had also identified this as an area of improvement

**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 found that the service was operating at a good standard in areas covered by this statement.

The premises were observed to be in a good state of repair and the accommodation had suitable ventilation, heating and light. A no smoking policy was in place. The area of the accommodation inspected was considered to be clean. We noted that staff had undertaken Food hygiene training.

Children had access to a number of toilets however mainly used one area adjacent to the hall which had electrically operated hand dryer in place.

There was a visitor's book available and the inspecting officer was asked to sign the book. Visitors to the service did not have unsupervised access to children attending the service.

The service has a number of risk assessments in place and the staff are aware appropriate standards of care should be maintained at all times.

We noted that the entrance to the service was through a secure and monitored front and side entrance. Staff supported centre staff in maintaining a clean premises.

Staff had undertaken child protection training and we noted that the child protection policy was accessible and known to staff.

#### Areas for improvement

While many of the risk assessments were robust and met the needs of the service we discussed areas of further development linked to activities such as crab fishing. Tree climbing is a regular and enjoyable activity undertaken by many of the children. We asked the manager to ensure this activity which can on rare occasions cause injury be more clearly highlighted to parents/carers.

We noted that the service held an infection control policy. The manager was asked to reference National Protection Scotland Guidance in Infection Control March 2011 in an update to this Policy statement. We also discussed the importance of sharing the existence of this document with parents/carers.

**Grade awarded for this statement:** 4 - 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

We found that the service was operating at a very good standard in areas covered by this statement.

Comments made in Quality Theme 1 Statement 1. and Quality Theme 2. Statement 1. are also relevant to this statement.

Additionally we noted that the manager and provider are keen to ensure that online surveys to parents "to include children's feedback"

### Areas for improvement

Areas of Improvement highlighted in Quality Theme 1 Statement 1. are also relevant to this quality statement.

We would agree with the manager that the availability of "Stay and Play" sessions should continue to be promoted and is beneficial in providing opportunities for parents/carers to gain a better understanding of the quality of the staffing at the service.

**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

We found that the service was operating at a very good standard in areas covered by this statement.

The manager and staff outlined how staff are supported to achieve on going childcare training in line with government and Scottish Social Services Council (SSSC) guidelines". We found the staff to be focussed on meeting this aim.

Policies and procedures in place included, recruitment, whistleblowing, service user protection.

Staff benefitted from the following ;

- Induction programme
- Staff development strategy/Annual training plan
- Exit interviews
- Staff involved in policy review & development to promote "ownership"

We noted that the service manager is responsible for quality assurance, working with staff and monitoring practices in the club " This element of the managers role is ongoing and it is planned to have a review of the summer activities following the completion of the programme.

The provider organises In-house training & team building for new summer relief staff. We spoke with some of these staff members who were able to confirm the content of induction training

From comments received from parents/carers it is clear that their efforts are appreciated. One parent spoken with indicated that she felt staff had been very focussed on supporting both her and her child. Additionally she stated that "staff are friendly ,helpful..cant fault them"

Staff provide a stimulating environment and there is evidence that weekly/daily planning take place. These plans ensure that good learning opportunities are provided to the children using the service. We found evidence that ongoing training continues to be a facet of staffs professional development.

Staff received annual appraisals. Following on from this process future training needs/wishes are identified and courses are to be accessed where possible.

### Areas for improvement

We noted that the manager is keen to continue to support staff access to best practice guidance. To that end she was sign posted to the Care Inspectorate's "Hub" the online data base for providers and other stakeholders. We would agree that supporting staff to review their practice and opportunities for children's ongoing development will further enhance the outcomes for service users.

Staff are aware of the importance of being provided with all the relevant information linked to meeting a service user's needs.

The staff group may wish to consider how parents /carers are informed about the National document Getting it right for every child. We noted during the inspection that some parents were not aware of this document or the values contained within it.

**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

We found that the service was operating at a very good standard in areas covered by this statement.

Previous comments made in Quality Theme 1 Statement 1, Quality Theme 2 Statement 1 and Quality Theme 3 Statement 1. are also relevant in this Quality Statement.

Staff are aware of the principles of the National Care Standards and there is evidence that they strive to keep them to the fore in working to deliver a service where service users and carers' views are valued and encouraged.

### Areas for improvement

Area of Improvement highlighted in Quality Theme 1 Statement 1 are also relevant to this statement.

The manager outlined her plans for ongoing development of the service including "looking at new ways to encourage parents to give feedback about the service". We would agree with the manager that the continued use of "Have your say sheets and questionnaires are of benefit" However the ongoing review of how views are expressed and acted upon should be a regular occurrence.

**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

Comments made in Quality Theme 4 Statement 1 are also relevant to this Quality Statement.

We found that the service was operating at a very good standard in areas covered by this statement.

Links between staff, management and board are being looked at and it is hoped more effective means of communicating are being considered. The service had developed a three-year development plan. Board members are said to review a number of policies on a regular basis to ensure they remain current and linked to best practice.

The service used external and internal quality assurance systems and processes which involved children, parents, carers and staff in assessing the quality of the service provided. Quality assurance procedures had been identified and we were informed that the board hoped to seek further involvement of external stakeholders to assist with ongoing review of the quality of the service. Current measures included evaluation of weekly plans, observation of staff's performance and auditing of the work of the service.

Questionnaires had been sent out to parent/s carers and this provided additional opportunities for parents to be involved in the assessment of the quality of the provision. We were able to note suggestions were evaluated and ideas acted upon.

We noted from the responses received from parents/ carers that all the respondents felt the service involved them in the development of the service through seeking comments and ideas.

### Areas for improvement

We noted that in the previous chair of the board had been focussed in ensuring a smooth transition to her successor. The manager involvement in recent weeks has exceeded her previously agreed hours. We noted that the board had been supportive of her increased hours in the first few months of her contract.

We believe the board will continue to monitor the allocated hours to ensure the manager continues to have an effective contact time with all concerned ensuring this service continues to provide a valued locally managed service.

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**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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 2	4 - Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
16 Oct 2012	Announced (Short Notice)	Care and support      6 - Excellent Environment          5 - Very Good Staffing                5 - Very Good Management and Leadership   5 - Very Good
28 Jul 2009	Announced	Care and support      5 - Very Good Environment          6 - Excellent Staffing                5 - Very Good Management and Leadership   5 - Very Good

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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