No Limits Caithness  
Day Care of Children

Bank Row  
Wick  
KW1 5EY

Telephone: 01847 821500

Type of inspection: Unannounced  
Inspection completed on: 11 October 2016

Service provided by:  
No Limits Caithness

Service provider number:  
SP2012011880

Care service number:  
CS2012308049
About the service

The service is registered to provide a care service for children and young people with additional support needs, to a maximum of 16 children, aged from 4 years up to the age of 16 years. A maximum of 4 of these places may be used for children/young people aged 16 to 18 years.

The service aims to provide or assist in the provision of facilities in the interests of social welfare for recreation, education, health promotion, exercise and sporting activities or other leisure time occupation of children and young people with physical and/or learning and/or communication difficulties or additional needs with the object of improving their condition of life.

The service covers children and young people in the North of Scotland from Thurso to Wick and surrounding areas. Transport is available to bring children to the group and give them opportunities to go on outings in the community.

What people told us

The children present were able to choose from a variety of activities and were pleased to join in with playing in the ‘post office’ which they helped to paint. They enjoyed sharing snack and lunch time with staff and talking about outings and activities they remembered.

Four Care Standards Questionnaires (CSQs) were received and all four parents were happy overall with the quality of care which their child received. One parent commented that their child “looks forward to attending No Limits”. The other parent wrote “I sometimes feel all the staff don’t fully understand my child’s conditions”. All felt they and their child were involved in developing the service by being asked for ideas and feedback and that staff would protect their child from harm and treat them with respect.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvements in areas such as staff training and building on children’s interests and feedback. The self-assessment clearly identified some key areas that the provider believed can be improved such as parental involvement in the development of an action plan and how the service intended to do this. The provider told us how the people who used the care service had taken part in the self-assessment process and how their feedback directed the development of their plans for improving the service.

From this inspection we graded this service as:

- **Quality of care and support**: 3 - Adequate
- **Quality of environment**: not assessed
- **Quality of staffing**: 3 - Adequate
- **Quality of management and leadership**: not assessed

What the service does well
No Limits provided the opportunity for children with additional support needs to meet as a group and access outings and activities in the community and the club premises. The club met on Saturdays and school holidays when the children could be socially isolated from their peers. Most children were collected and returned home using club transport, which gave escorts the opportunity to meet parents or carers and discuss issues which had arisen at the club or at home. Written details of activities were produced to share with parents and parents were encouraged to return their comments.

Parents and children had the opportunity to make suggestions about planned activities and give feedback. There were planning meetings for parents and carers and children were asked about their interests. Children’s ideas were used, as well as observed evidence of activities which they enjoyed, along with seasonal celebrations such as Halloween, to plan for the year. In the holidays there were outings to the beach, parks and places of interest, as well as messy play and swimming. As part of an approach to healthy lifestyles, children were given opportunities to be active and a physical activity should be included in the planning for each session.

The club had a Facebook page for members which was very popular and photos were regular posted to keep parents informed about activities and share feedback and suggestions. There was regular fundraising to help with the costs and parents were encouraged to take part. Newsletters for parents gave them information on activities, staff changes and training.

Staff had a friendly and open relationship with the children and they shared snacks and lunches. The manager encouraged a family feel to the club with children and staff enjoying activities together. Most of the staff had undertaken training in line with their Scottish Social Services Council (SSSC) registration conditions, including the need for continuous professional development. Staff had been trained in first aid and child protection, but they felt they needed to access restraint training to ensure the safety of all the children.

More regular staff meetings had been introduced to help the staff work together as a team more effectively. A senior practitioner role had been developed which was important as the manager is to be on maternity leave in the near future. New respite staff had been taken on to help ensure the service could meet the needs of the children and parents.

What the service could do better

The children’s plans did not give a detailed and up to date picture of the child and their needs, likes and dislikes. Children’s plans should evidence a more comprehensive picture of the children, their needs, interests and targets. (See requirement 1.)

The staff did not appear to have a clear vision of what they were trying to achieve with the children. The aims of the service refers to improving their condition of life, which would include greater independence, motivation and self esteem. Staff often found it easier to undertake tasks themselves, such as the building and decorating of the ‘post office’. The focus should be on outcomes for children rather than the staff. Similarly in routine tasks such as preparing lunch or snack, staff should involve and encourage the children more. Staff need to be clearly aware of each child’s needs, abilities and targets and maximise children’s involvement in activities. Planning should include consideration of how activities can meet children’s needs and broaden their experiences. (See recommendation 1.)

The range of resources which was available during the inspection was very limited and did not motivate all the children to be active and stimulated. The resources need to be appropriate to the children’s interests, better organised, displayed and labelled to help children to make choices. (See recommendation 2.)
Staff did not seem to be actively implementing GIRFEC in their roles and they should consider evaluating their practice using the SHANARRI wellbeing indicators. Their language did not always demonstrate they were sufficiently aware of the importance of the wellbeing indicators and the need to ensure that children were safe, healthy, active, achieving, respected, responsible and included within the context of the group. (See recommendation 3.)

The Board of No Limits is the provider of the service and has the responsibility, both as the employer of the staff and the manager, to ensure that the service complies with all legal requirements. The details of the new chair and committee members should be supplied to the Care Inspectorate as requested.

**Requirements**

**Number of requirements:** 1

1. The children’s plans need to detail the children’s needs and how the service intends to meet their safety and welfare needs.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/ 210: regulations 5(1)(2) - Personal Plans.

**Timescale:** Within 4 weeks from the date of this report.

**Recommendations**

**Number of recommendations:** 3

1. Staff need to focus more on meeting the needs of the children.

   National Care Standards Early Education and Childcare Up to the Age of 16 - Standard 4: Engaging with Children and Standard 6: Support and Development

2. Resources need to be better labelled to help children to make choices. The range of resources should be age appropriate and chosen to meet the interests and needs of the children attending the club.

   National Care Standards Early Education and Childcare Up to the Age of 16 - Standard 11: Access to Resources

3. Staff training should help the staff to relate the principles embodied in Getting it Right for Every Child, including the SHANARRI wellbeing indicators, to their roles within the club.

   National Care Standards Early Education and Childcare Up to the Age of 16 - Standard 6: Support and Development and Standard 12: Confidence in Staff
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

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<td>Unannounced</td>
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<td>Environment 4 - Good</td>
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<td>Management and leadership 4 - Good</td>
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<td>29 Nov 2014</td>
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