

East Renfrewshire CHCP Holiday Programme and Inclusive Support Service Day Care of Children

Isobel Mair School
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Newton Mearns
Glasgow
G77 6NP

Telephone: 0141 577 3367

Type of inspection: Unannounced
Inspection completed on: 21 July 2017

Service provided by:
East Renfrewshire Council

Service provider number:
SP2003003372

Care service number:
CS2003003951

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

We carried out a quality themed inspection. This targeted approach meant that we looked at, identified aspects focusing on children's/young people's experiences under two quality themes – care and support and management and leadership.

East Renfrewshire CHCP Holiday Programme and Inclusive Support Service is registered to provide care to a maximum of 60 children/young people per day. The service is provided by East Renfrewshire Council to provide support to children/young people from four years six months to 19 years with additional support needs.

The service was provided within a variety of settings. The inspection was carried out at Isobel Mair School in Newton Means. Sixty young people at any one time could attend the holiday programme which operated during school holidays. There were 17 children/young people in attendance during the inspection visit including some who presented with very complex needs.

The service had a core group of staff with some sessional staff supporting children/young people in the community to access activities and meet up with other children and young people. This service operated 52 weeks per year with 150 young people accessing the service in total including 120 young people accessing the holiday programme, 22 young people accessing community based clubs, 40 young people accessing Wednesday Warriors and 24 young people involved in inclusive support.

The service's aims were as follows:

The overall aim of the service is to ensure that all children and young people with additional support needs are healthy, active and included by improving their access to opportunities for recreation, leisure and sport.

Through the provision of individual support we aim to increase the number of children/young people with additional support needs accessing mainstream recreation, leisure and sport activities in the local community.

Children/young people will receive support relative to their individual needs and will be supported either individually or in small groups to access their chosen activities.

A full statement of the service's aims and objectives was available to people who used the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children/young people 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 (GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children/young people by offering the right help at the right time from the right people. GIRFEC supports children/young people and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We issued 30 care standards questionnaires to the manager to distribute to parents and carers. We received 11 completed questionnaires before the inspection with seven having additional comments. Parental comments were extremely positive and were as follows:

- "The inclusive support team offer a wonderful service for my child."
- "My child has complex needs and I always feel that the staff are confident in caring for her."
- "My child has great fun meeting friends from school and being included."
- "My only wish would be that the service was available beyond age 18."
- "The service and quality of the inclusive support team is excellent and the only downside is that my son only has two days per week at holiday club as he enjoys it so much."
- "The support workers and management are caring, professional and knowledgeable and this is shown in the clubs they provide."
- "The manager is excellent."
- "My child loved the sensory pilot class however it was only for a few weeks. It would be great to see more sensory type classes like this for children who like mine have very complex needs."
- "A valuable service for children with additional needs."
- "Overall a broad range of activities offered and my child has enjoyed the various sessions and care given."
- "Fantastic service provided by staff who are amazing, caring and professional."
- "My child loves all the staff and the activities he has been involved in."
- "My husband and I are so thankful that we have access to such services for our child."
- "The inclusive support team provide an invaluable service for families with children who have additional support needs."
- "The service is very well run and the staff who deal with my son are first class."
- "The staff are well trained, patient and caring."
- "Facilities available at the Isobel Mair School provide a safe and stimulating environment for holiday play clubs and evening clubs."

One parent had commented as follows:

- "Some activities are repetitive and not enough variety in them. I feel some activities do not push my child to extend their abilities and experiences."

The activities and experiences we observed during the inspection were all at the appropriate level to meet the needs of the children/young people in attendance that day. We discussed the comment with the manager and the team manager who both agreed to look into this in order that all children/young people who attended the service received experiences at the appropriate developmental level and in turn provided scope to extend individual abilities.

We issued 12 staff questionnaires before the inspection visit and six were returned with one having comments as follows:

- "The service is extremely good and young people have a say in their care."
- "The manager is extremely good and helps/supports you even when she is busy."

We spent time in the service and observed service users who were happy, settled and enjoying a variety of play experiences. The interactions between staff and service users were friendly and nurturing which created a positive environment.

We spoke with three service users and all of them told us that they enjoyed coming to the service. We observed that service users were very settled within the service environment and presented as being very content and happy. Comments were as follows:

"I'm going to the shops to get stuff for baking."

"I get to pick what I want to do here."

"I like baking the best."

"I like it here."

"I'm going to Tesco to buy the stuff I need."

We observed staff practice, the environment and equipment including the extensive outdoor area.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own development plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We looked at the service's child protection policy and procedures and evidenced that staff received annual child protection training with regular discussions at staff meetings. Staff told us how training had provided more in depth information and highlighted the important role all people play in children's/young people's lives in order to better protect them. Staff were also knowledgeable about the procedures to be followed and spoke confidently about their roles and responsibilities in relation to keeping children/young people safe from harm. We evidenced that all new staff undertook training as part of their induction process.

We evidenced that the children/young people received very good support for their health and wellbeing needs from management and staff. They were observed to be happy and confident in their environment. Resources were easily accessible and labelled to encourage children/young people to be independent when choosing what they wanted to do. Those children/young people with more complex needs had appropriate resources available for staff to engage with them and provide a very good experience.

An holistic approach to meeting service users needs was undertaken. The service worked with other professionals to promote positive outcomes.

All parents/carers who returned care standards questionnaires told us that staff asked for their child's views about activities and outings and used them in future planning. Observations taken were also used to identify individual preferences.

Personal plans using the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible and included) wellbeing indicators were regularly reviewed and included targets for achievement and next steps. These were discussed with parents and children/young people on a regular basis and individual learning goals identified where appropriate. Staff took forward additional support plans for individual children/young people when required. Personal plans also included 'All About Me' information, consent forms, risk assessment/management plans, referral forms, additional information regarding moving and handling where required, detailed information regarding specific medical needs, seizure management plan and behavioural support strategies crisis intervention support plans as well as proactive strategies. The very good personal plans could be enhanced with the inclusion of some photographs.

We observed that the standard of resources and equipment was of a high quality and that all necessary safety features were in place.

We discussed the recently published early years good practice document, My World Outdoors which could aid the continual use of the outdoor area. This guidance highlighted examples of effective practice around the SHANARRI health and wellbeing indicators and provided a good model for assessing and reporting the service's impact on children's/young people's outcomes.

Staff were well-trained and very enthusiastic in their individual roles providing positive outcomes for all children/young people. Specific training in relation to medical conditions was provided. The management team also provided skilled support and guidance to staff and service users.

The new manager had been in post since the beginning of the year and due to internal promotion was knowledgeable about the service and the individual needs of children/young people who used the service. We observed that she had the skills, experience and enthusiasm to ensure that all service users received a quality service which led to positive outcomes.

We observed that the manager undertook informal monitoring of staff practice, children's/young people's personal plans, planning and tracking of individual progress. We evidenced that informal monitoring was linked to observations of children/young people within the various rooms. We discussed the use of a monitoring calendar to ensure that regular quality assurance was undertaken within the service as well as formal monitoring to ensure the continual development and improvement of the service.

The manager was a member of the Integrated Children's Service Planning Sub-Group for young people with additional support needs.

The manager also maintained a floor presence and was available to staff who had the opportunity to seek advice and support as required. Daily briefing sessions were undertaken in order to share relevant information in order to provide a service which met individual needs. Staff also provided regular feedback and were also asked to complete evaluation forms after each holiday programme.

What the service could do better

The service should continue to maintain the very high standard of service provided to parents, carers, children and young people.

The service should continue to provide staff with up to date training and encourage continual evaluation processes in order to evidence the impact on children's/young people's developmental needs.

To introduce more formal monitoring of staff's childcare practice with relevant recordings undertaken and next steps followed up.

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	
23 Jul 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
24 Jul 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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