

Grange Kidz Day Care of Children

Kersiebank Community Project
Old Dundas Primary School
Oxgang Road
Grangemouth
FK3 9EF

Telephone: 01324 508751

Type of inspection: Unannounced
Inspection completed on: 20 September 2017

Service provided by:
Grange Kidz

Service provider number:
SP2003002680

Care service number:
CS2003011472

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.

Grange Kidz is registered as a day care of children service for a maximum of 32 children aged from four years six months to 16 years. The service provides out of school care and covers four local primary schools and one high school in Grangemouth. The service operates during term time and some school holiday periods. The provider of the service is made up of a voluntary committee of parents who employ a manager and play work staff to run the day-to-day service.

The main aims of the service include:

- To provide quality, affordable childcare, enabling parents to return to work or study, safe in the knowledge that their children are well cared for.

A full statement of aims and objectives is available from the service on request.

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.

What people told us

We spoke to several children during our inspection visit and asked them for their views about the service. We also observed what children were doing and the relationships between children and staff. Overall, we found that children were confident, happy and relaxed at the club. They told us that they enjoyed the activities that were available and that they could choose what they wanted to do. They described staff as nice, friendly people who helped them. A few children talked enthusiastically about the summer programme when they had gone on outings and done lots of baking and craft activities. Some of the children's comments included:

"I like playing football."

"I like to play the guitar."

"I liked it in the summer holidays. We went to Zetland Park and did loads of activities. We made sun catchers and mars bar cakes."

"I just love after school care."

"It's fun. The toys are fun especially the Lego."

"I like the garden; you can jump on the tyres and dig in the garden."

"We started being best friends today."

"I like to hang out with the girls and stuff."

Things that children thought could be developed or improved included; creating a quiet space where they could relax and read, having the X box out and more interesting outdoor activities.

Children told us that they were asked for their ideas and views. However, from evidence available, it was not always clear how these were acted upon. We discussed how the service could further involve children in planning and evaluating activities and about using their views to influence improvement.

We received two completed care standards questionnaires from parents and spoke to three parents as they were collecting their children. Parents gave very positive feedback about the service. They thought that their children were happy and that they were able to take part in a range of activities. They found staff approachable and welcoming and said that communication was good. Comments included:

"Grange Kidz is a fantastic service. The staff cannot have been more supportive of [name] and his needs. Iona as manager has really impressed me with how she manages the day to day running and how she supports staff."

"My child is happy here and has made friends."

"There is plenty for children to do. Service is great and enables me to work."

"Service is flexible, staff are great."

Parents did not identify areas for improvement.

Self assessment

We did not request an up to date self-assessment as part of this inspection process. We talked to the manager about progress from the last inspection and future plans for improvement. We agreed that it would be useful for the service to have a development or improvement plan in place to keep things on track and to support continuous improvement.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

During this inspection we looked at the quality of care and support with a focus on meeting children's health and wellbeing needs.

We found that staff followed appropriate procedures for collecting children from school, including maintaining registers and promoting road safety. Children were therefore learning skills to keep safe. We saw that overall, children were happy, relaxed and confident in the service and in their relationships with staff. They were able to make choices about what they wanted to do and a few helped with daily routines, for example, washing and drying the dishes after snack. This contributed to them being respected and responsible. Children had good access to the outdoor area which offered opportunities for fresh air and physical play. Children engaged well in outdoor activities including ball games. This contributed well to children being healthy and active. We discussed the snack menu and asked that the service be mindful of healthy eating guidelines and sugar and salt content in foods.

We thought that there was scope to further develop children's independence and responsibility in the service, including snack routines and more ownership of planning and evaluating the programme of activities. We shared examples of good practice with the manager, including floor books and short videos from the Hub website to support this area for improvement.

Staff knew the children in their care well and described how they met different needs. They gathered useful information in registration forms and had started to develop all about me (children's profiles) and personal plans to set out how they would meet some specific health or wellbeing needs. This should contribute positively to keeping children safe and healthy.

We found that recording of personal plans was still in the development stage and could be improved, in places, to give clearer step by step plans for staff to follow where appropriate. Where siblings were recorded on one registration form, there needed to be clearer information on individual requirements. We discussed how six monthly reviews could be improved to capture any changes and to show any outcomes linked to the wellbeing indicators. Reviews should also show consultation with parents and where appropriate, children. We therefore carry forward a recommendation from our last inspection to support further improvement. (Recommendation 1)

We found that overall, policies and procedures for managing medication had started to improve. For example, there was now a clear record of medication brought into and out of the service and clearer procedures for staff to follow. In some cases, staff recorded the reason for judgement when giving an 'as required' medication, however this needed to be more consistent. Where children held different medication for the same condition,

staff knew what to use, however this needed to be clearer in written plans. We advised that parental consent should be clearly recorded on all forms and reviewed regularly. We agreed that the manager should carry out a medication audit as part of quality assurance procedures to ensure standards were being met in practice. (Recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should continue to develop and review personal plans for children that reflect how their individual needs will be met. Plans should be reviewed at least once every six months in consultation with parents and where appropriate, children.

Reference: National Care Standards Early Education and Childcare up to the age of 16 Standard 6 - Support and Development.

2. The manager should carry out a medication audit as part of quality assurance procedures to ensure that medication policies and procedures are fully implemented and standards are being met in practice.

**Reference: National Care Standards Early Education and Childcare up to the age of 16 Standard 3 Health and wellbeing
Standard 14 - Well-managed service**

Grade: 3 - adequate

Quality of environment

Findings from the inspection

During this inspection we looked at children's experiences and how the service promoted safety and wellbeing in the environment.

We found that children were relaxed in the setting and familiar with daily routines. They told us that they enjoyed lots of different activities, including baking, arts and crafts and outdoor play. During our inspection, most children chose to play outdoors in the garden area. They enjoyed playing football in small groups, developing team work in their play. Others enjoyed challenging themselves to 'beat their record' of pogo stick jumps whilst some enjoyed exploring and digging in the soil for snails. Indoors, one or two children watched TV, made cards and played with dolls and buggies. From photographs, we found that the summer programme had included different outings, some loose parts play with cardboard boxes as well as crafts and baking. Overall, therefore we found children's experiences contributed to them achieving new skills as well as being healthy, active and included.

We thought that the service could continue to expand the range of experiences to children, for example, loose parts play to develop their creativity and skills. Children could also be more involved in planning and evaluating the programme. The service should continue to invest in resources taking account of children's interests and

developmental stages. We sign posted the manager to a range of current good practice guidance to support this area for improvement.

Staff involved children in carrying out daily risk assessments and checks to ensure that the environment was safe. They had completed risk assessments for summer outings and put measures in place to reduce potential hazards. The service had appropriate arrangements in place for the maintenance of the building and equipment. Staff promoted good hand washing practice to help control the risk of infection in the service. The service had passed a food hygiene inspection. Overall therefore, we found that measures in place should contribute to children being safe and healthy in the service.

The service was awaiting further guidance from Environmental Health services about replacing cook safe with another system. We agreed that staff should implement procedures that are recommended for the service. Many risk assessments had not been reviewed by the current staff and management team. We agreed that risk assessments should be routinely reviewed (for example at staff meetings) to ensure these continue to be relevant to the service and to monitor practice.

References:

Loose Parts Play - available at www.inspiringscotland.org.uk

My World Outdoors - available at www.hub.careinspectorate.com

Playwork Principles and other relevant information available at www.playscotland.org.uk

Video case studies - available at www.hub.careinspectorate.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

During this inspection we looked at safe recruitment and staff learning and development.

The provider had recruited new staff since our last inspection. We found that appropriate checks and references had been completed to ensure that they were fit to enter the workforce. The provider had also obtained replacement references for the manager as previously recommended. We agreed that the service should use standardised procedures, including an application form for any new or relief staff recruitment procedures. New staff described an induction process that included shadowing experienced staff and making themselves familiar with relevant policies and procedures. However, this was not recorded and we advised again that the provider could develop a clearer induction programme for new staff. This should support staff to be well-informed about their roles, responsibilities and good practice guidance. This would also enable the provider to assess staff competencies and identify training and support needs. (Recommendation 1)

Staff were all registered with the Scottish Social Services Council (SSSC) and there were conditions for qualifications requirements that they would need to meet in due course. We agreed that staff and management should identify appropriate opportunities to take this forward.

Staff worked well as a team and had developed positive relationships with children and families. They met regularly to discuss their work and to plan activities. Staff held First Aid certificates and had done Child Protection and Food Hygiene training in the past. However, staff continuous professional development (CPD) had been limited overall and we found that they would benefit from becoming familiar with some current good practice materials as well as updating some core training. The manager should aim to complete child protection training at an appropriate level as a priority. Staff should maintain CPD records to show what they have learned and how they have used their learning in practice to benefit children or families. In addition, the service had still to implement plans for a supervision and appraisal system to support staff development. (Recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service provider should develop a clear staff induction programme that prepares them effectively for the work that they have to carry out.

Reference: National Care Standards – Early Education and Childcare up to the age of 16 Standard 12.2 Confidence in staff

Standard 14.7 Well-managed service

SSSC Codes of Practice Employers 1.4 and 2.2

2. The service provider should ensure that staff have access to relevant training and development opportunities. This will enable staff to keep their skills and knowledge up to date in caring for children. The service provider should also implement supervision and appraisal systems to monitor practice and support the continuous professional development of staff in the service.

Reference: National Care Standards – Early Education and Childcare up to the age of 16 Standard 12.2 Confidence in staff

Standard 14.7 Well-managed service

SSSC Codes of Practice Employers 1.5 and 2.2

Grade: 3 – adequate

Quality of management and leadership

Findings from the inspection

The service now had a more stable management and staff team in place. Parents' feedback indicated that previous improvements in communication and day to day organisation of the service were being maintained. As a result they were more confident in the quality of the service being provided.

The manager and staff had made some progress on areas for improvement identified at our last inspection. For example, they had started to develop and review children's personal plans. They had made some improvements to managing medication and to recruitment procedures. This should contribute to children being safe and having their individual needs met in the service.

Staff evaluated activities and discussed their work at staff meetings. This helped them to consider where things were working well or if there were strategies they needed to put in place to support children, for instance behaviour needs. Staff also asked children for their views to help them evaluate what they had enjoyed or other ideas they could take forward for planning or new resources. This contributed to children being respected and included in their club.

We found however that there was still considerable scope for the service to develop more effective procedures for self-evaluation, quality assurance and monitoring procedures. This would help them to look closely at what they were doing well and how they could improve the service in line with current standards, legislation and good practice. Staff, parents and children should be involved in this process so that their views are heard and influence the direction of the service. (Recommendation 1)

We discussed how the service could establish a clear improvement plan to help them structure the way forward in addressing recommendations and other areas for development.

We sign posted the manager to notifications guidance and asked that specific notifications be submitted retrospectively.

References:

Resources for staff and managers available at www.stepintoleadership.info and www.hub.careinspectorate.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should develop self-evaluation, quality assurance and monitoring systems that support the continuous improvement of the service.

Reference: National Care Standards. Early Education and Childcare up to the age of 16 Standard 14: A well-managed service.

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider should continue to develop and review personal plans for children that reflect how their individual needs will be met.

National Care Standards Early Education and Childcare up to the age of 16 Standard 6 - Support and Development.

This recommendation was made on 5 January 2017.

Action taken on previous recommendation

Some progress had been made on meeting this recommendation. Refer to Quality of Care and Support for further areas for improvement.

Recommendation 2

The service provider should ensure that staff have access to relevant training and development opportunities. This will enable staff to keep their skills and knowledge up to date in caring for children. The service provider should also implement supervision and appraisal systems to monitor practice and support the continuous professional development of staff in the service.

**Reference: National Care Standards - Early Education and Childcare up to the age of 16 Standard 12.2 Confidence in staff and 14.7 Well-managed service
SSSC Codes of Practice Employers 1.5 and 2.2.**

This recommendation was made on 5 January 2017.

Action taken on previous recommendation

Limited progress had been made on meeting this recommendation. Refer to Quality of Staffing.

Recommendation 3

The service provider should develop self-evaluation and quality assurance systems that support the continuous improvement of the service.

Reference: National Care Standards. Early Education and Childcare up to the age of 16 Standard 14: A well-managed service.

This recommendation was made on 5 January 2017.

Action taken on previous recommendation

Limited progress had been made on meeting this recommendation. Refer to Quality of Management and Leadership.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
31 Oct 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
21 Jan 2016	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
12 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good 5 - Very good
9 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
6 May 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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