

## Errol Children's Club Day Care of Children

G.P. Room  
Errol Primary School  
Station Road  
Errol  
Perth  
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Telephone: 07986 410729

Type of inspection: Unannounced  
Inspection completed on: 23 October 2017

**Service provided by:**  
Errol Children's Club a Scottish  
Charitable Incorporated Organisation

**Service provider number:**  
SP2011011712

**Care service number:**  
CS2011303269

## About the service

Errol Children's Club was registered with the Care Inspectorate on 9 January 2012. The club is registered to care for a maximum of 28 children at any one time up to age 14 years, and of whom no more than two may be aged from three years. Errol Community Centre may also be used by the service.

The club operates from the general purpose room within Errol Primary School and is open between 15.00 and 18.00 Monday to Friday during school term time, 8.30 and 18.00 during school holidays and in-service days, and 12 midday and 18.00 on days when the school finishes at 12 midday.

The club is a voluntary organisation and is run by a parental management committee.

As a result of significant concerns identified at this inspection a regulatory plan has been put in place. This allows the Care Inspectorate to monitor closely the issues and progress within the service.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

We spoke to some children during the inspection who shared with us their thoughts about the club. Some children told us they enjoyed club and the activities on offer. Some children told us they did not enjoy club, that they would like to play outside more, listen to their own music and have more choice in the activities and resources on offer. Comments included:

"I would give the club 5 out of 10. It is just ok."

"..I don't like the snacks. I only liked the apples. [staff]..decide what we have but they never ask us."

"It is ok. I would like to go home though."

"It is ok. We don't get what we want. I would have played with the dolls. I am only here because my mum told me to."

"I don't like the snacks, they only have jam and butter but no chocolate."

Other children's comments are included throughout the report.

We received four completed questionnaires from parents prior to inspection and we spoke to several parents during the inspection. Parents in questionnaires reported they were satisfied with the club as did some parents we spoke to. Some parents we spoke to shared less positive feedback about the club and the staff, and their child's experience.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance systems and discussed how these needed to be implemented to address improvements within the club. Further details can be found in the management and leadership section of the report.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

As part of this inspection we looked at children's records, choice, and experience at the club. From the evidence gathered, and as a result of several significant concerns identified, we evaluated this theme as weak.

Children were familiar with the routines of the club, and could choose freely from the resources laid out by staff. Children had good friendships at the club, and either chose to play with friends or alone. Children had contributed to the service newsletter by becoming journalists and carrying out interviews. They clearly enjoyed being part of this, and this contributed positively to their ownership of the club.

Children played well with the resources available on both days of inspection, being creative in their play. However, we observed staff to interrupt play and inform children how they should play or what their finalised artwork should look like. We observed poor communication amongst staff and children, resulting in a lack of warmth and nurturing care. We discussed the need for children to direct their own play, for their choice to be respected by staff, and staff to recognise the impact of their role on children's overall experience at the club (see Requirement 1).

Children were provided with the opportunity to comment on the club through a suggestions 'piggy' box, where they could post their comments. Children told us that negative comments were thrown away by staff, with these being viewed by staff as 'silly comments'. We emphasised strongly at feedback the importance of valuing and respecting children's thoughts and opinions (a recommendation has been made in relation to this under quality of management and leadership).

During the inspection we observed children to ask if they could go outside and play, but were told by staff it was too cold. The weather was clear and dry on the day of inspection, and children had suitable clothing to play outside. Children told us they would like to play outside more, but were not supported to do this regularly by staff. We discussed the importance of outdoor play on children's health and wellbeing, as well as staff being aware of respecting children's choice (see Recommendation 1).

An online system was used to record all children's registration information. We identified significant issues with the information held including a lack of emergency contact details, medication and allergy information. We highlighted the necessity of this information being in place and kept up to date (see Requirement 2).

We reviewed medication documentation and found significant issues with the staff understanding and completion of this. The documentation used was not in line with best practice, no permissions were in place and no clear record of the type of medication given. The service medication policy and paperwork was in line with best practice guidance, however staff were unaware of this paperwork. We discussed the seriousness of this and advised that medication systems and procedures must be in line with best practice guidance, and staff must be clear on the completion of these (see Requirement 3).

Staff were clear on the procedure to report any child protection concerns, and had received updated child protection training. However, we identified an issue with the manager's awareness of her roles and responsibilities as the service child protection officer, as well as actions taken in response to a child protection concern. We discussed this at length with the committee and highlighted the need for advanced child protection training for the manager, with a close overview of all child protection matters by the committee (see Requirement 4).

## Requirements

### Number of requirements: 4

1. In order to improve outcomes for children, the committee must ensure that staff communication and engagement with children is always appropriate, respectful and supportive.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

Timescale - 22 January 2018.

2. In order to meet children's safety, health and wellbeing, the provider must ensure that all children's information is clearly detailed, including permissions, emergency contact numbers and individualised allergy information.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

Timescale - 13 October 2017.

3. In order to meet children's safety, health and wellbeing, the provider must ensure that medication systems and procedures are in line with best practice guidance, and that these are understood and adhered to by staff.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

Timescale - 13 October 2017.

4. In order to meet children's safety, health and wellbeing, the provider must ensure that the manager receives advanced child protection training to ensure she is competent in her role as child protection officer.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

Timescale - 15 December 2017.

## Recommendations

### Number of recommendations: 1

1. In order to support children's health and wellbeing and respect their choice, children should have more opportunities for outside energetic and active play, and more choice as to when they play outside.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing, Standard 5: Quality of Experience.

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

In evaluating the quality of the environment and resources available to children, we evaluated this overall quality theme as adequate.

Children had access to a community room, gym hall, toilets and outdoor play area. Children were familiar with the layout of the premises, and were registered into the service by the manager. As a result of a previous incident within the service regarding a missing child, we asked the manager to demonstrate collection and registration procedures to us. We were satisfied that additional measures had been put in place to support the safe arrival of children to the club.

There was a variety of resources for children to choose from on arrival at the club, which had been laid out by staff. Children could choose where they wanted to play, and told us which different resources they enjoyed the most as well as what they would like more of. One child told us; "I like the Lego but there are no figures. We could do with more." and another child told us; "It's an 8 out of 10. It would be better if we could go outside more."

We shared children's thoughts and feelings at feedback about resources and preferred choices. We referenced current best practice and use of loose parts, and recommended that the service consider introducing loose parts resources to contribute positively towards children's experience. We emphasised the importance of resources meeting all children's needs, and highlighted the need for staff to better support children's choice (see Recommendation 1).

Surfaces were clean and tidy, and children were encouraged to wash their hands prior to eating snack. However, not all children followed this request and sat to eat snack prior to hands being washed, or took snack and ate this whilst walking around. We discussed the role modelling of staff behaviour and the impact of this in terms of the children's behaviour and response towards staff.

Accidents and incidents were recorded and shared with parents. We reviewed a recent incident and advised that further detail needed to be included to ensure that all relevant facts and details were recorded appropriately (see Recommendation 2).

The entrance to the club was shared with other community clubs after school hours. We observed the door to be held open by a stone, and discussed with the manager the control of this to ensure the door was closed and secure in order to control visitors access (see Recommendation 3).

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 3

1. To contribute positively towards children's play experience, the service should ensure resources and activities reflect children's choice, developing their resources to include loose parts.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing, Standard 5: Quality of Experience, Standard 11: Access to Resources.

2. To maintain clear, accurate records, the service should review their accident and incident recording, providing parents with a copy.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 14: Well-managed Service.

3. To ensure the close monitoring of visitors accessing the building, the club manager should ensure that the door is closed and secure at all times.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment.

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

We reviewed recruitment procedures, staff training, skills and knowledge as part of this inspection. From the evidence gathered we evaluated this theme as weak.

We reviewed the service recruitment procedures and found these were not in line with safer recruitment best practice guidance. Some staff had started working at the service without appropriate recruitment checks being carried out to ensure they were safe to work with children, such as references and Protecting Vulnerable Groups (PVG) checks. The committee was informed that these staff could not work until the appropriate checks were in place. We emphasised the seriousness of this to the committee, and the need for all staff to be recruited following current safer recruitment practices (see Requirement 1).

We found some staff not to be registered with the Scottish Social Services Council (SSSC) within the appropriate six month timescale. We highlighted the importance of this, and the need for quality assurance systems to be in place to address these matters (see Requirement 1).

Annual appraisals were carried out by a member of the committee, providing an overview of staff's progress in post as well as identifying training and development needs. We discussed the use of this documentation, and the introduction of more regular supervision sessions for staff to address some of the competency and conduct issues identified during the inspection (see Recommendation 1).

Staff had undertaken some training since last inspection, including updating first aid and child protection training. We shared our observations at feedback and highlighted the lack of updated knowledge and practice of the staff team in relation to current best practice guidance. We highlighted the importance of all staff keeping themselves up to date with best practice guidance, reflecting on this to inform their practice and impact positively on outcomes for children (see Recommendation 1).

Staff supported children in their chosen activity, directing them to desired outcomes. We discussed the playwork principles and the need for children to direct their own play, requesting staff input only where this is wanted. We also discussed the importance of staff role modelling positive behaviour at all times, including respecting children's choice and opinion (a requirement has been made in relation to this under quality of care and support).

## Requirements

### Number of requirements: 1

1. In order to ensure children are supported by suitable staff, the committee must ensure that all of the staff working in the service are recruited in line with safer recruitment practices, including obtaining satisfactory PVG and references, and completing relevant registrations with the Scottish Social Services Council (SSSC).

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9(1)&(2)(b) & 15(a) – Fitness of Employees and Staffing.

Timescale – 10 November 2017.

## Recommendations

### Number of recommendations: 1

1. To impact positively on outcomes for children, staff development should be further developed to take account of current best practice and relevant play theory. The staff training should be audited to measure its effectiveness in developing practice and improving outcomes for children.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 4: Engaging with Children, Standard 5: Quality of Experience, Standard 12: Confidence in Staff, Standard 14: Well-managed Service.

**Grade:** 2 – weak

## Quality of management and leadership

### Findings from the inspection

As a result of significant issues across the service, we evaluated this overall theme as weak.



Service policies were in the process of being reviewed by the depute manager. We discussed additional information to be included in some of these, as well as the importance of referring to best practice guidance. We highlighted the importance of all staff being familiar with and following service policies and procedures (see Recommendation 1).

Consultation with parents was led by the committee, and we discussed the use of this feedback in the ongoing development and improvement of the club. We referred to the service Facebook page and how this could be used as a method of gathering feedback and consulting throughout the year. We discussed the consultation with children, and the need for this to be meaningful to demonstrate their opinions were being valued (see Recommendation 2).

There were no quality assurance procedures in place to monitor the standards within the club. We highlighted the importance of this being in place to audit the effectiveness of systems and processes. We discussed the development of an improvement plan, and emphasised the importance of this to address the areas of concern identified at this inspection (see Requirement 1).

We had not been notified of incidents in relation to missing children and child protection issues which had arisen at the club. We discussed the relevant notifications the club was required to submit, and the importance of submitting these in line with the club's registration (see Requirement 2).

We discussed the seriousness of some of the issues identified at this inspection, and the responsibility of the committee to ensure these were addressed appropriately. We referred to staff competencies and skills, and discussed identifying individual strengths and leadership to drive forward the improvements needed within the service.

The chairperson and committee demonstrated a strong commitment to working to improve the club, and were clear on timelines and expectations for improvement. We discussed regular updates on progress being shared with inspectors, and the potential implications for the club should satisfactory improvements not be made.

## Requirements

### Number of requirements: 2

1. In order to improve outcomes for children, the committee must develop and implement a robust quality assurance system and improvement plan.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4 (1)(a) A provider must make proper provision for the health, welfare and safety of service users.

Timescale - 22 January 2018.

2. The committee must submit information to the Care Inspectorate in line with their registration requirements.

This is in order to comply with: Public Services Reform (Scotland) Act 2010, Section 53 (6) provides that SCSWIS may require a person who provides a social service registered under the Act to supply it with any information to enable SCSWIS to discharge its functions. This may include such aspects as self-evaluation returns or other information.

Timescale - 10 November 2017.

## Recommendations

### Number of recommendations: 2

1. In order to ensure the service is operating to current best practice guidance, the service should continue to review and update service policies.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13 Improving the Service, Standard 14 Well-managed Service.

2. To ensure that children's feedback and opinions are valued, the service should consider ways of consulting with children which are meaningful, demonstrating a respect for all their views and opinions. The manager should evidence how children's feedback has impacted on the development of the club.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 5: Quality of Experience, Standard 13: Improving the Service, Standard 14: Well-managed Service.

**Grade:** 2 - weak

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

## Previous requirements

### Requirement 1

The provider must ensure a trained, certified first aider will be present during club operating hours.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011), No 210: Regulation 4 (1) (a) - the requirements to make proper provision for the health and welfare of service users.

Timescale: within one month of the date of this report.

**This requirement was made on 3 July 2017.**

#### Action taken on previous requirement

All staff had undertaken first aid training, and a certified first aider was now present during club operating hours.

**Met - outwith timescales**

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

### Previous recommendations

#### Recommendation 1

To continue extending ways to involve children and parents in developing the service the club should further develop the children's committee, developing clear remits and tasks for the group. They should also develop a format for recording the work that the children undertake.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13: Improving the Service, Standard 14: Well-managed Service.

**This recommendation was made on 4 November 2014.**

#### Action taken on previous recommendation

Consultation with parents was in place through annual online questionnaires, with results being shared through the service Facebook page. The children's committee had not been sustained or embedded within the service in a manner which provided children with the opportunity to impact developments within the club. A further recommendation has been made with regard to consultation with parents and children, emphasising the importance of valuing and respecting their opinions.

#### Recommendation 2

The manager should ensure that all children have 'All about me' forms completed. She should also ensure that children's files are regularly audited to ensure that a consistent standard is maintained and that the information is regularly reviewed and updated.

**This recommendation was made on 4 November 2014.**

#### Action taken on previous recommendation

Some action had been taken in relation to this after the last inspection, however due to staffing circumstances this had not been continued or embedded into the service. We identified significant issues with children's information at this inspection. Therefore, a requirement has been made as part of this report.

## Recommendation 3

The club needed to finalise their mobile telephone policy, which was currently in the process of being developed. They also needed to develop a policy for social media, clarifying what information could be shared on Facebook and ensuring that appropriate consent from parents was sought.

**This recommendation was made on 4 November 2014.**

### Action taken on previous recommendation

The service had developed these policies as advised, and consent was in place as part of children's registration information. All service policies and procedures were currently in the process of being reviewed and a recommendation has been made in relation to the ongoing review of these.

## Recommendation 4

The service should develop clear guidelines for parent helpers and volunteers, to include clear guidance on taking photographs in the service.

**This recommendation was made on 4 November 2014.**

### Action taken on previous recommendation

Guidance was in place regarding taking of photographs. All service paperwork was under review and discussed as part of this inspection. As a result further recommendations and requirements have been made in relation to ensuring that all documentation is in line with best practice guidance and legislation.

## Recommendation 5

The club needed to extend the range of external training attended by staff to ensure that knowledge and skills were kept up to date.

**This recommendation was made on 4 November 2014.**

### Action taken on previous recommendation

Whilst staff had attended some training since last inspection, we identified a lack of knowledge and skills from staff in relation to current best practice. A further recommendation in relation to staff training, knowledge and skills was made as part of this report.

## Recommendation 6

It is recommended that the service update the first aid policy to include contacting families following children receiving a bump to the head and if any medical treatment might be required.

**This recommendation was made on 3 July 2017.**

### Action taken on previous recommendation

All service policies were under review. Further documentation had been introduced in relation to head injuries. A recommendation regarding updating policies was made as part of this report.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Enforcement

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

## Inspection and grading history

Date	Type	Gradings	
22 Aug 2017	Re-grade	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
25 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 May 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
30 Apr 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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