

Playhaven Day Care of Children

Raploch Community Campus
Drip Road
Stirling
FK8 1SD

Telephone: 01786 272344

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

Service provided by:
Playhaven

Service provider number:
SP2003001135

Care service number:
CS2003005413

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.

Playhaven is a voluntary sector service providing out of school care based in Raploch Community Campus in Stirling. The service is registered to provide day care for a maximum of 32 school aged children up to the age of 16 years. The service operates Monday to Friday 15:00 to 18:00 during term time and some in service days. Children attend from a range of schools on the campus and from other local schools.

The main aims of the service are:

- To offer play and education opportunities that are fun, stimulating and challenging
- To promote the dignity, privacy, choice, safety, potential and diversity of all users and staff of the project.

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

We inspected this service over two sessions on Monday 6 November 2017 and Tuesday 7 November 2017. We gave feedback to the manager, staff and Play Services representative on Monday 20 November 2017.

During this inspection the manager made us aware of challenges the service has faced in relation to funding and the decrease in numbers of children accessing the service. We took this into account during our inspection.

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 with several children during our inspection visit. Children told us that they liked coming to the club and that they enjoyed lots of different activities. Some of their comments included:

"I like running about and playing football."

"We have fruit sometimes and sandwiches. We choose what to put on them."

"We do Lego, painting and play outside."

"I like to be able to swap things over and choose what to play."

"I like playing with my friends."

We received two care standards questionnaires from parents using the service. We also spoke with five parents during our inspection. Parents gave very positive feedback about all aspects of the service. They told us that children enjoyed the service and could take part in lots of different activities, including outdoor and energetic play. They advised that staff were friendly and approachable and that communication was very good. They explained the positive impact the service had on enabling them to work or study whilst being confident their children were safe and happy. Comments included:

"Staff all engage with you; they are sensitive and supportive and the service is very flexible."

"Good range of activities and children can do things they maybe wouldn't do at home like knitting."

"I am very happy with the service and am now using it more days. My child likes lots of activities especially small creative things like Hama Beads. The service is flexible and staff are very good."

"Very flexible and very reliable service."

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.

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	3 - Adequate

Quality of care and support

Findings from the inspection

Overall, children were confident, happy and relaxed in the service. They were able to choose from and engaged well in a variety of activities suitable for their interests and developmental stages. For example, children enjoyed energetic games of football and hockey as well as gymnastic mat work in the games hall. They were developing skills in physical co-ordination and team work. This contributed well to children being healthy, active and included. Children also enjoyed creative activities and were supported to learn new skills, for example, sewing. They had time to rest or relax and space to complete homework if required.

Staff respected and were responsive to children's interests and requests for equipment and play materials during the session. Children followed daily routines well, including hand washing before snack time. However, we thought there was scope for children to develop their independence and responsibility in the service, including snack routines and more ownership of planning and evaluating the programme of activities. The service had introduced floor books to show the range of activities over the year. We discussed how these could be used more effectively to involve children in planning and to show outcomes linked to the wellbeing indicators.

Staff gathered some relevant information about children in their care at enrolment. This included detail of dietary requirements, allergies, likes and dislikes as well as a range of parental consents, for example, for sun cream, photographs, outings and the use of transport. This helped staff to meet children's individual health, safety and welfare needs. However, there was no evidence that staff reviewed these plans in consultation with parents or where appropriate, children in line with legislation and in some cases, required information including G.P. details was missing. As reviews were not routinely completed, we could not be confident that the service held up to date information to plan for and meet children's needs and this could potentially raise risks to children's health and wellbeing. (Requirement 1) We acknowledged that the service was being provided with a local authority format for children's personal plans and agreed that when used, these should cover all required information including the wellbeing indicators.

Staff were aware of their roles and responsibilities in child protection. However training had not been updated since 2014. We advised that regular refresher training should be undertaken to keep their skills and knowledge up to date. We also thought that it would be beneficial for the manager as lead practitioner and designated child protection officer to undertake training at a level relevant to her role. (Recommendation in Quality of Staffing) We agreed that the service should introduce chronologies to record significant information or events that may be relevant to children's safety and wellbeing and sign posted the manager to relevant guidance.

Staff had improved the recording of accidents and incidents to meet a recommendation made at our last inspection. We advised that one record of those sampled, should still have more information and the manager agreed to take this forward.

The service had a brief policy and procedure and record keeping system for managing medication in the service. This was rarely required however these should still be reviewed and updated to take account of current good practice guidance. This should contribute to improved procedures for keeping children safe and healthy. (Recommendation 1)

References:

Management of medication in daycare of children and childminding settings

Practice Guide to Chronologies 2017

available at: www.hub.careinspectorate.com

Requirements

Number of requirements: 1

1. In order to ensure that the service has current relevant information to meet children's needs the provider should ensure that:

- a) Each child has a personal plan which sets out how their health, safety and welfare needs will be met
- b) Personal plans are reviewed in consultation with parents and where appropriate, children at least once in every six months or when there is a significant change

This is in order to comply with:

SSI 2011 No. 210 Regulation 5(1) - Personal Plans

Timescale - within 3 months of receipt of this report.

Recommendations

Number of recommendations: 1

1. The service should review and update the management of medication policy and procedure and record keeping system to take account of current good practice guidance.

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

Grade: 3 - adequate

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

Staff had developed positive relationships with children and parents. They provided warm and supportive care and responded to children's needs and interests during our inspection. They provided praise and encouragement during activities helping to build children's confidence and self-esteem. Parents gave positive feedback about the quality of staffing highlighting that they were approachable, caring and sensitive to individual circumstances.

Since our last inspection, the manager had completed her professional development award to meet conditions set by SSSC. Staff held First Aid certificates and had done Child Protection and Food Hygiene training in the past. However their continuous professional development (CPD) had been limited overall. We found that staff would benefit from becoming familiar with some current good practice materials and should take responsibility for ensuring that they maintain their CPD to meet SSSC registration requirements. Staff should also complete CPD records (training and other research, reading and learning) to show what they have learned and how they have used this in practice to benefit children or families. Working from a position of current good practice should support new experiences and positive outcomes for children, for example, loose parts and risky play opportunities.

Staff had some opportunities to meet to discuss their work and plan activities however would benefit from more structured opportunities to share ideas, explore current good practice and identify training needs and plans. To support this, the provider should ensure that staff have opportunities to participate in team meetings as well as staff performance and review systems, for example, supervision and appraisal. (Recommendation 1)

Due to current numbers and financial constraints, three staff, including the manager were currently working in the service. This meant that during school collection times, only one member of staff was in attendance at the service base. We asked that the service review this situation and show how they plan to manage this time period to reduce any potential risks and ensure children are safe. (Requirement 1)

We looked at staff recruitment and found that references were not held on file for a supply/occasional escort member of staff. We asked that this be rectified. There was no record of SSSC membership on file for supply staff. We asked that the provider check whether membership was required for the roles and responsibilities held by these staff and if so to ensure that this was taken forward. (Requirement 2)

Requirements

Number of requirements: 2

1. The service provider must demonstrate how they plan to manage staff deployment and staffing levels to reduce any potential risks to children and ensure they are safe.

This is in order to comply with:

SSI 2011 No. 210 Regulation 15(a) A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

Timescale for implementation - within 3 months of receipt of this report.

2. The service provider must ensure that safe recruitment procedures are implemented in the service and maintain evidence of practice.

This is in order to comply with:

SSI 2011 No. 210 Regulation 9(1) - Fitness of employees - A provider must not employ any person in the provision of a care service unless that person is fit to be so employed. SSI 2011 No. 210 Regulation 15(a) (b)(i) Staffing -

A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users -

**(a) Ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, safety and welfare of service users; and
(b)(i) Ensure that persons employed in the care service receive Training appropriate to the work they are to perform**

Timescale for implementation - within three months of receipt of this report.

Recommendations

Number of recommendations: 1

1. The service provider should:

- a) Develop a training needs analysis and support staff to continue their professional development. This will enable staff to keep their skills and knowledge up to date in caring for children and should include child protection training at an appropriate level for the manager
- b) 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.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The service was provided by a voluntary committee of parents however there had been changes to members including the chairperson since our last inspection. We signposted the manager to guidance and advised that the service provider must make notifications about changes to relevant individuals for relevant checks to be completed. (Requirement 1)

We advised that it would be highly beneficial for the committee to become more aware of their roles and responsibilities in relation to legislation and standards to promote more effective governance procedures. We discussed developing an information pack for the committee as well as looking for access to relevant training. We will monitor progress on this at our next inspection.

The manager advised of various challenges in relation to funding compounded by a recent decrease in numbers of children and increased transport costs. In the short term, the service had been supported by the local authority and had developed a new business plan to provide a framework for sustainability in the longer term. During this time, it was positive that staff had tried to minimise any impact on children by ensuring that they still experienced a range of activities and a safe place to play after school.

We found that the service had made limited progress in meeting previous recommendations for improvement which they should now address as a matter of priority. These included improving; personal plans, systems for staff support, learning and development and arrangements for self-evaluation and quality assurance. In addition we have made further requirements and recommendations as a result of this inspection to support improvement. Taking these forward should support the service to work in line with current legislation and standards as well as meeting relevant codes of practice. The service had an improvement plan in place however the provider, manager and staff should work together more effectively to ensure that intended outcomes are achieved. (Recommendation 1)

Requirements

Number of requirements: 1

1. The provider must ensure that required notifications for changes to relevant individuals are submitted to the Care Inspectorate so that appropriate checks can be completed.

This is in order to comply with:

The Public Services reform (Scotland) Act 2010 and Care Inspectorate document - Records that all registered care services (except childminding) must keep and guidance on notification reporting

Timescale for implementation - within two weeks of receipt of this report

Recommendations

Number of recommendations: 1

1. The service provider should continue to 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

Staff should further develop children's personal plans to show how they support them in their health, safety and welfare. They should ensure that plans are reviewed every six months in consultation with parents and where appropriate, children.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 3 – Health and wellbeing

This recommendation was made on 30 October 2014.

Action taken on previous recommendation

The service had not made progress on meeting this recommendation. We refer to this in Quality of Care and Support.

Recommendation 2

The service should improve how they record and audit accidents and incidents. Recording should clearly show:

- Date of accident/incident
- Who was involved
- Location and nature of injury and how this occurred
- Treatment given
- Any remedial action taken to prevent recurrence
- That information has been shared with parents and countersigned where possible

National Care Standards Early Education and Childcare up to the age of 16 – Standard 3 – Health and wellbeing

This recommendation was made on 30 October 2014.

Action taken on previous recommendation

The service had met all aspects of this recommendation with the exception of one record that we sampled. We asked that this be rectified and the manager agreed to take this forward.

Recommendation 3

The provider should ensure that the supervision and appraisal system is embedded in practice so that staff have a formal opportunity to talk about their work, address any issues raised and identify areas for training and professional development.

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 30 October 2014.

Action taken on previous recommendation

The provider had not made any progress with this recommendation. We refer to this in Quality of Staffing.

Recommendation 4

Quality assessment – the service should build evidence that they methodically use a range of monitoring and evaluation processes to help them identify day to day practice changes and improvement priorities.

National Care Standards Early Education and Childcare Standard 13 – Improving the service

This recommendation was made on 30 October 2014.

Action taken on previous recommendation

The service had made limited progress on meeting this recommendation. We refer to this in 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	
30 Oct 2014	Unannounced	Care and support	4 – Good
		Environment	4 – Good
		Staffing	4 – Good

Date	Type	Gradings	
		Management and leadership	4 - Good
7 Dec 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
8 Oct 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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