Mayfield ASC @ Tynewater
Day Care of Children

Tynewater Primary School
32 Crichton Road
Pathhead
EH37 5RA

Telephone: 07834413646

Type of inspection: Unannounced
Inspection completed on: 1 November 2017

Service provided by: Mayfield Asc Care Project
Service provider number: SP2003003118

Care service number: CS2007164164
About the service

This service has been registered since 2002 when deemed registered by the Care Commission. Mayfield ASC @ Tynewater provide out of school care to a maximum of 26 children between 4 and 14 years of age. The service is registered to operate on Monday to Thursday school term time between the hours of 2.30 and 6.00 and on a Friday between the hours of 12 noon and 6:00 in term times.

The service operates from accommodation within the grounds of Tynewater Primary School at Pathhead. They have use of a safe outdoor play area which has direct access from the room within the school where the care is provided.

Aims of the service include being committed to “provide a professional affordable service for primary school age children and their parents/carers…….”

We carried out an unannounced inspection of Mayfield ASC @ Tynewater on 26 October 2017 between 15.45 and 17.50 and on 1 November from 1.45 when feedback was given to the manager @ Mayfield ASC @ St Lukes. The inspection was carried out by one Care Inspectorate inspector. At this inspection we spoke with the manager and the one staff member working with her, approximately eight of the children and approximately five parents. We observed practice and checked documentation relevant to the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents:

- observing how staff work
- Care Inspectorate questionnaires
- discussions with staff
- examining equipment and the environment inside and out
- notice boards
- two staff files
- accident forms
- SSSC registration details.

We issued 14 questionnaires to parents and carers of children who used the service. We received four completed questionnaires prior to the writing of this report.

What people told us

Comments taking carers’ views into account which we received from parents and carers during the inspection included:

“It’s good for us. We both work and I don’t know what we’d do without it. We have to put her somewhere.”

“She comes happily.”

“It’s been great for us. They’re kept active and busy.”

“They enjoy it. It opens at the times we need it. The staff are good at feedback and what activities they’ve been involved in.”
“Brilliant club. It’s really good and the kids love it.”

“We have difficulty dragging her away. She’s usually busy doing something when we arrive.”

Comments received on the Care Inspectorate questionnaires included:

“My child seems happy and likes doing art work etc. The handover is quite quick. I’m sure if I needed to know anything the staff would say. Likewise I could ask.”

“My children really enjoy their time there.”

“We would like to see the service improve the variety of toys and games available for example - there is only adult monopoly available so the addition of junior monopoly would be preferable. Early primary school games (P1 - P4) would mean the younger children to play board games themselves.”

Children’s comments received during the inspection included:

“You’re on black - if you get more you’re sacked and need to leave your job.”

“We had rice crackers. We sometimes get apples and fruit and we get a choice, just not today.”

“I’m normally the inspector here just not today.”

“Oh my God, calm down.”

“Can you get me the bubble stick?”

“I like going outside and drawing.”

“I like everything about the club.”

“One bad thing is that you have to wash your hands before snack.”

“I’m bored.”

**Self assessment**

The service had not been asked to complete a self assessment in advance of the inspection.

**From this inspection we graded this service as:**

- **Quality of care and support**: 3 - Adequate
- **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**

Children were being cared within a welcoming environment. Staff had formed friendly relationships with parents, which meant that they could chat at the end of the school day.

All children attending the after school club had been offered a personal plan, which staff would develop in partnership with parents. There is now a need to engage with parents so that the system is effective.

We heard one child say “I’m bored”. Instead of staff seeing to his needs the response was to tell him that the service was closing in ten minutes and he was left to wander aimlessly till his parent/carer came to collect him. Whilst both staff cleared the room at the end of the day five children were left to wander during this period at the end of the day. This meant that care and support was not of a good standard consistently throughout the session.

Children were learning about healthy lifestyles. They knew about good hand washing before snacks and the importance of eating a healthy diet. However staff did not encourage children to wash their hands when they came back inside after playing outdoors. This posed potential risk of ill-health and harm to children (see Requirement 1).

**Requirements**

**Number of requirements:** 1

1. Staff must ensure that children wash their hands adequately after outdoor play.

   This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of Users.

   Timescale for implementation: With immediate effect on receipt of this report.

**Recommendations**

**Number of recommendations:** 0

**Grade:** 3 - adequate

**Quality of environment**

**Findings from the inspection**

Children were being cared for in a safe and secure environment. They had space to play in small groups and individually and could choose freely from the range of resources available to them. During the inspection children particularly enjoyed dressing up, hamma beads, outdoor play and painting.
There was a selection of wall displays around the after school club, which were used to celebrate children’s achievements and to provide parents with an illustration of what the children have been doing.

Children made good use of the garden area which they accessed freely from the playroom. We saw them enjoying bubbles with a variety of implements such as bats and racquets with a healthy competition to see who could make the most or the best bubbles.

We saw staff’s photos displayed on a board but they did not depict the correct staff working in the club on the day of the inspection. One of the staff on duty had started work there two months earlier but her name and photo was not yet on display. Yet one staff member who only worked in the holidays was on display along with the manager and the other regular worker. This did not show that the new staff member was valued and properly introduced to the parents and carers.

The notice board was not up to date showing snacks for the day of the inspection. It showed the snack menu for the previous month so parents could not see what children had that day or what they would be having later that week. Records for fridge temperatures which we asked for were also for the previous month. No one could supply any more current records. The Environmental Health visit Food Premises Record on 13.9.17 highlighted that records should be maintained for fridge cleaning and fridge temperatures. It appeared that these had been started thereafter but not maintained.

Children told us that they were offered juice at snack time, instead of water and milk. This does not follow good practice guidelines - Setting the Table. This guidance has been developed to help Early Years childcare providers to meet the Scottish Government National Care Standards, Early Education and Childcare up to the age of 16 (2009). It also highlights the importance of nutrition in the early years and the role that childcare providers have in shaping both current and future eating patterns in young children in Scotland. 

http://www.healthscotland.com/uploads/documents/21130-Setting the Table Nutritional Guidance and Food Standards.pdf

We saw that the risk assessment was being done visually without much thought to what it was covering. An old tick list sheet with the date ripped off the top was shown to us but then we were told that it wasn’t being used any more. Management needed to consider what needed to be on the risk assessments and what format it should take to ensure the safety of the children in the setting.

We saw a lovely mud kitchen in the garden. The manager told us that it belonged to the nursery but that the ‘after school children’ could use it when attending after school club. We asked the children about this but many of them did not know they were allowed to use it. Comments included “I don’t know if we can use the mud kitchen”. As a result it was not touched during the afternoon. Communication between the manager and the children was not good. As a result children were missing out on play opportunities, learning and fun.

One parent had commented that the club could do with more games for primary one to primary four age group. Whilst we did see some games we agreed that more games like picture lotto, junior scrabble and hangman would encourage co-operative play.

Books were on a shelf and were not very accessible to children. These should be within a book corner to encourage a love of books and provide a comfortable chill out area for children to lie or sit together or alone enjoying a quiet time without needing to ask for a book to look at.
Accident forms did not give sufficient detail about which part of the body was injured e.g. which arm. Staff tended to sign the forms under the part marked ‘reportable to RIDDOR’ which was misleading as the accidents were not reportable to RIDDOR. Management should audit the accident forms to pick up on these issues to ensure consistency and good quality reporting (see Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that all accidents and incidents are recorded with sufficient detail to maintain an accurate log of the injury and that they were appropriately audited by the manager.


Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We saw that staff engaged well with the children. Staff worked together as a team, sharing roles and responsibilities, such as preparing snack. They talked to each other about children’s care and development needs throughout the inspection.

Staff met regularly and used this time to develop improved ways of working. Staff had had an appraisal with management in the last year and this gave the manager an opportunity to work closely with staff to review their work and agree objectives for the year ahead.

Staff were supported to attend training and were encouraged to take responsibility for their own continuing professional development. Staff should be encouraged to reflect on how their training had impacted on their practice so that they develop as reflective practitioners.

We found that staff understood their roles and responsibilities for the welfare of the children in their care and they worked together, and with parents and other professionals, to ensure that children’s needs were met. All had relevant Child Protection training and were familiar with the service’s policies and procedures.

Staff were developing leadership in their roles by taking responsibility for different areas in the after school club, like wall displays and we made some suggestions about how this could be developed further.
We saw that the child protection policy needed to be reviewed. It did not clearly state who the child protection officer (CPO) was. The staff handbook needed updated. In spite of the manager having been in position for eight years the handbook still had the name of the previous manager as the child protection officer. Effective child protection policies and procedures must help ensure children are safe. We advised that the importance of child protection and the procedures staff should follow should be part of the induction for all new members of staff and relevant leaflets and information displayed within the after school club foyer to raise awareness with all adults. This would highlight the importance of child protection and the role and responsibilities all adults had in contributing towards the health and safety of all children (see Recommendation 1).

We reviewed some staff files and saw that the recruitment process was not robust. Safer recruitment procedures were not in place. The manager was not following the recruitment policy. We saw that there were no written references for the staff we checked. Only one telephone reference had been sought for each staff member and there was no record of this. There were no interview notes/questions/answers (see Requirement 1).

Requirements

Number of requirements: 1

1. The service must develop and put into place robust systems for the recruitment of staff, which are detailed and followed carefully by the service. This is in order to confirm the fitness and suitability of employees prior to employment.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210), Regulation 9 (1) Fitness of Employees.

National Care Standards, Early Education and Child Care up to the age of 16, Standard 14: A Well-managed Service, Standard 12 - Confidence in Staff.

Timescale for meeting this requirement: within two months of receipt of this report.

The service must develop and put into place robust systems for the recruitment of staff, which are detailed and followed carefully by the service. This is in order to confirm the fitness and suitability of employees prior to employment.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210), Regulation 9 (1) Fitness of Employees.

National Care Standards, Early Education and Child Care up to the age of 16, Standard 14: A Well-managed Service and Standard 12: Confidence in Staff.

Timescale for meeting this requirement: within two months of receipt of this report.
Recommendations

Number of recommendations: 1

1. It is recommended that the service further develops the child protection policy to include details about Getting it Right for Every Child and the SHANARRI Indicators, the child protection officer (CPO) for this service, what to do if the CPO does not take the concern forward and the contact number for social services for those with a concern.


Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

We saw that the service was not acting in accordance with its written constitution and that there was no functioning Committee in place. We identified that there was no legal provider for this service. Since there was no provider in place the service should not have been operating. We discussed this with the manager who told us that it had been difficult to find people to join the Committee. Due to the seriousness of this we issued an “Illegally operating” letter giving time for the service to cancel the registration and to submit an application to register as a new service. One staff member was not working within the premises as she had been found not to be registered with the Scottish Social Services Council. Steps had been taken to rectify this and the system put in place to prevent this happening again needed to be monitored closely.

The manager said that she welcomed feedback and suggestions from parents. Staff were available to talk to parents each day and there were opportunities for parents to provide feedback formally. However parents told us that they got minimal feedback and had to rely on their children to tell them what had been going on.

The manager worked in the service approximately once per week which gave her the opportunity to observe staff practice and to observe the service as a whole. They could introduce a calendar for monitoring the work of the service, which could include a retrospective review of planning and children’s progress. Records of monitoring were not being kept so this should be formalised to see that each area was being considered.

The service had not produced a development plan to demonstrate how they were going to further develop the service over the coming year. The service should ensure that this development plan includes areas for improvement which will directly impact on children’s experience of the service. Staff should be involved in the development of the plan. A development plan would allow a more focused approach to improvement and provide staff with opportunities to lead on identified key aspects. This recommendation is carried forward from the previous report (see Recommendation 1).

Requirements

Number of requirements: 0
Recommendations

Number of recommendations: 1

1. The provider should develop an improvement plan to support developments within the service.

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

Storage of important information and some paperwork was disorganised. This led to some confusion over finding, information held and ease of access. The service should consider how this could be addressed.

Staff should now work to familiarise themselves with the new ‘Health and Social Care Standards’ which are now available these and use them along with the SHANARRI wellbeing indicators to assess the service.

Grade: 2 - weak

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 at further ways to allow parents to comment, evaluate and give ideas to the club in order for them to feel involved in the service. Parents should be informed of any actions the service may take on receipt of their ideas.

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

This recommendation was made on 17 February 2016.

Action taken on previous recommendation

Ideas and suggestions have been followed up. Children were going to football training as per parent request. Letters were sent to parents encouraging involvement.
This recommendation had been met. The manager should keep reviewing this.

**Recommendation 2**

Management and staff need to devise an effective ways of using GIRFEC and SHANARRI throughout the setting. All staff should be familiar with these initiatives.

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

This recommendation was made on 17 February 2016.

**Action taken on previous recommendation**

This recommendation had been met but this should continue to be on going.

**Recommendation 3**

Management and staff should ensure children’s independence is encouraged at snack times.

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

This recommendation was made on 17 February 2016.

**Action taken on previous recommendation**

Children were involved in snack.

This recommendation had been met.

**Recommendation 4**

The provider should review their risk assessment for the premises and involve children in the process.

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

This recommendation was made on 17 February 2016.

**Action taken on previous recommendation**

This recommendation has been repeated in this report.

**Recommendation 5**

The provider should encourage self-evaluation throughout the service.

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

This recommendation was made on 17 February 2016.

**Action taken on previous recommendation**

Staff were becoming more familiar with self-evaluation. This should be ongoing.

This recommendation had been partially met.
Recommendation 6

The provider should develop quality assurance systems which support improvement. These should involve management, staff, service users and carers in evaluating the service.

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

This recommendation was made on 17 February 2016.

Action taken on previous recommendation
This recommendation has been partially met.

We have made a recommendation in this report that relates to this issue.

Recommendation 7

The provider should ensure parents know who is in charge of the service when the manager is not present.

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

This recommendation was made on 17 February 2016.

Action taken on previous recommendation
Parents knew who was in charge.

This recommendation has been met.

Recommendation 8

The manager should monitor all aspects of the provision. Records should be kept of this which would inform staff appraisals and the smooth running of the club.

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

This recommendation was made on 9 May 2017.

Action taken on previous recommendation
More formal monitoring should be taking place.

Recommendation 9

The provider should develop an improvement plan to support developments within the service.

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

This recommendation was made on 9 May 2017.

Action taken on previous recommendation
There was no improvement plan in place.
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

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