

## **KKC (Burnside)** **Day Care of Children**

Burnside Primary School  
Thomas Street  
Carnoustie  
DD7 7JY

Telephone: 01241 858337

Type of inspection: Unannounced  
Inspection completed on: 6 December 2017

**Service provided by:**  
KKC

**Service provider number:**  
SP2008009577

**Care service number:**  
CS2008169434

## About the service

Kinloch Kids Club at Burnside Primary School registered with the Care Inspectorate in 2008. It provides a before school, after school and holiday care service to a maximum of 40 children of an age to attend primary school to 14 years. This includes children aged four who have been allocated a place at the school for the summer break prior to the new term.

A voluntary group of parents who form the committee runs Kinloch Kids Club at Burnside Primary School.

Children were cared for in the school dining hall and had access to the gym hall, computer suite and the school playgrounds. Other areas of the school could also be used with agreement from the school.

Aims of the service include "to promote and encourage the development of children within a safe, secure and friendly environment, enabling them to play and have fun with other children enhancing social skills and gaining confidence in themselves within a supportive structure."

Because 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

Children told us they enjoyed coming to the club. They shared with us some of their favourite activities including playing football, drawing, baking and being outdoors. We observed children to be happy, settled, relaxed and confident when in the service.

Comments from children included:

"We have lots of snacks including chocolate mousse, crisps and fruit."

"We can sometimes go outside. We can't today as it's too cold."

"It's good here. I like to go outdoors. We don't get to if it is cold."

"I'm playing a game on the computer. It is fun."

"I like painting and drawing."

"This is the loom bands. I like making things with them."

The service was provided with 33 questionnaires to distribute to parents and carers. We received 12 completed questionnaires before the inspection. Overall, parents and carers were happy with the quality of care and support their child received, however they identified a number of areas of improvement. We reviewed these during the inspection and reported on them below.

Comments from parents included:

"Do not think there is enough communication from club."

"I feel the service could be run better and more organised. The service manager could be better in keeping parents more up to date. No policies available and structure of club could be better."

"The service is excellent and allows me to work full-time."

"Excellent out of school club which both my children enjoy attending."

"As my son has gotten older, he feels he has outgrown the club as most of the activities and focus is on the younger children."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the services improvement plan and quality assurance paperwork. These demonstrated how the service was monitoring the overall quality of the service and outlined their priorities for developing the service further.

## 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	1 - Unsatisfactory

## Quality of care and support

### Findings from the inspection

The majority of children were happy, relaxed and confident while attending the service and talked positively about their experiences. Through our discussions with staff, it was clear that they knew many children well. We observed some good staff interactions with children, specifically where children required individual attention. We did however identify a number of areas of concern that the service need to improve.

We reviewed children's registration forms to ensure they provided the service with appropriate information to care for children effectively. These asked a range of questions about children's care needs and gained personal details. Through our observations and discussions with children, staff and the manager, we were not satisfied that the service held enough information regarding some children. We asked to see the registration form for one child, however, this was not available as it was stored within another service operated by the club. When we discussed the needs of the child, staff were unsure about what information the service held. We discussed with the manager the importance of ensuring that information about children is available for staff and that they are familiar with children's needs. This will ensure staff can support children effectively. A recommendation was made.

Children's safety and health were compromised, as the service did not have a robust procedure for the safe administration of medication. We reviewed the medication currently held within the service and found that the majority of these were out of date. Where medication was in date, it was for children who no longer attended the service or there was no associated paperwork in place. The documentation used was not in line with best practice, and there were no clear records of medication given. We discussed medication with staff and found they had little knowledge of what medication was in the service or why this was required. We discussed the seriousness of this with the manager and asked that she review all policies and procedures in relation to medication, audit the medication currently being held, and ensure staff are familiar with all medication in the service.

We signposted the manager to the Care Inspectorate Hub accessible at [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com). This contained best practice guidance in relation to the safe administration of medication. A requirement was made.

Children had some opportunities to provide feedback on the service they received. This was achieved through formal consultation sessions. Parents told us they did not feel they were given enough opportunities to give feedback or how this was achieved with children. We discussed this with the manager who told us about plans to introduce electronic questionnaires for parents. These would be distributed early in the new year. We also provided suggestions on improving consultation through more informal methods such as voting, suggestion boxes and scrapbooks. The previous recommendation was continued.

## Requirements

### Number of requirements: 1

1. 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 - 26 January 2018.

## Recommendations

### Number of recommendations: 2

1. To ensure children's needs are being met, the service should ensure that detailed information is available at all times for staff including what the child's needs are and how to meet these. These should be agreed with parents/carers and the child where appropriate.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3 - Health and Wellbeing, Standard 4 - Engaging with Children, Standard 6 - Support and Development, Standard 12 - Confidence in Staff, Standard 14 - Well-managed Service.

2. To improve outcomes for children through participation and engagement, we recommend that the service review the current service participation strategy. We advise that the service consider how best to capture meaningful feedback from those using the service so that it can be included in the service self-evaluation and quality assurance systems.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 1 - Being Welcomed and Valued, Standard 7 - A Caring Environment, Standard 13 - Improving the Service.

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

Children benefitted from having access to a good indoor environment, which was complimented with very good outdoor play spaces. Children told us they enjoyed being active and playing outdoors, however this was often restricted as staff felt it was too cold. Children told us they were happy with the weather and could wear their coats to go outside, which we felt, was not unreasonable.

On another day of the inspection, it was much colder and there were light snow showers, however the staff present on that day allowed children outside. This showed a lack of consistency between the staff, which was restricting children's play. The manager told us that staff had been given warm coats to wear outdoors, so there should not be any reason for restricting access to the outdoors. A recommendation was made.

During the holiday club session, the children did not have access to their normal play spaces due to maintenance being carried out within the school. Children were held within small rooms within the school watching a DVD before playing on computers. These were the only activities available during the morning session. Although children were content with this, staff missed many opportunities to allow children to choose from the equipment and resources available or allow children to play outside. The manager agreed that this was not acceptable and would discuss this with the staff team at their next meeting.

Children had access to good equipment and activities; however, these could be more varied. The youngest children were happiest with the overall choices on offer; however, parents told us that their older children could often become bored quickly. Although children could freely access the resources available in the storage cupboard, equipment and resources were not stored appropriately to allow children to find things easily or safely. The service did not look inviting for children at the beginning of their session, as it was limited to snacks and art activities on the first day of the inspection. Children did have opportunities to access the gym hall however, staff controlled this. We discussed with the manager about introducing loose parts to their resources as this would allow children more choice and would support their creativity and imagination. A recommendation was made.

Children received snacks provided by the service that were enjoyed by the children and were generally healthy. These were accompanied by water and juice. Children washed their hands before eating, however when children forgot to wash their hands, staff promoted them to minimise the spread of infection. We also observed children receive breakfast during the holiday club. Children could choose from a range of foods such as toast, cereal and fruit.

Children could have more opportunities to be independent during breakfast and snack times instead of staff making and serving foods for children. Children should also be encouraged to sit at a table when eating instead of walking around the service. Children often did not eat from plates and instead were given paper towels, which demonstrated a lack of respect for children. We also suggested that children should use proper cutlery and plates instead of plastic knives and forks.

We reviewed the service's accident and incidents because of feedback from a parents/carer about an accident involving their child. We reviewed the accident form and found that although this contained some good detail, this was not consistent with other forms. It is often unclear how accidents have been dealt with or where these took place as staff are completing the forms differently. We asked the manager to review their current accident record to ensure it provided adequate details and discuss with staff how these should be completed to ensure consistency. The service should also provide staff with further information regarding when to contact parents/carers about accidents involving their child. A recommendation was made.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

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.

2. The service should review how children have access to resources and ensure that these are sufficient to meet all children's needs and likes. The service should consider introducing loose parts to contribute positively towards children's creativity and imaginative play.

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

3. To maintain clear, accurate records, the service should review their accident and incident recording, and when to notify parents/carers.

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

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

We observed staff to have built a good relationship with children. Staff told us they wanted to provide a good quality service and we generally open to any suggestions on how they could improve.

Staff worked between two out of school club in Carnoustie that were managed by the same parents committee. Staff were rotated on a regular basis with the aim of being familiar with all the children in each setting. When we spoke to staff during the inspection, some of them were unable to answer basic questions about the service at Burnside Primary School, as they perceived this as not being their service. We discussed this with the manager who was disappointed with their replies. The manager expected staff to work seamlessly between both services; however, this was not happening in practice.

Some staff had undertaken play work qualifications. These qualifications covered key play theory and skills required to provide a quality play environment for children. We saw little evidence of staff using this knowledge to provide a quality service, which was having a negative impact on the experiences for children. The staff team and the manager should refresh their play knowledge and identify improvements that could be made to the service so that children can experience a good quality service. The previous recommendation was continued.

Staff kept records of the training, learning and development opportunities they had received, however we saw little evidence of them reflecting on the impact of these opportunities. It is important for staff to reflect on their learning to ensure they maintain and develop effective knowledge, skills and values to help support good practice when working with children. Further information could be found at <http://www.sssc.uk.com/registration/registant-responsibilities/post-registration-training-and-learning>. A recommendation was made.

The manager had reinstated regular staff meetings since the last inspection. We reviewed some of these records and found that they were covering appropriate areas, although from our observations, it appears that staff were not always following the directions of the manager. We suggested to the manager that as part of her quality assurance systems she monitor the practice of staff, identify areas for improvement and act upon these.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. To ensure children have opportunities to develop skills and abilities that enable them to participate and enjoy play experiences the service should develop staff knowledge and understanding of play in relation to response and risk management.

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

2. 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

We identified significant issues with the service recruitment of staff. Some staff had started working at the service without all the appropriate recruitment checks being carried out to ensure they were safe to work with children, such as references and Protecting Vulnerable Groups (PVG) checks. One member of staff had not been recruited to work in the service, but had been working with children. We emphasised the seriousness of this to the manager, and the need for all staff to be recruited following current safer recruitment practices. All staff that had not been recruited following safe recruitment practices were not to work in the service until all appropriate checks had been completed. A requirement was made.

Whilst a quality assurance calendar was in place, we found this was not being used effectively to identify and address issues within the club. We discussed ways in which this could be more robust with regard to the managers' responsibility for undertaking audits. This would ensure that staff were carrying out all systems and procedures effectively, impacting positively on outcomes for children. A previous recommendation was continued.

On the first and second day of inspection, there were no policies and procedures available in the service. This meant that we could not audit some of the practices we observed within the service. A previous recommendation was continued.



When we met with the manager to provide feedback on the inspection, she was able to provide us with a copy of the services policies and procedures. These were in the process of being reviewed. We highlighted the importance to the manager of ensuring policies and procedures took account current best practice. A recommendation was made. The Care Inspectorate holds a range of best practice documents on the Hub website, which could be accessed at [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com).

The service had a service development plan in place; however, it was clear from our inspection, that this was not addressing some key issues within the service. The manager told us she was not fully confident in how to effectively develop and implement a service development plan. We signposted the manager to some guidance and agreed to provide some improvement support to help develop this area and others identified within this report.

## Requirements

### Number of requirements: 1

1. The committee must ensure that all staff working in the service are recruited in line with current safer recruitment practices, including obtaining satisfactory PVG and references before staff commence working in the service.

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) A provider must not employ any person in the provision of a care service unless that person is fit to be so employed.

Timescale - 19 January 2018.

## Recommendations

### Number of recommendations: 3

1. To support the ongoing improvement of the club it is recommended that the management develop a quality assurance system that is systematic and measurable. The system should include the regular review of service policies and procedures relevant to the safety, health and wellbeing of children. They should be based on current best practice guidance and legislation.

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 enable procedures to be followed effectively by staff and to ensure parents can access information about how the service cares for their children, policies and procedures should be accessible at all times.

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

3. The manager should ensure that she is aware of current legislation and best practice, and that senior staff are clear on their roles and responsibilities within the club.

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

**Grade:** 1 - unsatisfactory

## 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

To improve outcomes for children through participation and engagement, we recommend that the service reviews the current service participation strategy. We advise that the service considers how best to capture meaningful feedback from those using the service so that it can be included in the service self-evaluation and quality assurance systems.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 1: Being Welcomed and Valued, Standard 7: A Caring Environment, Standard 13: Improving the Service.

**This recommendation was made on 2 December 2014.**

#### Action taken on previous recommendation

Although the service had made some improvements to their participation strategy and how they gain feedback from parents/carers, there was still areas of improvement required. This recommendation has been continued.

## Recommendation 2

To ensure staff can respond appropriately to children's health needs it is recommended that the service reviews the children's health information. The information should give details about how to recognise and respond to the children when they become unwell. The medication policy, storage and permissions should be updated to reflect children's needs.

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

**This recommendation was made on 2 December 2014.**

### Action taken on previous recommendation

The service has updated their registration information to contain details regarding children's health needs, however there are still a number of areas that require improvement. Although this recommendation has not been met, it has been replaced with a requirement within the report.

## Recommendation 3

To ensure children have opportunities to develop skills and abilities that enable them to participate and enjoy play experiences the service should develop staff knowledge and understanding of play in relation to response and risk management.

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

**This recommendation was made on 2 December 2014.**

### Action taken on previous recommendation

There are still a number of areas of staff practice that require to be improved to ensure children's experiences are of good quality. This recommendation was continued.

## Recommendation 4

It is recommended that the manager holds monthly staff meetings to keep all staff up to date and involved in operational and practice matters.

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 2 December 2014.**

### Action taken on previous recommendation

We saw evidence of regular meetings being carried out with staff. The manager talked through some changes she had made to the format over the recent months. Although there were some improvements still to be made, this recommendation had been met.

## Recommendation 5

To support the ongoing improvement of the club it is recommended that the management develop a quality assurance system that is systematic and measurable. The system should include the regular review of service policies and procedures relevant to the safety, health and wellbeing of children. They should be based on current best practice guidance and legislation.

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 2 December 2014.**

### Action taken on previous recommendation

The service had a quality assurance system in place, however it was not identifying key issues within the service. This recommendation was continued.

## Recommendation 6

To enable procedures to be followed effectively by staff and to ensure parents can access information about how the service cares for their children, policies and procedures should be accessible at all times.

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

**This recommendation was made on 2 December 2014.**

### Action taken on previous recommendation

Although we were able to see policies and procedures within the service, this was not until the third day of inspection. These must be available at all times. This recommendation was continued.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
2 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Dec 2011	Unannounced	Care and support	Not assessed
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
16 Dec 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
15 Jan 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	Not assessed
17 Jul 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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