

The Dash Club Day Care of Children

Possilpoint Community Centre
130 Denmark Street
Glasgow
G22 5LQ

Telephone: 0141 336 8852

Type of inspection: Unannounced
Inspection completed on: 7 February 2018

Service provided by:
The Dash Club, an Incorporated
Association

Service provider number:
SP2010011248

Care service number:
CS2010275127

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

The service is registered to provide a care service to a maximum of 35 secondary school aged children up to 18 years with additional needs. Staffing ratios will be dependant on the individual needs of the children attending the service.

They will operate between the times of 3:00pm to 7:00pm, Tuesday, Wednesday and Thursday. To operate an Easter and Summer playscheme, 9:00am to 4:00pm, Monday to Friday. During the operating times the service will have the exclusive use of the main hall, GP room and meeting room at the Possilpoint Community Centre. The Service will also have the exclusive use of a sports hall, a multipurpose hall, a sensory room and swimming pool when at Ashton School, 100 Avenue End Road, Glasgow, G33 3SW. The Easter and Summer playschemes will operate at: Keppoch Campus, 65 Stonyhurst Street, Glasgow, G22 5AX.

We check services are meeting the principles of Getting it Right for Every Child (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

We wrote this report following an unannounced inspection which took place on 23 and 25 January 2018 and on 7 February 2018. We looked at how the service promoted nurture and inclusiveness. We gave feedback to the management team at the end of the inspection.

What people told us

Overall children and young people who attended the service were observed to be happy, relaxed and comfortable in their surroundings. They were supported to take part in what was going on at their own pace. Each person was treated as an individual and this helped them to make choices about their time in the service.

We had five Care Standards Questionnaires (CSQs) completed and returned to us during our inspection. Staff returned four CSQs. Overall parents indicated that they were very happy with the quality of care their child received. One parent indicated that they would like some more information as to what their child was doing at each session and a photo of staff. We spoke to the manager about this who will take these suggestions forward with parents.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own monitoring paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Children and young people were observed to be comfortable and happy within the service. They had a variety of sessions offering different activities such as swimming, basketball and aromatherapy. Sessions were linked to individual young peoples needs. Senior staff spoke with parents at the start of receiving the service to discuss their childs needs and link it to what the service could offer to support them. This was good, as it showed parents voices were valued and respected. We discussed how this could be improved. Personal plans were in place and contained specific information which provided a snapshot for staff to best support children and young people in their care. Staff knew children and young people well and were able to discuss with us how they individualised the support they offered. Respect, compassion and kindness were promoted by staff and this was evident on how children and young people treated each other. It highlighted the nurturing and inclusive environment that had been created.

The service had been through some management changes since the last inspection. Both staff and management advised that they felt valued and listed too. The management and staff team were committed to improving the lives of children and young people. Due to the changes on where the service was provided from, the management team had worked hard to nurture a good working relationship with the school to ensure that they provided the very best service. This was a work in progress due to staff changes at the school. The manager was at the beginning stages of developing the services new Improvement Plan. They had a good overall understanding of the direction of the service and what was needed to develop and take the service forward. The service planned to improve how parents engaged in the service with a view to them becoming more active in the day to day running of the sessions. This was good as it indicated the value of involving parents and how it would benefit the children and young people.

What the service could do better

Staff were not always deployed in a way to best support children and young people (see recommendation 1). We discussed how the service gathers information about children and young people to ensure that parents and young peoples input where appropriate (see recommendation 2). More focussed monitoring should be implemented by the provider to identify any issues, gaps and make improvements to how the service is provided (see recommendation 3).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The provider should ensure that staff deploy themselves so that children and young people are properly supported.

NCS 5 Early Education and Childcare up to the age of 16 - Quality of Experience

2. The provider should ensure that information gathered about children and young people is consistent, linked to their support needs and involves parents and young people as appropriate.

NCS 5 Early Education and Childcare up to the age of 16 - Quality of Experience

3. The provider should develop a monitoring system to assess and make improvements to the service. This could include but not be limited to;

- Staff practice

- Children and young peoples experiences

- How the environment was used

- Parental involvement

NCS 13 Early Education and Childcare up to the age of 16 - Well managed service

Complaints

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

Inspection and grading history

Date	Type	Gradings	
5 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Jan 2013	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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