

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

Burnside Primary School
Thomas Street
Carnoustie
DD7 7JY

Telephone: 01241 858337

Type of inspection: Unannounced
Inspection completed on: 30 April 2018

Service provided by:
KKC

Service provider number:
SP2008009577

Care service number:
CS2008169434

About the service

Kinloch Kids Club at Burnside Primary School, Carnoustie, 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, run Kinloch Kids Club at Burnside Primary School.

Children were cared for in the school dining hall and had access to the gym hall and computer suite as well as the school playgrounds. Other areas 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.'

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. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

There were 26 children present on the first day of the inspection and 23 present on the second. We saw children to be very happy, settled and relaxed within the service. Children told us they were happier in the service since they now get to play outside more often. Comments from children included:

'I think there is a lot of stuff to play with.'
'There are lots of pens and pencils.'
'There are tons of games.'
'I like that we get to play outside more.'
'We get outside most days.'
'I normally do drawing straight after snack.'
'I like going to the beach park during the holidays.'

We spoke to four parent/carers and took account of the ten completed parent/carers questionnaires. The majority of comments were positive with some areas for improvement highlighted. All parents/carers agree that they were happy with the quality of care and support their child received. Comments from parents/carers included:

'We get lots of feedback especially via Facebook.'

'My children are very happy and enjoy coming to the club.'

'The staff are rotated however my child has her likes and dislikes of staff...I don't often see the manager around.'

'I feel sometimes there could be more equipment for children to use, lots of odd things not age related.'

'Kinloch Kids Club is a valuable service to us, providing out of school child care at an affordable rate to allow both parents to work. The standard and quality of care and facilities are very good and both my children are very happy at the club.'

'I could not work without it. The ladies do a fantastic job.'

Self assessment

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

We discussed with the manager how the service had developed since the last inspection. They had been working through the action plan from the previous inspection. We provided some input into how robust quality assurance systems and a development plan should be used.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Children were provided with adequate care and support. We concluded this after speaking to children, parents/ carers and staff as well as observing the care provided. We also reviewed a range of paperwork to ensure it reflected children's care needs.

Children were happy, relaxed and confident while attending the service and generally talked positively about their experiences. Children we spoke to were content with the choices available to them and felt that this met their needs well. Children enjoyed being able to socialise with their friends and play after school.

Staff were knowledgeable about children's individual needs and were confident about how these were being met. We reviewed the service's registration forms to ensure appropriate information about children's safety, health and wellbeing were clear. We found that the information held was adequate. The manager shared with us updated registration forms that were to be implemented for all children over the coming months. We expected this to provide staff with clearer information on individual care needs as additional questions have been added for parents to complete. Children should be included in sharing information that is important to them during the completion of their registration form to ensure their views have been considered.

Children were supported to be safe and healthy through the effective procedures for the safe administration of medication. The manager had written new procedures since the last inspection and had taken account of best practice guidance available on the Care Inspectorate Hub. We audited all the medication held within the service and all associated paperwork and were pleased to see this was now clear, well organised and managed. Staff were clear on what medication they held in the service and why this was required.

Children were very keen to share their likes, dislikes and ideas with us during the inspection. They also did this well with staff through informal discussions. Staff did work hard to try to address their requests. We would like to see all children have the opportunity to share their ideas and provide feedback. The service should identify methods that are child friendly and effective to ensure all children can have a voice. See recommendation one.

Children received a health snack that was well presented and could be accessed when they were hungry. We observed children to wash their hands before eating. Children were also able to have a drink of juice or water. Staff should encourage children to sit and eat at the table instead of walking around the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children can share their views and that staff respect these, the service should have clear procedures in place to gain meaningful feedback and demonstrate how children's views are used to improve the service.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.' (HSCS 2.11).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children were cared for within the local primary school. They had access to the dining hall, gym hall, school playgrounds, adjacent woods and other areas of the school as agreed with the head teacher. The service provided a range of equipment and resources. Through our observations and discussions with children, we concluded the service provided an adequate environment.

The service had a clear procedure in place to ensure the environment was safe and hygienic for children to play, however the manager had identified that it was not always completed consistently. We conducted an audit of the environment and found the environment was safe however, the checklist should be reviewed to ensure it covered all areas of the service. We discussed these with the manager, who agreed to take these forward with staff.

Children had access to equipment and resources that were stored in a cupboard in the dining hall. Children were supported to choose and be independent in selecting toys and equipment to play with. The younger children were generally happy with the range of equipment however, the older children felt there could be resources that were more appropriate for them. The resources should be more varied to better cater for children's likes and interests. The manager had begun to look at developing the quality of resources available with a focus on open-ended and loose part resources. These would support children's learning, creativity and imagination further. See recommendation one.

Staff had worked on making the environment more inviting as a result of feedback from their previous inspection. Staff ensured children can choose to play as soon as they arrive in the service as resources are appropriately displayed. There are still some opportunities to improve this with the introduction of some comfortable space for children to sit and play, instead of having to sit at the school dining tables or directly on the floor.

Children were able to be active on a daily basis with opportunities to play outdoors. Children spoke positively about the opportunities for outdoor play. Children were able to choose how and when to play outdoors and staff respected this. This was a positive change since the last inspection. The service had some sports equipment; however, this was not used when playing outdoors, which was a missed opportunity. Instead, children played with skipping ropes, tyres and a football.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children have access to a wide range of quality resources that cater for their likes and interests the service should review the equipment and resources available with a specific focus on loose parts play.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.' (HSCS 2.27).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We found that the quality of staffing was adequate. We concluded this after observing staff practice, reviewing a range of paperwork and through discussions with staff, the manager and a representative of the committee.

Staff had received some basic training to update their core skills already in place. These covered areas such as first aid, food hygiene and child protection which promoted children's safety and health. The service had recently begun using an online training provider due to issues accessing local training. This enabled staff to access training at a time that was convenient to them.

Some staff had undertaken specific play work qualifications. Two members of the team had recently started their professional qualification. These qualifications covered key play theory and skills required to provide a quality play environment for children. We saw some evidence of staff using this knowledge; however, this should be developed further. 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. See recommendation one.

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 and how these positively affected children. 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>. See recommendation two.

We reviewed the staff recruitment records for the two newest members of staff to ensure staff were safely recruited. We found these to follow best practice guidance. This included interviewing new members of staff, carrying out background checks and receiving satisfactory references. Although the newest staff had not yet registered with the Scottish Social Services Council, which regulates social services staff in Scotland, the manager was aware this was yet to be completed. One of the staff members had their application in progress. All other members of staff were registered.

Staff had not received a one to one meeting with the manager for some time. These are important opportunities to identify key strengths of the staff team as well as any areas for improvement. We discussed the importance of these with the manager and why these should be reintroduced as part of the monitoring of staff. The manager was working with an external company to review all areas of staff management and would be introducing one to one meetings in the near future.

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.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

2. To identify if training, learning and development opportunities are having a positive impact on outcomes for children, staff should reflect on these opportunities and record their reflections.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership was adequate. We concluded this after reviewing a range of paperwork and through discussions with the manager.

The manager had begun to keep herself up to date with key changes that may affect the club. She had achieved this through reviewing information from the Scottish Out of School Care Network, the Scottish Social Services Council, Angus Council and through the Care Inspectorate Hub.

The committee and the manager had been working together to develop formal opportunities for parents/carers to provide feedback. They planned to do this with a series of online questionnaires. The initial focus of these will be the quality of snack provided to children.

The committee had been receiving support through representatives from Angus Council so that they could fully understand their roles and responsibilities. We suggested that the committee formally identifies who will take responsibility for different aspects of the service so that all committee members, the manager and staff are clear. See recommendation one.

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 manager's responsibility for undertaking audits. See recommendation two.

The service did not have an improvement plan in place. The manager told us she was not fully confident in how to effectively develop and implement a service improvement 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.

At the previous inspection, the service did not have their policies and procedures available within the service for staff or parents/carers. The manager has ensured copies of these are now available at all times. We reviewed a sample of the policies and procedures, which were all at different stages. The newest policies were of good quality; however, others had not been reviewed for some time. The manager was currently working through the policies and updating these where required. We suggested that the committee could provide some support in this area too.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children attend a service that is well-managed, clear roles and responsibilities should be established for the committee, the manager, senior staff and staff.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

2. To ensure children are attending a service that is of good quality and is focused on continuous improvement, 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.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

Grade: 3 - adequate

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

Previous requirements

Requirement 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.

This requirement was made on 17 January 2018.

Action taken on previous requirement

The service had reviewed all aspects of the administration of medication procedure to ensure this was robust and followed best practice guidance. The procedure was now clear for all staff to follow. We saw how the service dealt with new requests for medication to be administered and found this managed well. We audited all medication held and found that these were in date, stored appropriately and that staff had good knowledge about what medication was held and why. All medication paperwork had been newly created and followed best practice guidance. We were satisfied that these procedures protected children's safety and health.

Met - within timescales**Requirement 2**

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.

This requirement was made on 17 January 2018.

Action taken on previous requirement

Since the last inspection, the service had recruited two new members of staff. New staff recruitment folders had been developed which held all appropriate information relating to staff recruitment following best practice guidance. We reviewed both recruitment records and found that all appropriate checks had been completed such as interviewing new staff, obtaining two references and gaining PVG membership before allowing staff to work in the service. Both staff were in the process of registering with the Scottish Social Services Council.

Met - within timescales

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

Previous recommendations**Recommendation 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.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

The service had reviewed and updated children's registration information to ensure it contained enough information for staff to be able to care effectively for each child. The service were in the process of asking parents to complete the newly updated registration form. When the service merge their out of school clubs together, there were now improved procedures in place to ensure that information about all children in attendance is easily accessible at all times. We were satisfied that the service had addressed this recommendation.

Recommendation 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.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

The service had begun to consult children on activities and snacks on a regular basis, although this was not present during the inspection. The manager told us that although they received lots of feedback from children, she was not happy with how they addressed their requests. The service is still working on improving meaningful consultation, however children told us that staff listen to them more and are taking on board their suggestions. We have asked the service to continue to develop this area.

Recommendation 3

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.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

Through discussions with staff and children, and from our observations, we found that children now have daily access to outdoor play. Children told us this was a great improvement since the last inspection, as they like to play outside and could now run around and play football, skipping, running games or sit and relax. We were satisfied that the service had addressed this recommendation.

Recommendation 4

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.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

The storage and organisation of resources had been improved since the last inspection. Children were observed to freely access these during the inspection. We would still like to see the service develop the quality and range of resources further, including the use of open-ended resources. This would support children's creativity, problem solving, and imagination. We have asked the service to continue to develop this area.

Recommendation 5

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.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

The service had developed a specific form for recording all accidents and incidents. These were newly in place, so we were unable to review any completed forms. The manager had provided some training to staff on how to complete these, so that information was consistent. We were satisfied that the service had addressed this recommendation.

Recommendation 6

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 17 January 2018.

Action taken on previous recommendation

Two members of staff have recently started their SVQ Level 3 in Social Services (Children and Young People) course through a local college. This course will support their knowledge and understanding of childcare in general with a specific focus on the importance of play. We discussed with the manager the importance of allowing these members of staff to share their knowledge with other members of staff to continue improving the knowledge of the team. We have asked the service to continue to develop this area.

Recommendation 7

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.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

The service has provided staff with access to a wide range of online training. This included child protection, food hygiene, Getting it Right for Every Child approach and infection control. The manager had also undertaken these courses to update her skills and well as to ensure these courses were suitable for the service. The service had begun to put in place an audit of training to ensure they were continuing to meet staff needs. We were satisfied that the service had addressed this recommendation.

Recommendation 8

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 17 January 2018.

Action taken on previous recommendation

The manager had been receiving support from the committee to put in place an effective quality assurance system. We also gave further guidance during feedback on how this could be developed. As this is not yet in place, we have asked the service to continue to develop this area.

Recommendation 9

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.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

The service had reviewed a wide range of policies and procedures since the last inspection. These were kept within the club so that staff could access them at all times. We suggested that these could be displayed so that parents and carers could independently access them should they wish. We were satisfied that the service had addressed this recommendation.

Recommendation 10

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.

This recommendation was made on 17 January 2018.

Action taken on previous recommendation

The manager had reviewed a range of legislation, and best practice guidance since the last inspection and informally shared this knowledge with staff through the improvements made to the service. We found that staff were much clearer on their roles and responsibilities with the club as well as their knowledge of individual children. We were satisfied that the service had addressed this recommendation.

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
6 Dec 2017	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 1 - Unsatisfactory
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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