

Oscars @ Haddington OSC Day Care of Children

Haddington Joint Campus
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Type of inspection: Unannounced
Inspection completed on: 23 March 2018

Service provided by:
Out of School Scotland Limited

Service provider number:
SP2007009266

Care service number:
CS2008170524

About the service

Oscars @ Haddington OSC, referred to as 'the club' throughout this report, is one of 17 out of school care services provided by Out of School Scotland Ltd across Edinburgh and the Lothians. The club is registered to provide a care service to a maximum of 60 children, currently attending primary school, at any one time. The breakfast club element of the service can provide care to a maximum of 30 children, currently attending primary school, at any one time. During the summer holiday period care may be provided to a maximum of 10 children in transition between nursery and primary school. During this period care may also be provided to children in transition between primary and high school. The maximum number of 60 children attending at any one time must not be exceeded.

The club is situated in a purpose-built primary school campus which incorporates both Haddington Infant School and St. Mary's Primary School. The club is situated in the dining hall and they have use of a small room adjoined to the dining area, part of the school kitchen and the toilets. They also have access to a fully enclosed outdoor area which can be accessed from the dining hall by the children using the club.

The stated aims of the club include the following:

'To offer play and education opportunities in a safe, welcoming environment.

The club will provide a balanced range of activities.'

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

We spoke to many children during our visits to the club. We have added children's comments to our report as some comments indicate improvements which would improve the service. All the children we spoke to said that they liked the club and felt safe there.

We issued a care standard questionnaire as part of the inspection process. Ten of the forty questionnaires were returned to us. Nine of the ten agreed or strongly agreed that they were happy with the quality of care their child received in the service. Comments included:

'I cannot recommend the staff and service we receive higher! The staff (lead by an amazing lady) are always friendly and approachable, above all seem to know each child's individual needs, when they need support or comfort and also their little 'quirks' and individuality? They are fair and let you know if your child has misbehaved but deal with it entirely appropriately. Lots of opportunities for creative play inside and outdoors in summer months.'

'My daughter is new to after school care and absolutely loves it. The staff are all kind and welcoming, very child focused and always have time for a friendly chat.'

'I am very happy with how Oscars staff care for and involve my children.'

'The after school club used to provide a service where staff would accompany children to activities out with the club. This allowed the children to access other after school activities and allowed them to experience other

activities. This service was withdrawn and we were told it was for business reasons. I feel that my child is now disadvantaged because I work and can't access these activities. For a while there were lots of young inexperienced staff however this has changed in recent months. I do however feel it offers a childminding service as opposed to a child learning and development service.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. The service plan was not based on quality assessment and we have commented on quality assurance in the theme for management and leadership.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We spoke to a significant number of children during our visits. Children said that they liked the club and the staff group. Staff were described as kind and funny and older children said they felt that staff respected them. We could see that staff knew the children in their care well and responded to them very positively.

Children told us that they had helped to develop the club rules and knew them well. They told us that they talked about rules with staff and had developed new ones at the start of the Autumn term. The provider had developed a behaviour management strategy to support staff which detailed how unwanted behaviour would be managed and positive behaviour promoted. This included time out where a child needed to be removed from a dangerous or confrontational situation. The manager was asked to remind staff that where time out was used that the club procedure was followed to ensure incidents of time out were recorded and discussed with parents. This would help to identify if there were triggers or alternative ways of handling children's feelings before behaviour escalated.

We sampled some children's files to assess if enough information was collected to meet care and support needs. Most files we looked at were complete and we could see that there was now a method for updating information at least once every six months. There were some files which were not complete. For example one did not have the section which asks about health care and medical needs, one stated that medication was not required but medication for that child was held in the service. We spoke to the manager about the auditing of these files and suggested that it needed to be more robust and thorough to ensure accurate and complete information was collected. (See recommendation one.)

There was a clear medication policy and procedure which had been developed by the provider. We found that some aspect of this procedure were not being followed, such as ensuring that medication was stored in a sealed container along with the child's medication plan for easy access. One parent had indicated that their child

needed an inhaler but had not provided it and some permissions for long-term medications needed to be updated to ensure that the medication was still required. (See recommendation two.)

We spoke to staff about child protection and training that they had received. Most staff had up to date child protection training provided by the provider. Where training had not been provided by the provider staff had knowledge through their alternative employment. We talked to staff about the national strategy of Getting it Right for Every Child (GIRFEC) and the wellbeing indicators safe, healthy, active, nurtured, achieving, respected, responsible and independent (SHANARRI) and how these linked to protection of children. Some further work was needed with staff to make them more aware of GIRFEC and the relevance of SHANARRI in their day-to-day work with children.

Planning for play activities was in place and included significant input from children, which included them in the life of their club and promoted choice. A description of an activity and the outcomes of that experience was noted where a planned activity had taken place. However this needed further development as not every activity will meet all of the SHANARRI wellbeing indicators. We spoke to the manager about how this could be improved and suggested the use of a scrap or floor book which could include photos, pictures and comments. These could then be linked to the SHANARRI indicator appropriate for the activity.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To make sure that information held in children's files is accurate and sufficient to meet care and support needs the manager should improve the methods of auditing. This should include cross referencing children's information with medication information and additional support plans. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.
2. To meet the health needs of children the provider should ensure that the medication procedure is adhered to by staff. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The club had a large area to use for children's play. The space was a dining hall with a smaller side room adjoining it. It was difficult for staff to make this area have a club feel but good efforts had been made through the use of notice boards and displays. Children told us that they did feel that the space was theirs but made some suggestions to us about changes they would like. This included a comfy area for reading and chatting with friends. We have asked the manager and staff to have discussions with children about the layout of the room and range of resources.

At the last inspection staff were asked to provide a greater range of resources and opportunities for older children. This had been started but younger children we spoke to did not understand why they could not access the area. We have suggested to the manager that additional thought and discussion needed to be given to placement and purpose of the area for older children. A chat with all children about why there is a separate area for older children would help younger children understand the concept better.

The provider had developed a range of procedures to ensure that children and the environment were kept safe. We spoke to staff who understood the concepts of offering risky play to promote confidence and independence. A member of staff had begun to promote the use of loose parts for outdoor play which is clearly linked to improving creative and problem solving skills. This concept needed to be pushed forward by the manager and provider for indoor and outdoor experiences.

There were good opportunities for outdoor play and children told us that this was one of the best parts about coming to the club. On the days of our visits children could choose to go out if they wished and were well supported by staff when outdoors.

Snack was provided for children at the start of the session. This was a rolling snack and children came and helped themselves. We have asked that where children are having tea, as requested by parents, or a later snack that this is supported by staff. We noted that some children retrieved snacks from their school bags and ate them through the session and that children having tea were not offered a drink. To make sure that snack and meal times meet good practice guidance we have asked the manager to ensure that these times are supported by a staff member.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff in the club were thought of highly by parents who responded to our questionnaire. We noted that they were calm and kind in their responses to children in the club and children told us that they liked staff and that they were good fun.

Some staff had received regular support and supervision sessions which they said were valuable to discuss their professional progress. We noted however that not all staff had received these sessions. There was an appraisal procedure in place but again not all staff had received an appraisal in the last year. In some cases appraisals, including that of the manager, were last carried out in 2015. The lack of a consistent appraisal system meant that the impact of training was not being effectively assessed and discussed with staff to identify further training needs. (See recommendation one.)

We talked to staff about the Scottish Social Services Council (SSSC), training and further qualifications. All staff were registered with the SSSC which is responsible for the social care workforce development in Scotland. As part of the drive to raise to standards of practice and increase the protection of the public, employers of social service workers have a duty to discuss and plan with their employees how they will meet their SSSC requirements for registration. Two staff were registered with a condition which both indicated they did not intend to meet. The provider should discuss this further with staff and have a plan of additional training to ensure that they had the skills and knowledge to fulfil their professional role.

Two staff members had received a good range of training from their additional employers. Some training had been provided by the provider and staff said that if they asked to go on training this was generally accommodated. We identified that staff needed to increase their knowledge on some key strategies such as GIRFEC and the use of the SHANARRI wellbeing indicators. Information and reading on current childhood practices and topics such as loose parts, promoting positive behaviour and childhood mental health would further extend the skills of staff. (See recommendation two.)

We looked at staff files to assess the range of training and quality of appraisals. Work needed to be carried out to ensure that all staff had a personnel file in the service which tracked their qualifications, training course, support and supervision and up to date appraisals.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to develop the workforce to better meet positive outcomes for children regular appraisals should be carried out by internal and external managers. This will help to ensure that the quality of staff is monitored and maintained. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.
2. To increase professional knowledge of staff the provider should increase the opportunities for a greater range of courses and signposting to local and national good practice guidance and strategies. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

There was a good range of information about the club and wider organisation displayed for parents and children. Staff were observed to have very positive relationships with parents and on the whole gave a good level of information about the child experience at the end of their session.

Children told us that staff asked them about activities and what they enjoyed. We saw evidence that staff used children's comments to plan additional activities and make some improvements. Parents indicated that they felt

involved in providing feedback. Further work could be done to gather ideas, thoughts and suggestions for the purpose of more in-depth quality assurance.

To help with communication and team building the manager of the service held regular team meetings to share information from the wider organisation and to share practice or information about children's needs where appropriate. The manager attended club manager meetings every three months where managers from the wider organisation got together to discuss how clubs were performing and any emerging issues and organisational changes.

The manager had a good idea of how the club was performing. A senior manager from the organisation attended the club regularly to offer support and information. There was an operational plan which detailed some developments which staff wanted to make to the service. Although this was good practice it was not an action plan based on an assessment of the quality of the service. We talked to the manager about the need to start the process of evidenced based evaluation of the service. This would help them to develop a plan for improvement. We suggested that as a starting point the manager may wish to do this in stages rather than take the service as a whole. (See recommendation one.)

There had been some auditing procedures carried out in the service. As mentioned earlier in this report auditing needed to be more robust to ensure that issues were identified and addressed with staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To provide an evidence based assessment of the service the manager and staff should develop a procedure for evaluating the service. This will enable them to develop an action plan for the further improvement of the service. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - 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

Requirement 1

In order to ensure that medication is administered to children safely the provider should ensure:

- consent forms for long-term medication are completed for all children who require medication to be

administered by staff and they are reviewed with parents in line with legislation,
- consent and recording forms must be completed for those children who self administer their medication.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/SSI 210 Regulation 4(1)(a) and (b) Welfare of Service Users and refers to the good practice document 'Medication in Daycare and Childminding Services'.

Timescale by: 5 May 2017.

This requirement was made on 15 March 2017.

Action taken on previous requirement

We have deemed this requirement to be met. However further work was required regarding medication and a further requirement has been made.

Met - within timescales

Requirement 2

In order to ensure that all staff are fully aware of child protection and how to deal with any welfare concerns in relation to the children using the service the provider should ensure:

- All staff undertake child protection training and their understanding of their learning is verified by the senior management team on a regular basis.
- The service's child protection policy is reviewed and updated to ensure it is made clear to all staff how to identify a welfare concern and how to progress this information to ensure the safety of the children using the service.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulation 2011/SSI 210 Regulation 4(1)(a) and (b) Welfare of Service Users.

Timescale: Within one month of receipt of this report.

This requirement was made on 15 March 2017.

Action taken on previous requirement

We have deemed this requirement to be met. However we have made a recommendation in this report regarding further training for some staff on national strategies such as GIRFEC, which links clearly to child protection.

Met - outwith timescales

Requirement 3

In order to ensure that the service adheres to the child:staff ratios as stated on their certificate of registration the provider must ensure that there is always enough staff present when the service is operating.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulation 2011/SSI 210 Regulation (4)(1)(a) - Welfare of Service Users.

Timescale: With immediate effect.

This requirement was made on 15 March 2017.

Action taken on previous requirement

On the day of our visits the club was operating within their conditions of registration. The manager confirmed that since the last inspection staffing levels had improved due to further recruitment.

Met - within timescales

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

Previous recommendations

Recommendation 1

The manager should ensure that all information held on the children using the service including personal plans should be reviewed with parents a minimum of once every six months in line with legislation and a record of this should be kept. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing and Standard 6 - Support and development.

This recommendation was made on 15 March 2017.

Action taken on previous recommendation

There was evidence that information held on children was reviewed every six months. This recommendation was met.

Recommendation 2

The manager should review the resources and activities on offer daily to ensure the older children attending the service have their needs met by being stimulated by what is on offer. National Care Standards Early Education and Childcare up to the age of 16
Standard 5 - Quality of experience.

This recommendation was made on 15 March 2017.

Action taken on previous recommendation

We have commented further on this in our report but the club had taken action to increase the range of resources for older children. This recommendation was met.

Recommendation 3

The manager should ensure that the club's food storage practices are enhanced in order to promote the health of the children National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and well-being.

This recommendation was made on 15 March 2017.

Action taken on previous recommendation

Food storage was appropriate. This recommendation was met.

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
15 Mar 2017	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
30 Jan 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
21 Aug 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak
1 Mar 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
15 Dec 2010	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Aug 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
4 Nov 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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