

Kinross After School Club Day Care of Children

Kinross Primary School
Station Road
Kinross
KY13 8TG

Telephone: 07971 636499

Type of inspection: Unannounced
Inspection completed on: 26 March 2018

Service provided by:
Kinross After School Club

Service provider number:
SP2003002176

Care service number:
CS2003010128

About the service

Kinross After School Club registered with the Care Inspectorate in 2002. It is registered to provide a daycare of children service. The service operates during school term time, from Kinross Primary School, where a maximum of 30 children aged 5-12 years children can be cared for after school. The service moved to the new build school in December 2017. The club has use of the dining hall, an adjoining dual purpose office/kitchen room and also has use of a cordoned off, outdoor area while landscaping work is being carried out.

Aims of the service include:

- to offer a safe, happy and warm environment for all children
- to help children develop responsibility
- to encourage a positive attitude
- to work with parents to provide high quality play
- to carry out regular monitoring of the provision

A voluntary group of parents, who form the committee, are the providers of Kinross After School Club. The committee have overall responsibility for the manager, staff and have an overview of the club. The day to day running of the club is the responsibility of the manager.

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. These are often referred to as SHANARRI.

What people told us

As part of the inspection process, we gather the views of parents. Ten parents were given Care Inspectorate questionnaires in August/ September 2017 and seven were returned. All strongly agreed or agreed they were happy with the overall quality of care their child(ren) received in the service.

We also spoke to six parents as they collected their children from the club who spoke very positively about the club and the staff.

Comments from parent questionnaires and parents we spoke with are noted below and throughout the report.

- 'There's been a lot of change. The club seems a lot more structured. Staff are always very approachable. My child has always been happy coming here, loves the staff, they're very hands on.'
- 'It's all very good, very positive.'
- 'We get good updates on what they are doing. Staff are very professional and good at their jobs.'
- 'The changes have been very positive and well communicated. As parents we've been asked throughout.'
- 'They manage the kids going to extra curricular clubs such as French club. It's good they don't miss out.'

We spent time in the club during two after school sessions. We observed the children as they played and discussed their experiences individually and in small groups. We observed the children to be confident, relaxed and fully engaged in a wide variety of activities. They talked positively about their time at the club.

Comments from children are noted below and some are noted through out the report.

- 'I like playing outside, we go out nearly every day.'
- 'We get to chat to our friends.'
- 'I like the big bean bags, I can choose to do my homework and read books.'
- 'I'm really happy here. I like the people and I've made friends.'

Self assessment

The Care Inspectorate did not ask daycare services to submit a self assessment this inspection year.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

During the inspection we evaluated the quality of care and support as good.

The children arrived at the service happy and relaxed. Staff checked the register to ensure all children expected were in attendance. Children were familiar with the routine of going outdoors at the start of the session. They quickly became involved in a wide range of outdoor activities which provided opportunities for active, energetic play. We could see the children were busy and purposeful directing their own play. Children told us they had been involved in the selection of new outdoor resources and consulted about the kind of activities they wanted to do at the club. Children played games and happily shared scooters and cars. The overall behaviour of the children was very good.

We talked to children during their play. All comments were very positive. There was a good sense of belonging. They told us they enjoyed the activities and their time at the after school club. We talked to the manager about the use of more open-ended resources or 'loose parts' play which stimulate children's imagination and creativity. More information about this is available on the Care Inspectorate Hub at www.hub.careinspectorate.com

We saw staff knew the children well and they had good, respectful relationships with each other. Children chatted with staff and told us they were helpful and approachable. There was laughter and fun.

We found a healthy snack was on offer at both sessions we attended. Children told us they were regularly asked about the type of snack they liked, there was always a choice and they were encouraged to eat healthily. Favourite snacks were cucumber and carrot sticks, yogurts, bread sticks and hummus and there was always a choice of fruit. All children were offered snack when they came indoors from the outdoor session. This resulted in queues for hand-washing and accessing snack. Staff were well organised, had prepared snack and were involved in serving it. We discussed the possibility of introducing a café style snack. This would minimise disruption to children's play and support their independence through providing the opportunity to be involved in the preparation of snack and to serve themselves.

Children's registration documents and medication and allergy records had recently been reviewed and updated with parents. Medication was stored safely in a locked filing cabinet in the office. Protocols for each child on medication were in place as was a system for checking and updating this information. Allergy and intolerance information was available in the office. All staff were aware of this, ensuring they could act appropriately should the need arise.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

During the inspection we evaluated the quality of the environment as good. We looked at the opportunities for children, the suitability of the environment and the experiences available.

The club had recently moved to the new build Kinross Primary School. The environment was maintained to a high standard, being clean, tidy and safe. Displays of children's work reflected their input to the ethos of the club, with posters reinforcing being respectful to each other and staff, caring for the environment and highlighting what was important to them. A parent zone situated near the secure entry door, contained staff names, signing out register, current newsletter and other information for parents, to keep them well informed about the club, seek their views and encourage their participation.

The club had use of the school dining hall, an office / kitchen room, a large resources cupboard and direct access to an outdoor tarmac area with picnic tables. Part of the outdoor area was cordoned off as some building work was still on-going. During this time, it was considered safer if all staff and children were outdoors together. For the first part of the session, everyone played outdoors then came indoors for snack and indoor play. We discussed the benefits of free flow play with the manager and she agreed to consider this.

The dining hall was laid out in clearly defined zones. There was a quiet relaxation area, table top games, construction, art / craft etc. We observed all zones being used by individuals and small groups of children throughout the session. Children were fully engaged in a wide range of activities of their choice which suited their ages, stages of development and interests.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

During the inspection we looked at the recruitment procedures for staff, SSSC registration, staff training and staff and volunteer interaction with children. We evaluated the quality of staffing to be adequate.

We reviewed the recruitment of staff to ensure this had been completed safely and followed best practice. We found the recruitment procedure could be improved to ensure all necessary steps were completed before employing a member of staff. For example, a member of staff had been employed prior to the receipt of an updated disclosure. We discussed this with the manager who agreed to review recruitment procedures with the provider. We signposted the service to the 'Safer Recruitment through Better Recruitment' guide to help employers meet existing legislative and regulatory requirements. This is available on the Care Inspectorate HUB at www.hub.careinspectorate.com

We found staff were registered with the Scottish Social Services Council (SSSC) A new member of staff was in the process of applying for registration. Although the manager and staff were registered with SSSC, they need to ensure they are registered under the correct category. We discussed this with the manager who agreed to do this as a priority.

The manager had identified priority training needs with the staff. and a training plan was under development. We discussed the importance of staff keeping a log of training and a note of how the training had influenced their practice in order to maintain their registration with SSSC. Two members of staff held first aid certificates and child protection training was updated annually. Staff were confident in the procedures to follow should they have a concern about a child. All staff had enrolled for Food Hygiene training. A system for recording continuous personal development and staff reviews and appraisals was under development. As this is implemented, staff knowledge and skills will be valued and further training needs identified which will support the ethos of continuous improvement to ensure good outcomes for the children.

We saw staff and children had good relationships with each other. We observed children and staff speak and behave respectfully to each other. Staff recognised children's interests, engaged well with them and were responsive to their needs. Children discussed their ideas and staff supported them in choosing resources to develop their interests and play.

School children, involved in the Duke of Edinburgh Award Scheme, attended the club as volunteers. We found they had good relationships and interactions with the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children are cared for by staff who have been safely recruited, the provider should review all aspects of their recruitment procedure to ensure it follows best practice including staff recruitment records.

National Care Standards, Early Education and Childcare up to the age of 16
Standard 12: Confidence in staff and Standard 14: Well-managed service.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Through discussions, observations of practice and auditing paperwork, and previous regulatory history, we concluded the overall management of the service was weak.

Since the last inspection the service had moved to the new build Kinross Primary School. We recognise the commitment, time and effort taken by the provider (Voluntary Management Committee), former Manager and new Manager to make this as smooth a transition as possible for the children attending the club. Perhaps because of this focus some management and leadership tasks had been overlooked.

The provider did not notify the Care Inspectorate the service had moved in to the new school. See Requirement (1)

The provider had recently appointed a new manager. The provider did not notify the Care Inspectorate. We received the notification of change of manager soon after our visit. The service is now in receipt of an accurate certificate of registration. We recommend the provider accesses the document 'Records that all registered care services (except childminding) must keep and guidance on notification reporting' (<http://hub.careinspectorate.com/media/481042/records-that-all-registered-care-services-must-keep-and-guidance-on-notification-reporting.pdf>), in order to be aware of all the events which they need to formally notify us about. This should help them to fully meet their obligations as a registered provider of a care service.

The Provider and Manager had discussed roles and responsibilities and it was agreed the manager would take responsibility for additional duties whilst working closely with the committee to ensure all outstanding and identified tasks are actioned.

The Manager had day to day responsibility for the club and the staff. She described how she had begun a full audit of the service to identify areas that were working well and where improvements were required to ensure the service performed well. The provider did not submit an action plan to address recommendations as requested after the last inspection. Some of these were ongoing at the time of the inspection. The manager discussed the areas she had already identified and updated. This included observing staff practice, auditing training, checking and updating children's registration details, checking storage and administration of medication etc. Many of these checks had previously been informal.

To ensure best outcomes for children the manager was well aware that records, plans and policies needed to be kept in accordance with national and local guidance. She had a comprehensive action list and was systematically addressing priority tasks such as updating job descriptions, policies and procedures, staff contracts, staff training and appraisals, all of which were not yet fully in place.

Although the evidence we found at inspection results in a grade of weak, we found the manager had a clear vision for the service. She was working with the provider and staff to focus on the development of more robust systems to support improved outcomes for children.

Requirements

Number of requirements: 1

1. In retrospect, the provider must notify the care inspectorate of the move to new premises. The provider must provide the care inspectorate with a copy of the completion certificate for the building, the floor plans for the areas used by the after school club, send a fire safety check list to the fire service and send a fire safety notification to us within one month of the receipt of this report.

Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114), Regulations 19-24

the Care Inspectorate also publishes notification requirements (under section 53(6) of the Act), details of which can be found on our internet Notifications page.

Recommendations

Number of recommendations: 0

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

It is recommended that the service reviews the opportunity for outdoor play during the construction work around the school. Robust risk assessments should be carried out for any area identified.

National Care Standards early education and childcare up to the age of 16

Standard 3: Health and wellbeing

This recommendation was made on 31 October 2016.

Action taken on previous recommendation

The service did not submit an action plan to address the recommendation. The club has moved to new premises. Construction work is still being carried out. Risk assessments and strategies are in place.

Recommendation 2

The service should continue to develop an effective system for identifying and monitoring staff skills and identifying development needs of the manager and staff. This system should be sufficiently challenging and lead to improved outcomes for children.

National Care Standards early education and childcare up to the age of 16

Standard 12: Confidence in staff

Standard 14: Well-managed service

Standard 4: Engaging with children

This recommendation was made on 31 October 2016.

Action taken on previous recommendation

The service did not submit an action plan to address the recommendation. The provider and new manager have begun to develop an effective system for identifying and monitoring staff skills and identifying development needs of the manager and staff.

Recommendation 3

The service should continue to develop the participation and involvement of the children and parents using the service. This should be recorded to show how all children and parents are involved.

National Care Standards, Early Education and Childcare up to the age of 16

Standard 6: Support and Development

Standard 1: Being welcomed and valued

This recommendation was made on 31 October 2016.

Action taken on previous recommendation

The service did not return an action plan to address this recommendation. The provider and manager have begun to introduce ways to support and record the children and parent's involvement in the service.

Recommendation 4

To protect the health, welfare and safety of all service users the service must ensure that all necessary policies and procedures are in place and are regularly reviewed and updated.

National Care Standards early education and childcare up to the age of 16

Standard 12: Confidence in staff

Standard 14: Well-managed service

Standard 4: Engaging with children

This recommendation was made on 31 October 2016.

Action taken on previous recommendation

The service did not return an action plan to address this recommendation. The provider and manager are in the process of reviewing and updating all necessary policies and procedures.

Recommendation 5

The committee should involve children and parents in a review of the aims and objectives of the club. This is to ensure that they accurately reflect the daily routines and activities within the club.

National Care Standards early education and childcare up to the age of 16

Standard 12: Confidence in staff

Standard 14: Well-managed service

Standard 4: Engaging with children

Standard 1: Being welcomed and valued

This recommendation was made on 31 October 2016.

Action taken on previous recommendation

The service did not return an action plan to address this recommendation. The provider and manager have plans to involve children and parents in a review of the aims and objectives of the club to ensure that they accurately reflect the daily routines and activities within the club.

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	
27 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
10 Nov 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
10 Dec 2014	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
20 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
23 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Mar 2009	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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