

Holmston Out of Skool Club Day Care of Children

St. Andrew's Parish Church Halls
Park Circus
Holmston Road
Ayr
KA7 2DL

Telephone: 01292 285960

Type of inspection: Unannounced
Inspection completed on: 8 May 2018

Service provided by:
Holmston Out of Skool Club

Service provider number:
SP2004933094

Care service number:
CS2003036709

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Holmson Out of Skool Club is registered to provide a care service to a maximum of 40 children aged four years and above in St Andrew's Parish Church Halls, Park Circus, Ayr

Holmson Out of Skool Club is provided by a voluntary management committee. A manager is responsible for the day-to-day running of the service and the quality of care.

A full statement of the service aims and objectives is available.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

Prior to inspection, we sent 13 care standards questionnaires to the manager to distribute to parents using the service. We received five completed questionnaires prior to this inspection. The respondents to our questionnaire agreed that they were happy with the quality of care provided by the service. Comments made included:

"My son is always excited to go to Holmston Out of Skool Club. The staff engage with all the parents and are excellent at involving the kids."

"I feel confident in the service, the staff are happy and chatty. My son says they ask him what he likes to do, eat and play with."

"Good range of activities for the differing age range in the afterschool club. In nice weather they are outside playing with the kids."

"Staff know the children and what they like to do and encourage this, but also encourage them to try new activities."

During our inspection we spoke with 14 children who were eager to tell us about their time in the service. The children told us they enjoyed attending the out of school club, they liked the staff and they enjoyed playing with their friends. We observed the children enjoy taking part in a range of activities.

Throughout this report, any reference to 'parents' also includes carers and guardians.

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. 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	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children and staff had formed positive relationships. Children were seen as settled and secure in the service. The children told us they had been consulted on snack menus during school term times and contributed their ideas for resources, outings and the activity plan. Routines and plans considered children's interests and viewpoints. This contributed to children's well being as we observed confident, happy children engaged in a range of play activities.

Children were supported to learn about healthy lifestyles within the service. We saw that they were familiar with routines in the service, we saw the children appropriately washed their hands and we saw them obtain tissues to wipe their nose. Children were confident within the service and were aware that there were rules in place to promote positive behaviour.

We looked at children's records and saw that staff had recorded mandatory and additional information. Discussions with staff indicated a good level of understanding of the needs of individual children. We found personal plans in place for the children whose files we sampled. These identified how staff would meet each child's individual needs using the SHANARRI well-being indicators. However, we found that children's involvement in their own plan was not evident and some of the plans we sampled were not reviewed in line with the current legislation (recommendation 1).

During this inspection we sampled medication records. We felt that the service had considered how they would manage children's medication. We asked the manager to further expand the medication records. The manager agreed to do this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Holmston Out of Skool Club should expand children's personal plans to include children's involvement in their own plan. They should also ensure reviews of the children's personal plans being undertaken with parents/ carers at least every six months or sooner if required.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices (HSCS 1.15)

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the accommodation to be clean and welcoming. A combination of risk assessment, and daily visual checks helped staff to ensure that the playroom and the other areas were safe and suitable for the children using the service.

During our inspection, we found a range of resources were readily available to the children. Children were seen to access toys and resources independently. The service had a notice board area with a range of relevant information available for parents to read. We found this welcoming for both parents and children.

We saw that the service had relevant insurance in place. Accidents and incidents were appropriately recorded and we saw that these had been shared with parents.

During this inspection we saw that on occasion children entered into the kitchen area unsupervised. The kitchen risk assessment stated that children would not enter the kitchen area unsupervised. We have asked the staff to ensure that a member of staff is always present if the children enter the kitchen area. The manager and staff have told us that they will ensure.

First aid equipment was available for the treatment of minor accidents and the service had trained first aiders.

During our inspection, we observed at 5.40pm two people entered the hall unsupervised and unchallenged by staff whilst the service was operating. We asked who they were and we were told they were from the group who used the hall after the out of school service finished at 6pm. We advised that unauthorised people should not enter the service whilst the out of school service was in operation. We then asked the manager to show us the risk assessment for their hall security whilst other users are in the building. The manager told us that they did not have a specific risk assessment for this. We advised the manager that they should be aware of and have in place operational procedures that affect security covering external door monitoring and visitor monitoring including monitoring visitor arrival and reason for their visit by requiring them to sign in and out (requirement 1).

Requirements

Number of requirements: 1

1. Holmston Out of Skool Club must ensure that by 28 May 2018 only authorised persons have access to the hall during the times the service is operating.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities (HSCS 3.20). It is also necessary to comply with regulation 4(1)(a): A provider must make proper provision for the health, welfare and safety of service users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services), Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The staff is a small team consisting of a manager, deputy manager and practitioners. New staff were seen to have integrated well into the existing team working together effectively.

Staff are registered with the Scottish Social Services Council and are aware of their responsibility. As part of this staff have to keep records of training. We suggested staff update their child protection awareness knowledge.

Parents and children have opportunities to get to know staff well. They are invited to visit the setting before their child starts allowing them to meet the staff. We observed the relationship between staff and parents at drop off and pick up times. We saw that relationships were warm and friendly, staff spoke with parents who wished to discuss their child.

Positive relationships existed between staff and children. Children were treated with respect as staff created good opportunities for play, joining in with children to extend play. Positive role modelling between staff created a nurturing environment. Children were welcomed by staff who showed an interest in what they had to say offering encouragement and celebrating in their achievements. Children presented as confident that their needs would be met in the care of staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager and staff team were seen to have worked hard towards establishing a solid foundation from which they could continue to develop the service. We found that the manager and staff team were keen to improve and were committed to developing the service.

We saw evidence that the manager had sought advice and guidance to help the service improve. We viewed the service improvement plan and felt that it could be further developed. We have asked the manager to expand this to include the outcomes of changes they make and what impact these have on the outcomes for children.

We have asked the manager to check if her service required to register with the Information Commissioners Office. The manager told us she would do this.

To ensure that children are safe and protected from potential online risk we asked the manager to review the services online safety policy and procedures. We have suggested that they use NSPCC website to expand their knowledge and understanding of current online safety advice.

During this inspection we discussed quality assurance systems with the manager. We sampled some of these and found them to be in the early development stage. In order to support the evaluation and development of quality experiences that support children's physical skills, growth and development we have asked the management team to continue to develop quality assurance systems, including monitoring procedures (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management of the service should continue to develop a systematic approach to the improvement of the service. They should ensure that there are effective procedures in place for monitoring all aspects of the service, including staff practice and the safety of the premises.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 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

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

Holmston Out of Skool Club should expand children's personal plans to include reviews of the children's personal plans being undertaken with parents/carers at least every six months or sooner if required.

National Care Standards, early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Holmston Out of Skool Club submitted an action plan to the Care Inspectorate on 2 August 2017. They wrote; New registrations are due to be completed by all new and existing service users in August/September so personal plans will be completed by the staff within the 28 days timeframe this will be shown to the parent/carers. These plans will be updated as required with new information from the parent. All personal plans will be reviewed after six months, staff will consult with the parent/carer and sign it.

During this inspection visit on 8 May 2018 we saw that the service had undertaken a review of the children's personal plans, however, we found that children's involvement in their own plan was not evident and some of the plans we sampled were not reviewed in line with the current legislation.

This recommendation is: not met.

Recommendation 2

Holmston Out of Skool Club should expand the range of activities to ensure that they provide challenge for the older children.

National Care Standards, early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Holmston Out of Skool Club submitted an action plan to the Care Inspectorate on 2 August 2017. They wrote; All staff will sit down with the older children and discuss what activities they would like. We aim to provide better outcomes for the older children and make them feel challenged in their time at club.

During this inspection visit on 8 May 2018 we spoke to some of the older children who were in attendance. The children told us that the staff had asked them for ideas on what they would like to do at the club and that new resources had been purchased, they also told us that they were happy with the range of activities available to them at the club.

This recommendation is: met.

Recommendation 3

Holmston Out of Skool Club should expand their risk assessments to include children's access to the kitchen area. They should identify areas and items that pose a potential risk to the children and the measures they put in place to minimise the risks.

National Care Standards, early education and childcare up to the age 16 - Standard 2: A safe environment.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Holmston Out of Skool Club submitted an action plan to the Care Inspectorate on 2 August 2017. They wrote; A Risk Assessment has been completed and updated with immediate effect to include safer measures regarding use of the kitchen area. No child will enter the kitchen unsupervised. All drinks will be readily available in the main room now which is always fully supervised.

During this inspection visit on 8 May 2018 we saw that a risk assessment had been completed which identified that children should be supervised at all times within the kitchen area. During our inspection we saw some children entering the kitchen unsupervised.

This recommendation is: not met.

Recommendation 4

Holmston Out of Skool Club should expand the daily attendance register to allow the staff to identify all persons within the service at any given time. This should include times children are collected from the service.

National Care Standards, early education and childcare up to the age 16 - Standard 2: A safe environment.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Holmston Out of Skool Club submitted an action plan to the Care Inspectorate on 2 August 2017. They wrote; All staff will ensure every parent signs the register at pick up time. A clock has been purchased and placed directly next to the sign out book so all parents can include the time.

During this inspection visit on 8 May 2018 we saw staff supervise children's collection from the service and that a clock was easily viewable allowing the time of collection to be recorded. We did find a few occasions where parents had omitted the time they collected their children, however, the manager told us that she would take steps to ensure that the attendance register is completed fully.

This recommendation is: met.

Recommendation 5

Holmston Out of Skool Club should further develop staff supervision and staff monitoring systems.

National Care Standards, early education and childcare up to age 16 – Standard 12: Confidence in staff.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Holmston Out of Skool Club submitted an action plan to the Care Inspectorate on 2 August 2017. They wrote; All staff will have informal discussions monthly so they know what is expected of them. Senior staff will implement more regular supervision to take place approximately every 12 weeks.

During this inspection visit on 8 May 2018 we saw that staff have opportunity to discuss their work on a regular one to one basis with the manager they also have regular supervision every three months. In addition, they complete an annual staff performance appraisal.

This recommendation is: met.

Recommendation 6

Holmston Out of Skool Club should further develop rigorous and systematic quality assurance systems and monitoring processes.

National Care Standards, early education and childcare up to age 16 – Standard 14: Well managed service.

This recommendation was made on 17 July 2017.

Action taken on previous recommendation

Holmston Out of Skool Club submitted an action plan to Care Inspectorate on 2 August 2017. They wrote; The senior staff have been discussing ways in which this can be done more efficiently. We have a plan in place to monitor the quality of the service we provide.

During this inspection visit on 8 May 2018 we saw that limited progress had been made developing quality assurance and monitoring processes.

This recommendation is: not 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
9 Jun 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
18 Jul 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
25 Sep 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
18 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
29 Nov 2011	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
20 Dec 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
20 Aug 2009	Unannounced	Care and support 4 - Good Environment 3 - Adequate

Date	Type	Gradings
		Staffing 2 - Weak Management and leadership 3 - Adequate

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