

Irvine Old Parish Church Out of School Care Day Care of Children

Irvine Old Parish Church
Kirkgate
Irvine
KA12 0DG

Telephone: 07530615021

Type of inspection:

Unannounced

Completed on:

19 February 2018

Service provided by:

Irvine Old Parish Church Out of School
Care Committee, an association

Service provider number:

SP2010011321

Service no:

CS2010279105

About the service

Irvine Old Parish Church Out of School Care is run by a voluntary management committee to provide a daycare of children's service. They are based in Old Parish church halls in the town of Irvine, North Ayrshire. The service is located close to local amenities, including shops, schools, parks and bus routes.

The service is registered to provide care for a maximum of 48 children of primary and secondary school age and operates during school term-time and holiday periods.

What people told us

During the inspection we spoke with parents and children. The parents told us they were happy with the service. They told us the staff shared information with them about their children. They told us the staff were approachable and friendly.

We spent time talking to the children. They told us they enjoyed coming to the after school club, they liked the staff and enjoyed with their friends. The children commented:

"The staff sometimes join in our games".

"We play with space hoppers".

"We like the tea and biscuits".

"It would be better if there different areas for different table top activities".

"Don't ever do any planning, sometimes ask for something and they say later, but then you don't get it".

"It would be good if we could choose things from books and make them".

"Only get out when the weather is nice but we live in Scotland so that's not very often. Would love to go get out more often with warm coats".

"Only really get out in the summer. Would like to get out more and would like better things to do outside".

"Sometimes things get a bit crazy. Would be good if there were changes to the activities".

"Not enough electronic games".

Self assessment

The service was not asked to provide a self assessment before the inspection.

From this inspection we graded this service as:

Quality of care and support

2 - Weak

Quality of environment

3 - Adequate

Quality of staffing

2 - Weak

Quality of management and leadership

3 - Adequate

Quality of care and support

Findings from the inspection

For this quality theme we focused on children's needs (personal plans), child protection and safe guarding.

Since our last inspection staff had developed personal plans for some children. These were in line with the Getting It Right For Every Child (GIRFEC) principles. GIRFEC is a Scottish Government national approach to improve outcomes and support the wellbeing of children in Scotland. We found that the service had not fully met a previous requirement to ensure that children's personal plans better reflected their individual health, safety and welfare needs; that they should be in place within 28 days of the child starting the service and reviewed in conjunction with the child and parents at least once in every six months. We found that personal plans had not been shared with parents and children and had not been reviewed within a six month period. We were very concerned that children who required additional support did not have personal plans in place. This made it difficult for staff to meet children's individual needs. In addition, where there was involvement with other agencies to review the support needs of individual children, information was not appropriately recorded or shared with staff. See requirement 1.

We found little evidence to support how management and staff link with other agencies to ensure appropriate safe guarding procedures are in place for children. Regular reviews of child protection and safe guarding procedures were not part of the services staff training plan.

Staff must have the appropriate child protection and safe guarding training to ensure children are protected. There should be a clear system and process in place to record and report child protection and safe guarding concerns. See requirement 2.

Requirements

Number of requirements: 2

1. Personal Plans must be effectively implemented throughout the service. These should be individual to each child, reflect their health welfare and safety needs, be in place within 28 days of the child starting the service and reviewed at least once in every six month period.

This is in accordance with The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 No 210 Social Care Paragraph 5 – Personal Plans

(1) A provider must after consultation with each child and where it appears to be appropriate, any parent, within 28 days of the date of which the child first received the service prepare a written plan ('the Personal Plan') which sets out how the child's health, safety and welfare needs are to be met.

(2b iii) Review the personal plans at least once in every six month period whilst the service user is in receipt of the service.

Timescale: within 1 month of this report being published.

2. The service must identify clear, concise and robust child protection and safe guarding procedures in place. These should include:

- A named Child Protection Coordinator
- Child Protection reporting procedures and processes identified for the service.
- Identified Information Sharing Protocols

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 4. (1)(a) make proper provision for the health, welfare and safety of service users. Welfare of Users.

Timescale: within 1 month of this report being published.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

Findings from the inspection

For this quality theme we focused on outdoor play and the quality of the accommodation and resources.

We observed that the range of activities and resources available to children did not give them the scope and flexibility to challenge and extend their play, at times this left children bored. Staff and management should ensure that each child can experience and choose from a balanced range of activities including regular access to energetic physical play and fresh air. See recommendation 1

Staff told us that since our last inspection children had more opportunities to play outdoors, however, children told us throughout the inspection that they could play outdoors only sometimes and that they would like to play outside more. Opportunities for children to play outdoors during every session should be further developed. This would enable an improved outdoor experience and allow children to access a wider range of play experiences, that meet their interests. For example during the inspection and previous visits the large hall was given over to football. Some of the children told us they were frightened of being hit by the ball. The use of the space in this way made the session feel chaotic and at times dangerous. During our first visit we observed three minor incidents that went unnoticed by staff due to the chaotic nature of the session. Consideration should be given to using the smaller room available in conjunction with the outdoor area. This would give all children the opportunity to access physical play and quieter activities simultaneously. See recommendation 2

Consideration should be given to the submission of a variation to update the services starting times to reflect the availability of rooms for children to access. Currently children have limited access to some rooms, which has an impact on the quality of their play experiences.

Since the last inspection measures had been put in place to reduce the risk of other service users of the church hall coming into contact with the children using the service. The staff in the service should continue to monitor the efficiency of these safety measures and review appropriately.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Children should experience and choose from a range of day-to-day activities that are planned, designed, evaluated and put into practice by staff, this should also include further opportunities for outdoor play. These should be informed by children's interests and be flexible and balanced. Staff should use current good practice guidance, from the Scottish Out of School Care Network (SOSCN), to support the development of activities.

National Care Standards Early Education and Childcare up to the age of 16: Standard 5 - Quality of Experience.

2. The outdoor area should be developed to ensure it is stimulating, interesting and very well resourced to meet the needs of children using the service. Children should be actively involved in the development of the area for example choosing activities and materials to extend their play and interests. The staff and management committee should seek advice and support from Grounds For Learning and should use My World Outdoors, a Care Inspectorate good practice document to develop children's outdoor learning opportunities. Loose parts could be used creatively by children to allow them to work cooperatively with other children to develop their skills.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Wellbeing.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

For this quality theme we focused on safer recruitment, staff training, skills and support.

We found that all staff who were directly involved in working with children were now appropriately registered with the Scottish Social Services Council (SSSC) and were aware of their responsibilities for continued registration. This was a requirement made at the services last inspection, which is now met.

We found there were limited opportunities for staff to attend training. Staff training was not coordinated centrally and did not link with any specific development or training plan. We made some further suggestions about training that may assist staff in their continuing professional development. We discussed the Care Inspectorate information Hub and how staff could access a range of resources, aimed at supporting improvements.

Children had access to a range of basic activities and resources. Staff skills could be developed further through training to ensure they are more responsive to children's interests, providing support were needed to ensure children were appropriately challenged. Children should be supported to become more confident and capable of assessing and managing riskier play both indoors and outdoors. Staff should actively encourage children to have a more positive approach to taking risks and could support them further to challenge themselves in a way that was suited to their individual needs. Please see requirement 1. We made this requirement as part of the services last inspection. We found little progress had been made to meet this requirement during this inspection.

Requirements

Number of requirements: 1

1. A staff training plan must be developed to ensure that staff have the opportunity to access training that further develops their knowledge and skills to ensure high quality play experiences for children.

The above are to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 3. 'A provider of a care service shall provide the service in a manner which promotes quality and safety and respects the independence of service users, and affords them choice in the way in which the service is provided to them.' Principles.

Timescale: within 1 month of this report being published.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

For this quality theme we focused on the services management arrangements.

A voluntary management committee over see the operation of the service. At the time of inspection there was no named manager to run the service day-to-day. Since the inspection a manager has been appointed. We found that most of the decision-making in relation to the day-to-day management of the service was carried out by the Chair Person and management committee members. We found that this arrangement could be improved in relation to how children's support needs, safe guarding and child protection concerns are managed. See Recommendation 1

From the last inspection and in collaboration with the Chairperson and service staff the Care Inspectorate provided additional support in the form of improvement visits and contacts. Meetings with the Chairperson and Management Committee have been positive. We continue to work with the service to ensure the quality of children's experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager and management committee should develop a clear structure of responsibility to ensure the smooth running of the service.

National Care Standards 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

Personal Plans must be effectively implemented throughout the service. These should be individual to each child, reflect their health welfare and safety needs, be in place within 28 days of the child starting the service and reviewed at least once in every six month period.

This is in accordance with The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 No 210 Social Care Paragraph 5 - Personal Plans

(1) A provider must after consultation with each child and where it appears to be appropriate, any parent, within 28 days of the date of which the child first received the service prepare a written plan ('the Personal Plan') which sets out how the child's health, safety and welfare needs are to be met.

(2b iii) Review the personal plans at least once in every six month period whilst the service user is in receipt of the service

Timescale: within 1 months of this report.

This requirement was made on 17 July 2017.

Action taken on previous requirement

This requirement has not been met.

Not met

Requirement 2

The service must identify clear, concise and robust child safe guarding procedures. These should include:

- A named Child Protection Coordinator
- Child Protection reporting procedures and processes identified for the service.
- Identified Information Sharing Protocols

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 4. (1)(a) make proper provision for the health, welfare and safety of service users. Welfare of Users. Timescale: on receipt of this letter.

This requirement was made on 17 February 2017.

Action taken on previous requirement

This requirement has not been met

Not met

Requirement 3

Children must have access to staff who are knowledgeable about their play work role and how their role can affect outcomes for children.

- A strategy should be developed to identify how children's experiences in the service are of a high quality.
- A variation should be submitted to update the service registration start times to reflect the availability of the rooms.

The above are to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 3. 'A provider of a care service shall provide the service in a manner which promotes quality and safety and respects the independence of service users, and affords them choice in the way in which the service is provided to them.' Principles.

Timescale: on receipt of this letter.

This requirement was made on 17 July 2017.

Action taken on previous requirement

This requirement has not been met.

Not met

Requirement 4

All staff must have SSSC registration status applicable to the role they are undertaking.

This is to comply with Social care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 9. (c) any person to whom regulation 7 (2) (d) apply. Fitness of employees. Timescale: on receipt of this report.

This requirement was made on 17 July 2017.

Action taken on previous requirement

All staff are now appropriately registered.

Met – outwith timescales**Requirement 5**

The day-to-day management structure must be robust and fit for purpose. Staff undertaking the management role must have the correct experience to manage the day-to-day running of the service, supervise staff and offer children a quality of experience.

This is in accordance with The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 No 210 Social Care

Paragraph 7 – Fitness of managers

A person must not act as a manager in relation to a care service unless the person is fit to do so.

(2c) A person who does not have the skills, knowledge and experience necessary for managing the care service,
(2d) A person who, in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with a body and is not so registered.

Timescale: within one month of this report

This requirement was made on 17 July 2017.

Action taken on previous requirement

This requirement has been met

Not met**Requirement 6**

The provider must ensure that appropriate management arrangements are in place to facilitate the running of the service and provide adequate support, supervision and leadership to staff.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: SSI 2011/210 Regulation 17. Appointment of Manager.

Timescale for implementation: One month from receipt of this letter

A Notification must be submitted to advise when the Manager is absent for more than 28 days and the alternative measures that have been identified. This must be done with immediate effect.

This requirement was made on 17 July 2017.

Action taken on previous requirement

This requirement has not met

Not met

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

Previous recommendations

Recommendation 1

Management and staff should review children's records and information forms to ensure that they are fully completed and regularly reviewed.

National Care Standards, early education and childcare up to the age of 16, standard 14: well-managed service.

This recommendation was made on 17 February 2015.

Action taken on previous recommendation

The service submitted an action plan on 11 March 2015 to Care Inspectorate. They wrote; the service will request service users to complete an annual data check to ensure all records reflect the most up to date information. This will be undertaken in August each year with service users advised of the need to ensure any amendments are notified promptly.

At our inspection visit on 17 December 2015 we saw that the manager had undertaken the introduction of personal plans for every child attending. At the point of this inspection these were still to be shared and agreed with the children's parents. We have made further recommendation in relation to personal plans within the body of this report.

Outcome: recommendation is not met.

Recommendation 2

The provider must ensure that risk assessments are regularly updated and reviewed to ensure that all hazards are identified and that all the necessary control measures are in place.

National Care Standards, early education and childcare up to the age of 16, standard 2: a safe environment.

This recommendation was made on 17 February 2015.

Action taken on previous recommendation

The service submitted an action plan on 11 March 2015 to Care Inspectorate. They wrote; the service will ensure that risk assessments are prepared and updated as appropriate when undertaking activities deemed to include elements of risk. Consultation with management will be undertaken as appropriate to ensure measures are put in place to reduce areas of potential harm. The service will regularly review the Care Inspectorate website to ensure that changes to standards and guidance are adhered to.

At our inspection visit on 17 December 2015 we saw that the service had updated and reviewed their risk assessments. However, we found areas of the service operation that had not been risk assessed and we have made a further recommendation within the body of this report.

Outcome: recommendation is not met.

Recommendation 3

The management committee and service manager should develop systems to monitor the quality of the service provision and to support staff in developing the service.

National Care Standards, early education and childcare up to the age of 16, standard 14: well-managed service.

This recommendation was made on 17 February 2015.

Action taken on previous recommendation

The service submitted an action plan on 11 March 2015 to Care Inspectorate. They wrote; The management committee and service manager have agreed to implement a periodic review of service quality by reference to the National Care Standards and parental/children feedback.

At our inspection visit on 17 December 2015 we saw that the manager had started to develop a service monitoring system. However, this was still in the early stages of implementation and we have repeated this recommendation within the body of this report.

Outcome: recommendation is not met.

Recommendation 4

The service manager and staff should develop processes to evaluate their work to both identify good practices and to assist them to focus more effectively on service improvement and development.

National Care Standards, early education and childcare up to the age of 16, standard 13: improving the service.

This recommendation was made on 17 February 2015.

Action taken on previous recommendation

The service submitted an action plan on 11 March 2015 to Care Inspectorate. They wrote; the service manager has been instructed by the management committee to utilise a staff appraisal process to communicate good childcare practices and to help staff focus on areas of service improvement and development.

At our inspection visit on 17 December 2015 we saw that the manager had worked hard to develop procedures to assist the service in self-evaluating their work. However, further work should be done to embed their quality assurance process within the setting. We have repeated this recommendation within the body of this report.

Outcome: recommendation is not met.

Recommendation 5

Management and staff should share and consult with parents on the children's personal plans. They should also undertake review of these personal plans at least every six month or earlier if required.

National Care Standards, early education and childcare up to the age of 16, standard 14: well-managed service.

This recommendation was made on 2 March 2016.

Action taken on previous recommendation

This recommendation is not met

Recommendation 6

Irvine Old Parish Church Out of School Care should complete risk assessments for the building security. This should include access by unknown persons.

National Care Standards, early education and childcare up to the age of 16, standard 2: a safe environment.

This recommendation was made on 2 March 2016.

Action taken on previous recommendation

This registration has been met

Recommendation 7

Irvine Old Parish Church Out of School Care should ensure that each child or young person can experience and choose from a balanced range of activities.

National Care Standards, early education and childcare up to the age of 16, standard 5: quality of experience.

This recommendation was made on 2 March 2016.

Action taken on previous recommendation

This recommendation is not met

Recommendation 8

Irvine Old Parish Church Out of School Care should ensure that supervisory provision is made to ensure the quality of the service delivered in absence of the manager.

National Care Standards, early education and childcare up to the age of 16, standard: 14 well-managed service.

This recommendation was made on 2 March 2016.

Action taken on previous recommendation

This recommendation has not been met.

Recommendation 9

Irvine Old Parish Church Out of School Care should expand the systems to monitor the quality of the service provision and to support staff in developing the service.

National Care Standards, early education and childcare up to the age of 16: standard 14: well-managed service.

This recommendation was made on 2 March 2016.

Action taken on previous recommendation

This recommendation has not been met.

Recommendation 10

Irvine Old Parish Church Out of School Care should further develop processes to evaluate their work to both identify good practices and to assist them to focus more effectively on service improvement and development.

National Care Standards, early education and childcare up to the age of 16, standard 13: improving the service.

This recommendation was made on 2 March 2016.

Action taken on previous recommendation

This recommendation has not been 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
20 Apr 2017	Unannounced	Care and support Environment Staffing Management and leadership 1 - Unsatisfactory 2 - Weak 2 - Weak 1 - Unsatisfactory
19 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 3 - Adequate 4 - Good 3 - Adequate
17 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
19 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate 1 - Unsatisfactory 2 - Weak

Date	Type	Gradings	
22 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 1 - Unsatisfactory 2 - Weak
17 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak 2 - Weak
6 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak 2 - Weak

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