

Kids Zone Day Care of Children

SCY Centre
Keppoch Road
Culloden
Inverness
IV2 7LL

Telephone: 01463 793284

Type of inspection:

Unannounced

Completed on:

22 August 2018

Service provided by:

Kids Zone

Service provider number:

SP2003001863

Service no:

CS2003008690

About the service

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

The service is registered to operate between the times of 7.45am – 9.00am and 2.15pm – 6.00pm, Monday – Friday during the school term and between 8.00am – 6.00pm during the school holiday periods except the Christmas holidays.

We have highlighted the importance of reviewing the aims and objectives of the service to ensure they remain current and relevant to children and their families. We expect aims and objectives of the service to be updated in coming weeks.

The service operates from the Smithton and Culloden Youth (SCY) Centre, a large community hall situated in Culloden. During the hours of operation the service has use of a large equipped activity room, cafe area and a large gym hall. There are basic toilet facilities including facilities for people with disabilities and the building is accessible to all. There is a large, safe, enclosed outside area.

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 GIRFEC, safe, healthy, achieving, active, respected, responsible and included (also known as SHANARRI).

What people told us

We issued 25 care standards questionnaires to the service to distribute to parents/carers prior to the inspection taking place. We received ten completed questionnaires; responses from parents in relation to the quality of care were in the majority positive regarding the quality of care the children received. However one respondent commented that "there is a lack of activities for ages nine plus, apart from the computer. ...the building continues to deteriorate...".

Another parent stated "Building is very tired. Equipment could do with updating. Staff are very good and friendly. Our children are well looked after".

Other comments included:

"My son has been going for 6 years and still loves it. He is always stimulated. He has never got bored. He feels safe and secure there. The staff are excellent".

We spoke with a number of children over the course of the two days we were present. We observed them to have opportunities to engage in active play as well as sedentary activities including Arts and Crafts and computer games.

Some of comments from the children included:

"There is lots of stuff to do. You can play on the computer or in the hall with the football"

"The staff are really nice, they let you play outside and take you on outings"

"It is more fun ...new adults they play lots of games, make things with us and take us to the field to play".

Self assessment

The Care Inspectorate had not requested an up to date self assessment. However in line with recent guidance we sought to assess the service improvement plan linked to the ongoing development of the service. We did not access the plan but discussed recent focus for improvement with the proposed temporary manager and some of the staff present over the course of the inspection.

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	3 - Adequate

Quality of care and support

Findings from the inspection

We spoke with children and young people using the service and it was evident that they continued to have good relations with staff both established and recently started.

Staff supported children to access activities of their choosing and where appropriate shared the activity while chatting between each other. It was apparent that children responded to having their view taken into account and this meant they engaged better with adults and activities available.

Children were supported to take responsibility for their own safety when on outings and we observed staff discuss with the children their understanding of risks to manage when out on trips. In so doing the children were given responsibility and this task helped promote independence and supported a mutually respectful exchange between staff and the children.

The staff spoken with were deemed to have an appropriate understanding of child protection procedures and there were clear guidelines in place for staff to follow should concerns arise. We noted that staff were aware of online training to reinforce and underline to staff their role and responsibilities linked to keeping children safe. Relevant information was displayed within the service to ensure that all adults were aware of their responsibilities in safe guarding children. This contributed towards the safety of all children.

Since the last inspection the committee had worked with staff to further develop areas of the service. This included ensuring information held on children's needs were up to date and reviewed. Staff are aware of the importance of ensuring this information remains up to date and reviewed at least every six months. We sampled care plans and found the information held on the sample taken to be up to date. Staff to continue to review their recording procedures to ensure they meet current best practice guidance.

We found that there was room for improvement linked to ensuring information held on children's medication is more complete. This is to ensure staff are fully aware of when to administer medication and what the expected response should be following the child receiving their medication. Information linked to the child's medical condition should be kept centrally and this was previously discussed with staff.

We observed that the children had access to their own personal electronic devices. We noted that most children did not spend excessive times on their phones or the service computers. However it was noted that the lack of an adequate policy linked to their use within the club left parents children and staff without clear information as to how to safely manage these devices. (**see Recommendation 1**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should develop a policy and practice that supports the safe use of online resources within the service.

This is to ensure the children's experience at the service is consistent with the Health and Social Care Standards, which state that as a child, I am protected from harm by people who have a clear understanding of their responsibilities. (HSCS 3.20)

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the service was performing well in most of the areas covered by this statement. We concluded this after we:

- spoke to staff
- reviewed the responses and comments in questionnaires completed by parents/carers
- sampled the service's policies and procedures and safety arrangements
- observed the arrangements in place and toured the premises.

We noted that staff were making better use of Arts and Crafts resources to boost the children's creative imagination. We were shown recent weaving displays on the wall and the children were rightly proud of their efforts.

Loose part activities remain an area of practice which staff promote. Various loose part activities were available to the children should they wish to create dens or models for active and imaginative play.

We noted that the physical environment within the building continues to evidence a need to be refurbished. However improvements had been made to the soft furnishings with new coverings and the fire door no longer was held closed by a wooden panel. We were informed that tenders had been sought for other work linked to improvement and the committee were seeking to tackle elements of the "tired" facilities. However some repairs were outstanding and the previous recommendation linked to tackling this area had not been completed and therefore has been repeated. (**see Recommendation 1**)

We highlighted the importance of having the use of electrical sockets managed correctly. The acting manager agreed to have this assessed promptly by an appropriate professional.

Staff used their own personal phones whilst working at the service. We highlighted best practice guidance linked to the use of a service phone and the acting manager elect.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should instigate with the landlord a repair book to ensure records are held of action taken and/or requested with regard to repairs. This is to ensure the environment continues to be safe and meet the needs of all those attending.

This is to ensure the children's experience at the service is consistent with the Health and Social Care Standards, which state that as a child, I am protected from harm by people who have a clear understanding of their responsibilities. (HSCS 3.20)

Grade: 4 - good

Quality of staffing

Findings from the inspection

We considered staff training, skills and knowledge that help staff to support children to achieve. We looked at how new staff had been recruited and found that the process had been appropriately carried out with the necessary references and checks carried out.

New staff indicated they had been made to feel welcome and were supported by existing staff during their induction period.

We noted updated first aid training had been planned and that new staff were in the process of being registered with the Scottish Social Services Council.

Issues pertaining to the absent manager who was off on long term sick at the time of the inspection had presented difficulties for the committee in respect of having an appointee to ratify registrants' applications.

Staff interacted very well with children. We saw staff supporting children who were less keen to be involved, encouraging other children to befriend them. Staff managed children's behaviour well, encouraging and praising children and giving them tasks and responsibilities. We observed staff helping children to undertake risk assessment proving a shared sense of responsibility linked to an outdoor activity.

We discussed with staff their understanding of child protection and their role and responsibilities in respect to this area of practice. We were satisfied that those spoke with had a good level of understanding and knew how

to respond to keep children safe. We had previously outlined additional opportunities where staff could access information linked to their professional development and staff appraisal. We noted that staff appraisals had taken place.

As indicated new staff and long term illness had impacted on the running of the service.

Given this pressure it was apparent that a previous recommendation linked planning for staff development had not been addressed and as such the recommendation repeated

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should work with staff to access training linked to their roles and responsibilities within the service.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards, which state that as a child I experience high quality care and support based on relevant evidence and best practice (HSCS4.11)

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

At the time of the inspection temporary management arrangements were in place. This position had been on going for a period of time and meant some staff have had to support the committee to keep the service operating with these staffing issues.

The provider was asked to make application to formalise the temporary management arrangements through the eforms portal in line with regulation requirements.

We were able to access information through the senior worker who confirmed that the chairperson, with support of others, had worked to identify areas of improvement linked to previous inspection findings.

Progress was noted in some areas previously highlighted for improvement such as annual appraisals for staff. Other areas were yet to be completed. These linked to training and support needs of staff and work force planning which were yet to be formalised and linked with the overall stated objectives of the service. The recommendation made in the staffing quality theme is relevant to this continued area of improvement.

When we spoke with a sample of staff members over the course of the inspection, they evidenced that they all understood the importance of meeting the requirements of the registering body. This included meeting the conditions of any registration and maintaining records of post registration learning. We would encourage the

provider to continue to review how staff are supported to fulfil the requirements of the registering body in respect of their professional status. We highlighted the need to find a suitable response for any individual not undertaking training linked to registration conditions.

The service would appear not have made full use of their affiliation to the Care and Learning Alliance to seek support with the on going challenges of operating the service. We would encourage some dialogue to see what, if any, resources that this organisation and others such as Out of School Network are able to provide to support the ongoing development of the service.

We once more discussed opportunities for the provider and staff to make use of linked agencies and information portals to support the development of quality assurance strategies, to monitor and nurture improvement within the service as a whole.

Staff should be more involved in planning for the development of the service. We again highlighted the value of team meetings linked to identifying shared tasks and responsibilities relating to the care and support of children. This should include familiarisation with the Health and Social Care Standards and how they impact on the service and of the children.

We have previously highlighted the need to manage children's use of multi media devices. The staff were not able to highlight a service policy linked to the safe use of these items. The recommendation made earlier has been made to ensure an appropriate policy is put in place to guide staff children and their carers to support children's experiences at the service are safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

It is recommended that the provider works with staff to access training linked to their roles and responsibilities within the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12.2 - Confidence in Staff;

- uses staff in ways that make good use of their expertise; and
- has an effective system for identifying and monitoring staff development needs; training is carefully planned and evaluated in line with national and local guidelines.

This recommendation was made on 1 December 2016.

Action taken on previous recommendation

Since the last inspection most appraisals for staff have taken place, however the process has yet to fully identify training needs and opportunities to meet these. This recommendation is not fully met and is therefore repeated.

Recommendation 2

It is recommended that the manager undertake annual appraisals and support and supervision meetings with staff to formalise elements of work force planning, training and support linked to the overall stated objectives of the service.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 14.7 - Well-managed service - You know that the person in charge and senior staff monitor effectively the quality of work of each member of staff and the service as a whole.

This recommendation was made on 1 December 2016.

Action taken on previous recommendation

Appraisal has taken place, work force planning training still being reviewed.

This element of improvement has been the focus of a linked recommendation in staffing and therefore this recommendation has been removed.

Recommendation 3

It is recommended that the provider and management should have systems in place to ensure they regularly assess the service to identify the things they do well and plan for developments and improvement including:

- Records on the children attending should be kept up to date and consistently applied in order for any needs to be identified and planned support reviewed.

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

This recommendation was made on 1 December 2016.

Action taken on previous recommendation

Children's attendance records are in place and are updated. Other elements of the recommendation have been addressed through this most recent inspection. The recommendation is not therefore repeated.

Recommendation 4

The provider is to review how information is updated and filed regarding children's medical needs. This is to ensure information remains up to date and arrangements in place meet up to date guidance linked to the administration of and storage of medication.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3.6 - Health and wellbeing - You can be confident that the service has a clear policy and guidelines on the use, storage and administration of medication and that staff are suitably trained to carry these out. The service makes sure that written consent is given by parents and carers for the use or administration of medication provided by them.

This recommendation was made on 4 September 2017.

Action taken on previous recommendation

While areas of development were shared at this inspection, the area covered by this recommendation was deemed to have been met.

Recommendation 5

The provider to instigate with the land lord a repair book to ensure records are held of action taken and or requested with regard to repairs. This is to ensure the environment continues to be safe and meet the needs of all those attending.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 2.2 - A safe environment.

This recommendation was made on 4 September 2017.

Action taken on previous recommendation

The recommendation was not acted upon and has been repeated.

Recommendation 6

It is recommended that the provider works with staff to access training linked to their roles and responsibilities within the service.

This is to ensure the children's experience at the service is consistent with the Health and Social Care Standards, which state that as a child, I am protected from harm by people who have a clear understanding of their responsibilities.
(HSCS 3.20)

This recommendation was made on 4 September 2017.

Action taken on previous recommendation

This recommendation has been repeated due to lack of bespoke training opportunities linked to staff specific roles and responsibilities.

Recommendation 7

It is recommended that the manager undertake annual appraisals and support and supervision meetings with staff to formalise elements of work force planning, training and support linked to the overall stated objectives of the service.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 14.7 - Well-managed service - You know that the person in charge and senior staff monitor effectively the quality of work of each member of staff and the service as a whole.

This recommendation was made on 4 September 2017.

Action taken on previous recommendation

This recommendation has been partially met and developments planned to meet the unmet areas. Given this, the recommendation has been removed.

Recommendation 8

It is recommended that the provider and management should have systems in place to ensure they regularly assess the service to identify the things they do well and plan for developments and improvement including; records on the children attending should be kept up to date and consistently applied in order for any needs to be identified and planned support reviewed.

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

This recommendation was made on 4 September 2017.

Action taken on previous recommendation

Work is in progress, the committee have targets in place, further training requirements need to be identified and actioned. However given the progress taken with current management arrangements, this recommendation has been deemed no longer necessary.

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
13 Jul 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
1 Dec 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
9 Feb 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
27 Jul 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
2 Jun 2011	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
21 Oct 2010	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
11 Dec 2009	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
16 Sep 2008	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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