

Drumlithie After School Help (D.A.S.H) Day Care of Children

Glenbervie Primary School
School Road
Drumlithie
Stonehaven
AB39 3YS

Telephone: 07718 295689

Type of inspection:

Unannounced

Completed on:

1 August 2018

Service provided by:

Drumlithie After School Help Ltd

Service provider number:

SP2009010511

Service no:

CS2009230714

About the service

Drumlithie After School Help has been registered with the Care Inspectorate since 1 April 2011. This day care of children service operates from Glenbervie Primary School in the village of Drumlithie in Aberdeenshire, which is to the south of Aberdeen City.

The service is currently registered to provide a care service to a maximum of 24 children of primary school age between the hours of 2:30pm to 6:00pm during term time. During in service days and school holidays the service is registered to operate between the hours of 8:00am to 6:00pm.

The service aims include:

- "To provide out of school and holiday care for children of primary school age, in a safe, happy and comfortable environment, placing clear emphasis on the social and educational welfare of each child as an individual."

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

During our inspection visits there were between eight and twelve children attending the summer holiday club. We found the children to be comfortable and relaxed in the setting and when interacting with the staff and the inspector. The children discussed what they liked about the club and the activities and outings they had enjoyed during the summer. Children told us that they helped to choose the summer activities and outings and had really enjoyed the trip to Stonehaven.

Five parents returned Care Standard Questionnaires (CSQs) before inspection. We had the opportunity to speak with a further three parents during our inspection. Parents told us that they felt welcome and comfortable in the service and that staff took into account what the children liked to do.

Parent comments included:

- "My child loves DASH. The level of devotion of the staff and how much they care for the children is very evident. Every day there is a whole different range of activities planned, giving the children lots of variety and choices of activity."
- "We're really happy with the amount of outdoor play on offer."
- "My child really enjoys their time using the DASH facility and at times I find it difficult to get them home some evenings due to the good time they are having."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance processes. These demonstrated 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	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We made our inspection visits during the summer holiday club when children used the club for a full day or part of a day.

Parents confirmed that staff supported children and families well, were aware of children's changing needs and how this would influence the care and support staff provided to individual children. However, staff did not record these changes in children's personal plans or how the service would support children's changing care and support needs.

Whilst staff discussed a child's likes and dislikes with the child and parent/s, before each child started with the service, this was not always recorded with the initial registration information and staff relied on their memory to support the settling-in process. We discussed the importance of recording comprehensive personal information about children, before they started with the service, and the types of information which would be helpful to have in children's individual personal plans. This supported the use of accurate information and consistency when settling new children. **Please refer to recommendation 1.**

Staff regularly reviewed and updated children's registration and medical information with parents and staff demonstrated effective knowledge and practise when supporting children's medical needs.

Staff were sensitive to children's individual needs during their time with the holiday club and responded to children in a manner which best suited each child and the circumstances. Staff supported children to resolve conflict and build positive relationships, wherever possible, which promoted children's self-confidence and self-esteem.

Staff were calm and nurturing towards the children and supported the children to be respectful of each other and to be kind.

Children were comfortable with the staff and approached them throughout the session with questions, queries and to engage in conversation. Staff actively listened to children and encouraged them to express their views.

Children told us that they liked that they were outside for a lot of the holiday club and that they enjoyed the outings that were organised during the summer. Children had regular access to fresh air and exercise.

Staff spoken with demonstrated an appropriate understanding of how to keep children safe and the procedure should they have a child protection concern.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To promote the use of correct information when supporting children, staff to ensure they accurately record comprehensive initial information and any subsequent review of information held for each child.

This ensures care and support is consistent with Health and Social Care Standards which state that; My personal plan (sometimes referred to as a care 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

The after school club operated from Glenbervie Primary School in the village of Drumlithie in Aberdeenshire and had the use of the school gym hall, playground and a large community park across from the school building.

We visited during the school summer holidays when the club activities varied between indoor/outdoor play and regular outings.

The club atmosphere was relaxed and inviting, both indoors and outside. The children played cooperatively together and staff supported children to explore the outdoor environment which included climbing trees and playing football in the park. Children made informed choices and decisions about the risks they took, in accordance with their stages of development. Staff encouraged them to take positive risks which promoted the development of their confidence and decision-making skills.

Children had experienced a good variety of activities during the holiday period which included making lava lamps and designing their own 'T' shirt. The children talked enthusiastically about the outings to Stonehaven and a local craft workshop. The outings made good use of the local community and supported children to explore the natural environment.

Children had access to a good range of toys and activities which were easily accessible to them. There was enough space should the children wish to concentrate on activities and experiences which developed their own interests.

Staff supported children to direct their own play and extended children's learning when appropriate. Children were comfortable playing in groups and also explored activities on their own or could choose to spend quiet time by themselves.

The service had made good use of the space in the gym hall and we discussed ways in which they could further enhance the environment by having certain activities at floor level instead of on the table top.

Best practice references (this list is not exhaustive):

Scottish Government: Loose Parts Play toolkit

<http://www.inspiringscotland.org.uk/media/58451/Loose-Parts-Play-web.pdf>

My World Outdoors:

http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were caring and engaged with the children using the holiday club. Staff were observant of the children, without being overly protective and staff and children had relaxed, comfortable relationships. This supported children's self-development and social skills.

The staff team worked well together and staff were deployed effectively in order to best support children.

Staff knew children well and were aware of children's individual support needs. The manager had regular discussion with parents about children's changing care and support and shared this information with staff in order to ensure consistent support for individual children. Please refer to the Quality of Care and Support for further information in relation to children's recorded personal plan information.

Parents found staff to be supportive of children and their families and that they maintained good communication in relation to their child's time at the club and what was happening in the club. Children and families were respected and included within the club.

Staff were qualified for the roles they held and all were appropriately registered with the Scottish Social Services Council (SSSC). All social service workers require to be registered and regulated by this professional body. The aim of this organisation is to promote and regulate education and training and raise the standards of practice of social service workers, promoting good outcomes for the children in their care.

We highlighted to the manager that staff who were employed only during the summer period would require to be appropriately registered with SSSC when they began their third year of seasonal work.

Most staff had refreshed their core training (food hygiene, first aid, child protection, infection control) within the last three years as is recommended best practice and demonstrated appropriate practise in these areas. Staff discussed how certain training had influenced their practise and their support of the children.

The provider had recruited additional seasonal staff for the holiday club that most of the children knew as they were from the local area. Candidates had undergone an interview, undertaken appropriate Protection of Vulnerable Groups check (PVG-police check) and had provided two appropriate references. However, the provider had only undertaken one telephone reference for each new member of staff. Safer recruitment guidance indicates that two references be undertaken. **Please refer to the Quality of Management and Leadership recommendation 1.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

This out of school service was run by a parent committee and had recently appointed a new chairperson. The service had submitted an appropriate Change of Relevant Individual application to the Care Inspectorate and had undertaken the necessary Protection of Vulnerable Groups check (PVG-police check).

At the last inspection there were two requirements and one recommendation to be met by the service. Since the last inspection the service had met one of the requirements and the recommendation. One of the requirements had not yet been fully actioned and will be restated. **Please refer to requirement 1.**

All staff, including the summer staff, had received appropriate PVGs before starting to work with the children which supported best practice guidance and promoted children's safety.

The summer staff had provided two references as is best practice guidance however, the service had only undertaken one telephone reference for each of the holiday staff. **Please refer to requirement 1.**

Both permanent staff maintained most core training up-to-date and demonstrated appropriate practise in these areas. The manager was currently undertaking an appropriate initial qualification, in relation to her position at the club, and hoped to have completed this by the end of the year. The manager discussed the most recent learning from the course and how this had influenced her practise in the club and improved children's outcomes.

The service had gathered some feedback from the children and parents about the activities in the club and this had influenced the outings and activities during the summer holiday club. Throughout the year staff and committee were responsive to any suggestion for change or improvement. **Please refer to recommendation 1.**

The manager regularly added comments and photographs to the club's closed Facebook page which allowed parents to see the activities their children were enjoying whilst in the club. Children and families felt involved in the life of the club and that their contribution was welcomed and opinion respected.

We discussed with the chairperson and staff the importance of the regular review, assessment and improvement of the overall service. Feedback and assessment of the overall service to include all those with an interest in the service including, but not exclusively, children, parents, staff, committee and the regulator.

Best practice reference documents (this list is not exhaustive):

National Guidance for Child Protection in Scotland

<http://www.cne-siar.gov.uk/childProtectionCommittee/documents/Guidelines2014.pdf>

Safer Recruitment Through Better Recruitment, November 2016.

<http://hub.careinspectorate.com/knowledge/safer-recruitment/>

Scottish Out of Schools Club Network

<https://sosc.org/>

Education Scotland quality assurance tool

How Good Is Our Third Sector Organisation?

https://education.gov.scot/improvement/self-evaluation/How_good_is_our_third_sector_organisation

Requirements

Number of requirements: 1

1. To ensure the health, welfare and safety and improving outcomes for children the provider, manager and staff must ensure effective management of the service which includes, but not exclusively:

- the implementation and adherence to an appropriate safer recruitment policy and procedure which takes into account current legislation and best practice guidance.

An appropriate policy and procedure to be in place by 28 September 2018. Two references to be obtained by 5 October 2018 for all of the recently employed summer staff.

This is to ensure that care and support is consistent with the Health and Social Care Standard which states; "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24), and in order to comply with Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011/210 - Regulation 4, Welfare of Users; Regulation 9, Fitness of Employees.

Recommendations

Number of recommendations: 1

1. The provider, manager and staff to ensure they develop and implement quality assurance strategies which regularly and comprehensively assess and improve the overall service including outcomes for children and families.

This ensures that care and support is consistent with Health and Social Care Standard which states; "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

Requirement 1

To promote the health, welfare and safety of children the provider must ensure that they do not employ any person in the provision of care within the service unless that person is fit to be so employed. This to include, but not exclusively, obtaining an acceptable, up to date Protection of Vulnerable Groups (PVG) check before an employee begins working with children.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210, Regulation 4(1)(a) - Welfare of users and Regulation 9 - Fitness of Employees and Protection of Vulnerable Groups (Scotland) Act 2007, Part V of the Police Act 1997.

Best practice reference document: Safer Recruitment Through Better Recruitment - <http://hub.careinspectorate.com/knowledge/safer-recruitment/>

Timescale: Immediately.

At the time of writing the previous report we had not yet received written confirmation that an acceptable PVG had been obtained for the member of staff.

Before finalisation of the previous report we received confirmation from the provider that the service had obtained an appropriate PVG for the member of staff.

This requirement was made on 28 November 2017.

Action taken on previous requirement

All staff currently working in the club had received an acceptable PVG check before starting working with the children.

Met - within timescales

Requirement 2

To support the health, welfare and safety of children and improving outcomes the provider must ensure effective management of the service which includes, but not exclusively:

- a) the implementation and adherence to a safer recruitment policy and procedure which takes into account current legislation and best practice guidance
- b) the implementation of quality assurance strategies which ensure comprehensive, evaluation and improvement of the overall service and includes everyone with an interest in the service.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011/210 Regulation 4, Welfare of Users; Regulation 7 Fitness of managers; Regulation 9 Fitness of employees.

Best practice reference document: Care Inspectorate & Social Services Council - Safer Recruitment Through Better Recruitment, November 2016.

<http://hub.careinspectorate.com/knowledge/safer-recruitment/>

Timescale: a) Immediately, as detailed in our Letter of Serious Concern issued 31 August 2017.

Timescale: b) Within 3 months of receipt of this report.

This requirement was made on 28 November 2017.

Action taken on previous requirement

The club mostly adhered to current best practice guidance during the recruitment process. However, the chairperson had only undertaken one of the two references for each student before they began working with the children. Please refer to Quality of Staff and Quality of Management and Leadership for further information.

Not met

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

Previous recommendations

Recommendation 1

To support best practice and good outcomes for children, the provider, manager and staff to ensure all staff undertake regular review of their training and development needs; training to then be carefully planned and evaluated in line with national and local guidance and the needs of the children.

Staff to keep a record of training which should include how it has impacted on their practice and outcomes for children.

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

This recommendation was made on 28 November 2017.

Action taken on previous recommendation

Staff now regularly reviewed their training and development needs and both permanent staff had now undertaken most core training and maintained an affective knowledge and practice. Please refer to Quality of Staffing for further information in relation to this recommendation.

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
31 Aug 2017	Unannounced	Care and support
		Environment
		4 - Good
		4 - Good

Date	Type	Gradings	
		Staffing	2 - Weak
		Management and leadership	2 - Weak
23 Nov 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	2 - Weak
28 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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