

Ideal Kidz Klub **Day Care of Children**

Rooms 1 & 2
JIC Building
Albert Street
Fraserburgh
AB43 9JL

Telephone: 01346 510438

Type of inspection:

Unannounced

Completed on:

29 August 2018

Service provided by:

Link-Up (Fraserburgh) Ltd

Service provider number:

SP2003000455

Service no:

CS2003016450

About the service

Ideal Kidz Klub is provided by Link Up (Fraserburgh) Ltd. It is registered to care to a maximum of 32 children between the age of 5 and 16 years of age between the times of 7.30am and 6.00pm.

Ideal Kidz Klub provides out of school care before and after school during term time and full day care during school holidays. The service is located in the JIC building in the centre of Fraserburgh. The main club accommodation provides two good-sized playrooms and private toilet facilities for the children. The accommodation benefits from direct access to a large, safe and secure outdoor area. The club can also use the gym and café area facilities.

The aims of the service are:

- To provide a safe and stimulating environment which the children can call their own.
- Offer a wide and balanced range of activities; this allows the children to learn by experimenting, investigating and exploring their environment through play.
- For the staff to encourage the children to extend their knowledge through the play opportunities.
- To provide a variety of activities to take part in; each child to be involved in something.
- To keep all the children stimulated and provide activities to give them a challenge when required.

What people told us

We carried out an inspection of Ideal Kidz Klub on the 29 August 2018. At the inspection we observed practice and checked documentation relevant to the inspection. We spoke with the manager and staff, children using the service and 3 parents. Children told us about the activities they enjoyed at the club for example, crafts, games, drawing and the opportunity to do homework. They described meetings where they are consulted about their views. How they are encouraged to be healthy and keep themselves safe and the individual support they receive.

Prior to the inspection we received 16 positive questionnaires from a sample of 20 given out. Written comments included:

- 'I wouldn't expect out of school care to be involved in as much educational activities as a school learning environment, however, I am completely confident with the range of activities my child becomes involved in at the club which offer great educational benefits. The activities are presented in play/fun mode but they do focus on and help develop literacy and numeracy skills. The care staff in my opinion are highly qualified and ensure that children are at the heart of everything they do. My child's experiences at this club have contributed greatly to their confidence and resilience. This is due to the fact that they get to mix with a range of different children from different schools and a mix of age ranges.'
- 'Excellent service. The staff are friendly and approachable and the welfare of the children is their main priority. The club has excellent facilities, plenty of room and my child really enjoys going. The manager does an excellent job of running the club. Cant praise them enough.'
- 'My child has good strong relationships with staff members and I see this as highly beneficial for my child who, if and when needed has their listening and supportive presence in their life.'
- 'Delighted with the staff and the effort and support they give the children. They are very dedicated and I would unreservedly recommend Ideal Kidz Klub to parents looking for breakfast/after school care.'

- 'I am confident in using the service and know that they support the needs of my child well. I will continue to use this service confidently. Staff are friendly, approachable and welcoming, which makes me as a parent feel at ease.'
- Ideal Kidz Klub have been a godsend and allowed me to complete training for a career. The staff are approachable and welcoming. The manager and her team have a solution outlook rather than a problem outlook. This has been very important with the inclusion of my ASN child. They really support the children giving a warm friendly environment with lots of opportunities for a variety of activities. Each child is treated as an individual. The staff have opened doors to other agencies that work with my child allowing greater support for them. The biggest testament is that my child is always happy to go to Klub and enjoys her time there.'
- 'I strongly agree that the club have helped my child so much. They have helped my child settle in and be confident.'
- 'The setting is one of a kind in our area and it is a blessing to working families. The kids learn the important social skills they need and are encouraged to develop their personalities under the guidance of staff in a safe space. My children love being able to relax and just be kids with no pressure.'
- 'My child loves her time there. The staff are very supportive of my child's additional support needs and have given my child an amazing environment to develop new relationships outside of school and family. Since attending my child has become much more confident and their social skills have very much improved. I can't thank the staff enough for how welcoming they were to my child, they have had a huge impact on my child and would be a model for how well inclusion can and should work.'

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 processes. 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	6 – Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 – Very Good

What the service does well

The management team and staff had successfully created a warm and welcoming atmosphere which was inclusive to all children and their families. Strong trusting relationships were established that enabled staff to get to know children as individuals and work in partnership with families in meeting children's needs.

The manager worked hard to build children's self-esteem and resilience, giving them strategies to overcome personal difficulties. Children were encouraged to be independent, take responsibility and express their views and feelings. Children were challenged to try new things and be successful. Their achievements were celebrated

with an emphasis on social skills, for example being kind and considerate to others. As a result we saw happy, confident children with positive social skills and warm friendships.

Sensitive and well delivered care planning had supported children's inclusion within the club. Children were supported to communicate with good use of signing and pictorial systems. Reviews and reports evidenced children's developmental progress and the positive impact on their wider school and social experiences.

Children had been learning about healthy eating; identifying food groups and foods within them. Children demonstrated their independence as they self served at breakfast and participated in food preparation on D.I.Y snack days; developing valuable life skills. Children had continued to take responsibility for their garden, developed as a project for the John Muir award. They had planted apple trees and were proud of their good crop of apples.

Children made very good use of their garden for a variety of outdoor play activities. Children had been learning about the benefits of physical activity and fitness. They enjoyed energetic physical activity, running, playing football, practicing gymnastics and bouncing on space hoppers. They played purposefully with loose parts in their own ways; they co-operated well in a small group building a den, they balanced on planks, engaged in a jumping game over a moving tube, used pans and sticks to make music or relaxed and chatted in their log circle blether corner.

During the school holidays children had participated in a wide variety of activities in their community; for example rock-wall climbing with Active Aberdeenshire. They regularly explored local natural environments; beachcombing, rock-pooling and climbing trees in woodland. All these activities helped them learn about their local environment, develop their skills and promoted their health and wellbeing.

The organisation's line manager and the manager were passionate about getting it right for the children who use this service and worked with staff to inspire a supportive ethos. The manager kept track of plans, goals for the month and changes introduced in her developments book which she shared and discussed with staff at meetings. This showed continuous developments to resources and the environment for example development of the Brainiax corner with 'Little Lessons of Learning' and the development of a lending library for children and families to use. Promoting children's learning, health and wellbeing and listening to children's views, ideas and evaluations were at the heart of everything the club did.

Children described how they were involved in planning and evaluating activities and their experiences at the setting through meetings, discussions about their rights and rules for ensuring their safety. Children felt safe and protected and knew that the club was a safe place to come to and share their problems even on days they were not booked to attend. Effective supervision within the management structure ensured that the provider, manager and staff were working to a consistently high standard and sharing knowledge.

What the service could do better

The manager recognised that there was scope to continue to improve on evaluation. In partnership with the external manager, the manager was researching in order to develop policies and procedures for managing violence in the setting. We identified that the complaint procedures needed a small update to share the Care Inspectorate's new contact details.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
28 Aug 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
22 Aug 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 Mar 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 Feb 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 1 - Unsatisfactory
25 Nov 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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