

## Coylton Care Club Day Care of Children

Coylton Activity Centre  
Hole Road  
Coylton  
Ayr  
KA6 6JL

Telephone: 01292612029

**Type of inspection:**

Unannounced

**Completed on:**

22 November 2018

**Service provided by:**

South Ayrshire Council

**Service provider number:**

SP2003003269

**Service no:**

CS2003035189

## About the service

We wrote this report following an unannounced inspection which started at 2.15pm until 6pm on Monday 12 October 2018. We returned on Thursday 22 November 2018 to give feedback to the management team.

Colyton Care Club operates from a community sports building in the centre of the village of Coylton. The service is registered for a maximum of 27 children aged between 3 and 14. The current conditions of the service includes:

The care service to operate Monday to Friday: School terms 14:45 to 18:00 and School holidays 08:00 to 18:00 at the Activity Centre, Hole Road, Coylton KA6 6JL.

The ratio of 1 adult to 9 children will be met during term time. The ratio of 1 adult to 8 children will be met during the holiday service.

Care staff will not be responsible for reception duties including the supervision of the door entry system when included in the adult: child ratios.

The adult: child ratios for children under 8 years of age in transit in the 'Walking Bus' will be 1 adult to 5 children.

At all times a suitably qualified and experienced person will be in charge on site in the absence of the manager.

We are committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

We assessed the service using the care standards for health and social care, My Support, My Life. We have referenced them in the quality themes selected in this report.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI.' Information relating to this can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

The service was registered by the Care Inspectorate on 12 February 2013.

## What people told us

We sent 14 questionnaires to the club to issue to parents on our behalf. Before the inspection, nine were returned to us. Parents spoke of their satisfaction with the service and that their children were happy and well cared for. We spoke with two parents during the inspection visit who told us they were pleased with the service and the staff were approachable and provided good verbal feedback on collection.

Comments included:

'Good use of local park to ensure daily activity in the outdoors.'

'The staff do an excellent job with resources available. The facility is housed in a squash court which is far from ideal, however other resources (centre main hall, playpark and tennis courts) are used to improve.'

'Very pleased with all the care assistants. Always a detailed handover when collecting child. Really pleased with quality and value of care given. My son enjoys his time at care club.'

'My boys really enjoy attending Care Club. They both enjoy outdoor play and when the weather is dry they are allowed to go to the park or to the tennis courts. They often take part in indoor activities too. Great service!.'

'I think the service is fantastic. I know there are holiday clubs available but I think reinstating the club in Coyllton would get a great deal of interest.'(In reference to a club during holiday periods)

'Service has improved very much over the past couple of years with many more activities and more children using the club. My child is much happier there than when she initially started attending. Current staff are extremely good with the kids, keeping them engaged and entertained.'

Children we spoke with were mainly happy and content. They told us they enjoyed playing outdoors and that although they had limited access to the centre's games hall, the experience was positive. Some children told us that on occasions, there was not enough on offer that interested them. However, they also told us that they could ask for different resources that were stored in the building as well as from the out of school group shared materials.

Comments from children using the service included:

"We made that poster (Children's Charter) and we try to be kind to each other."

"We like to play football and sometimes get to play in the hall and out in the park."

"The teachers help us and we can get stuff out the cupboard to play with."

## Self assessment

Services of this care type were not asked to submit their self assessments this inspecting year. We looked at the service's own priority plans and used these to form our assessment.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

Children were happy to be at the service and we found that there was an atmosphere of friendship and fun for most children. Staff knew children well. They were using carefully gathered information from parents and carers about children to meet their needs, both physically and emotionally. The electronic record was in an easy to use format. This information was easily accessible on the service ipad which was updated, as required, when changes were identified or at a six month interval. Staff were working on encouraging children to use the plan to make sure their voice and choices were heard and understood. Staff were kind, caring and understanding of the wide variety of needs of children.

Children using the centre had worked on developing a pictorial display of the Children's Charter based on their rights and responsibilities. Children we spoke with were proud of this and said it helped them to be responsible and be kind to each other. Children were a key part of the activity planning which showed how staff listened to and respected their contribution to the club. We heard that staff had included children in consulting about any proposed changes at the club, meaning they had some ownership of their service provision.

We accompanied staff to the primary school to collect children and form the 'walking bus' to the club. We found a well organised routine which showed that staff understood the potential dangers of walking along a busy route and had minimised these successfully with the children's participation. Children understood how to manage risk, with staff using a 'risk benefit' approach to encourage children to make decisions and help to build their resilience.

Parents and children knew who the management team were due to a good timetable of support and monitoring. We saw samples of quality assurance systems which showed there was an appropriate support for staff and opportunities for them to meet to discuss outcomes for families. We highlighted the need for improved information for users of the service which the management team had already identified under an area for improvement.

## What the service could do better

The premises where the service operates from limited the provision of a quality environment offered to children. Although staff worked hard to offer the expected range of both quiet and more active experiences, the challenges of trying to achieve this in the squash court meant children were not always offered a quality environment. For example, children could not easily display their work to help them take ownership of their club and access to quieter spaces were very limited. Staff needed to improve the areas used by children to create a more homely setting to relax and play. See recommendation 1 below.

Due to the limited access to the building's games hall over the week, children were unable to engage in more active play indoors, such as football and games. Some children told us they would like to have more challenging play opportunities. We found that the range of games, toys and activities did not encourage children to use them. For example, the book area offered limited books for older children attending. Although staff were aware of the benefits of 'loose parts play', we found this was not offered on a daily basis in any meaningful way. On the day we inspected, children did not use the outdoors for play. We expect energetic play in the fresh air to be a key aspect of every day at the club.

Following a check of the planning arrangements, we found that, although children played a part in determining the activities, the range and quality of these were of a basic nature. For example, pens and paper were included when we would expect that these would be part of the day to day experiences for children.

The access arrangements for children to reach either toilets or stored toys and games had the potential to expose children to risk. Although staff had protocols in place to manage this, due to staff deployment when meeting children's varied needs, they needed to improve this situation. Staff had not fully assessed the games on the club's tablet, meaning some children were exposed to unsuitable games. See recommendation 2 below.

Children brought their own snacks and drinks which were not always stored safely with a chill pack meaning there was a risk of deterioration of the foods. Although staff had worked with parents to ensure that snacks were healthy, we saw that this was not the case for all children.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The provider, management and staff should improve the environment to ensure children have access to a suitable place to meet their needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that "5.18 My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells". and "5.19 My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes".

2. The provider, management and staff should improve the arrangements to keep children safe from harm. This should result in safer outcomes for children using the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that "3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities."

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
26 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
21 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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