

Meldrum After School Klub (mask) Day Care of Children

Meldrum Primary School
Commercial Road
Oldmeldrum
Inverurie
AB51 0DT

Telephone: 07866 733614

Type of inspection:

Unannounced

Completed on:

7 February 2019

Service provided by:

Meldrum After School Klub (mask)

Service provider number:

SP2003000516

Service no:

CS2003002654

About the service we inspected

Meldrum out of school care registered since 1 April 2001.

The service is provided within Meldrum Primary school. Children have access to the dining hall, gym hall and the school grounds.

The service is currently registered with the following conditions:

Number(s) and Age(s) of person(s) to whom service may be provided:

1. To provide a care service to a maximum of 30 school age children up to 16 years of age.

Any other conditions unique to the service:

2. The care service will operate term time: 8am to 9.15am and 2pm to 6pm and during holidays and in-service days: 8am to 6pm

3. The service will comply with the following staffing ratio: Age of Children Ratio - adults to children Under 8 years 1 : 8. Over 8 years 1 : 10. 2 adults to be on duty at any one time.

The aims of the service include, to:

- Provide a happy, safe, warm and stimulating environment for children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions.
- Encourage children to respect themselves and each other.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality care for their children.
- Offer inclusive services to all children in their community.

How we inspected the service

We compiled this report following an unannounced inspection, which took place between 3:00pm and 5:45pm on 7 February 2019. The inspection was carried out by one Care Inspectorate early learning and childcare inspector. We followed up on progress made to address the requirements and recommendations made at the previous inspection. We fed back to the manager following the inspection.

During this inspection we spoke to one of the new directors, the manager, staff and children present. We also spoke to an established director during the writing of this report. We looked at a number of documents including children's records, medication care plans and improvement plan.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting It Right For Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

Taking the views of people using the service into account

Children were happy and settled. They spoke about what they liked for snack and what they liked to do at the club. They told us:

"I like going outside, table tennis and archery. I also like playing on the electronic games. Snack ok. Sometimes I think I'd like a treat for snack. I'd like to choose my own snack".

"I like how they have all the toys and stuff. I like playing board games, drawing and snooker. Going outside is favourite to get fresh air. I like it when it's summer and we get out more".

Taking carers' views into account

During the inspection process, we spoke with two parents/carers. They said their children were happy to attend the club and were pleased with the service provided to their children. They found staff to be friendly and the activities to be appropriate for the age and interests of their children.

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

Previous requirements

Requirement 1

In order to ensure medication is safely managed in the service the provider must by 9 November 2018:

- a. Staff are knowledgeable and competent in the safe storage, management and recording of medication. This should include checking that all medication has not exceeded their expiry date.
- b. Medication plans are developed to inform staff how to support and manage individual children's medication.
- c. Review and update of the medication policy to effectively support and guide staff.
- d. Effective quality assurance systems are implemented to ensure:
 - medication is in the service and stored appropriately for all children requiring medication.
 - written permission is in place for all children requiring medication
 - all the required information is recorded and reviewed to ensure medication is safely managed. This should also include a record of medication stored on the premises.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am confident that the right people are fully informed about my past, including my health and care

experience, and any impact this has on me' (HSCS 3.4) and 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

It also complies with Regulation 4.1a (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Further information on the safe management of medication can be found at: <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

This requirement was made on 7 December 2018.

Action taken on previous requirement

We saw that the manager had updated the service system for managing medication. All the required information was recorded for children requiring medication. Medication plans had been developed to inform staff how to support and manage individual children's medication. A system for reviewing these plans had also been implemented. As part of the service audit system a record of medication stored on the premises was in place. This improved practice contributed to keeping children safe and well.

Met - within timescales

Requirement 2

In order to improve outcomes for children, the provider must develop and implement a robust quality assurance system and develop an improvement plan by 8 January 2018.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19) and 'I use a service and organisation that are well led and managed' (HSCS 4.23).

It also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 3 - Principles, Regulation 4(1)(a) - Welfare of Users, and Regulation 15(b) - Staffing.

This requirement was made on 7 December 2018.

Action taken on previous requirement

A new board of directors had recently taken over responsibility for supporting the manager and staff to bring about improvements to the quality of the service overall. An improvement plan was in place taking account of the requirements and recommendations made at the previous inspection. We noted that they were working on these and saw they were in the early stages of implementing auditing and monitoring systems. Medication systems and personal plans had been reviewed and updated. Systems for auditing these had been set up. We have asked the service to continue develop and implement effective quality assurance procedures which should contribute to bringing about improvements in the quality of the service overall.

Not met

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

Previous recommendations

Recommendation 1

The provider and manager need to further develop children's Personal plans to show how children are achieving and progressing in the service. This may include:

- Next steps linked to developmental milestones and skills development to show progress.
- Child friendly approaches to promote their involvement.
- Family involvement in developing the plans.
- Continued recording of significant events (chronologies) which may give rise to an additional support need, both short-term and long-term.
- Clear links to the wellbeing indicators.
- Clear, shared information about children's development at least once in every six months.
- Developing support plans for children requiring additional support.

This will help children achieve their full potential, as well as help them to feel included, respected and responsible.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My personal plan (sometimes referred to as 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).

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

We looked at how the service gathered information about the children and found that mandatory information had been updated since the last inspection. However information about children's wellbeing needs had not been updated to reflect the child's age and stage of development, interests or support needs. We discussed how referring to the 'SHANARRI' indicators when recording children's health and wellbeing needs would help track individual children's development and plan for their changing needs and interests. The manager discussed and gave examples of how the planned to refer to the wellbeing indicators to further develop the information within individual personal plans. We will follow this up at our next inspection. This recommendation has not yet been met.

Recommendation 2

To keep children safe and well the provider and manager need to take action to ensure all staff are knowledgeable and competent in protecting children. They need to ensure all staff have a clear understanding

of the service policy and procedure as well as attending appropriate training. This will contribute to staff having the skills and knowledge to have a clear understanding of their responsibilities.

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

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

We continued to find that not all staff had a clear understanding of the service child protection policy and procedure. Furthermore, not all staff had attended training in child protection. We highlighted to the manager the importance of ensuring all staff have a knowledge and understanding of the service policy and procedure. The manager agreed to spend time with less experienced staff to support them to be more confident and knowledgeable about child protection. She also agreed to support staff to apply to appropriate training. We will follow this up at our next inspection. This recommendation has not been met.

Recommendation 3

We recommend that the provider ensure that snacks are provided in the service which support children to build positive relationships with healthy foods. Consideration should also be given to:

- children choice in timing of snacks, to reduce disruption to play experiences
- supporting children's independence in the preparing and serving of foods.

This will help children to feel respected and stay healthy.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I can choose suitable presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

The manager told us how they planned to introduce a rolling snack which would provide opportunities for children to choose when they had snack and be able to serve themselves. She told us that there had been some opportunities for children to get involved in snack preparation. We did not see this at the time of our visit. Children told us they would like to be able to choose when to have snack to be able to serve themselves. We will follow this up at our next inspection. This recommendation has not yet been met.

Recommendation 4

We recommend that the provider support staff to develop their approaches to planning experiences. This could include:

- Continuing to develop child-led and responsive planning approaches.
- Use of observations to extend learning and enrich children's experiences in line with best practice guidance.
- Continue to provide resources to stimulate all the senses, including natural and open ended resources.

- The layout of play spaces to provide engaging and fun experiences.
- Resources which provoke new learning opportunities.
- Consideration of developing skills and planning effectively for progression.

This will support children to achieve their full potential.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

We saw that some progress had been made in developing a child led approach to planning. The manager told us that they know the children's particular preferences and set up the environment taking account of these. We looked at the daily diary and saw that staff had been responding to children's requests for activities and resources. We also noted that more natural and open ended resources had been introduced. The manager told us this was an ongoing area of development. We acknowledged that this was work in progress and will follow this up at our next inspection. This recommendation has not yet been met.

Recommendation 5

To ensure children's needs are met and they are safe, effective communication systems for ensuring all staff know the needs of each child and use this knowledge to effectively support children should be implemented.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'As a child my care and support is consistent and stable because people work together well' (HSCS 3.19).

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

We found that staff did not always communicate effectively throughout the session. This meant that there was a potential for important information not always being shared with all staff. For children to feel safe and valued they need to be cared for in an environment where staff have good working relationships. We will follow this up at our next inspection. This recommendation has not been met.

Recommendation 6

In order to ensure staff are suitably skilled and competent in their roles, the service should develop a training plan to monitor staff training and development needs. This should be audited to measure its effectiveness in developing practice and improving outcomes for children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

We spoke to one of the directors who told us she planned to take responsibility for developing and implementing systems to support staff. This included developing a training plan to monitor staff training and development. This will contribute to staff professional development and improvements in outcomes for children. We will follow this up at our next inspection. This recommendation has not yet been met.

Recommendation 7

The provider should ensure that all staff, including the manager, receive regular supervision to support and develop their practice.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

We spoke to one of the new directors who told us she planned to take responsibility for developing and implementing systems to support staff, including regular appraisals. This will contribute to staff professional development and improvements in outcomes for children. We will follow this up at our next inspection. This recommendation has not yet been met.

Recommendation 8

To ensure children and families receive a quality service, the provider must ensure the service is effectively managed and led. This includes responsibility for ensuring that any concerns or complaints are responded to within the required timescales.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

New directors had just recently taken over responsibility for the service and were prioritising areas identified for improvement. One of the established directors has taken responsibility for addressing concerns and complaints outstanding at the time of the previous inspection. The director told us that the investigations in relation to external complaints were almost concluded and the remaining matters currently being investigated. It was agreed that the Care Inspectorate would be kept up to date with how these matters are progressing. We will follow this up at our next inspection. This recommendation has not yet been met.

Recommendation 9

In order to ensure the service is operating to current best practice guidance and that the policies and procedures reflect current practice, the service should undertake a review of all service policies.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This recommendation was made on 7 December 2018.

Action taken on previous recommendation

The new directors had just recently taken over responsibility for the service and were prioritising areas identified for improvement. They were aware of the need to review and update the service policies taking account of best practice guidance. We asked them to focus on key policies such as child protection and management of medication. We will follow this up at our next inspection. This recommendation has not yet 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 |
|-------------|-------------|--|
| 23 Oct 2018 | Unannounced | Care and support 2 - Weak Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak |
| 15 Dec 2017 | Unannounced | Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate |
| 26 Jan 2015 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 17 Feb 2012 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|--------------|
| | | Management and leadership | 4 - Good |
| 30 Jul 2010 | Unannounced | Care and support | Not assessed |
| | | Environment | Not assessed |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | 4 - Good |
| 25 May 2009 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | 3 - Adequate |

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