

Rising Light After School Club Day Care of Children

29 - 31 Palmerston Road
Aberdeen
AB11 5QP

Telephone: 01224 574511

Type of inspection:

Unannounced

Completed on:

20 February 2019

Service provided by:

Redeemed Christian Church of God
(RCCG) - Fountain of Love

Service provider number:

SP2013012180

Service no:

CS2013321088

About the service we inspected

Rising Light After School Club was registered with the Care Inspectorate on 1 September 2014. The provider of the service has overall responsibility for the Redeemed Christian Church of God (RCCG) – Fountain of Love. There is a manager in place to oversee the day-to-day running of the club.

The service is registered to provide a daycare of children service to a maximum of 40 children attending primary school. The service may operate from 14:45 to 18:00 Monday to Friday during term time and from 08:00 to 18:00 on in-service days' and holidays.

The service operates from Fountain House in Aberdeen city centre. The accommodation consists of access to two large playrooms, toilets and kitchen. The service also has access to a secure outdoor space for children to participate in active play experiences.

The service aims and objectives are:

'To provide a safe, secure, happy, caring, warm and friendly environment for your child in order for us to promote quality child care services in Aberdeen.'

How we inspected the service

We visited the service on 19 and 20 February 2019. This was a follow-up inspection where we looked solely at the requirements and recommendations that were made at the last inspection of the service on 30 May 2018.

During this inspection we observed staff practice and spoke with the manager and staff. We also looked at documentation relating to the requirements and recommendations that were made at the last inspection.

We provided feedback to the manager at the end of the inspection visit.

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.

Taking the views of people using the service into account

We spoke to the children that were attending the service at the time of the inspection. Some children enjoyed their time at the service and some felt that the club needed to improve.

The children's comments included the following:

- 'I like it'
- 'It's just not fun'

Staff:

- 'Good - find it difficult to have time to chat with staff as other children need their attention'
- 'All the staff are kind'

- One of the children spoke about not liking being tickled by a member of staff.

Activities:

- 'Like the teepee but other people won't let me in - makes me kind of sad'
- 'Like drawing'
- 'Drawing, reading comics, making craft'
- 'Paper aeroplanes - enjoyed this. We did a race outside'
- 'Like being outside. I do basketball'
- 'Would like to go to Duthie Park - we used to do this after school and then come to club for snack. Would like to do this again'

Snack:

- 'Need new food for snack - same things all the time - pancakes, brioche, waffles, oatcakes and crackers - I would like toast'
- 'I like the snack we have at after school club'

Environment:

- 'Find it difficult to have space for peace and quiet'

The above feedback from children was discussed with the manager at the inspection feedback meeting.

Taking carers' views into account

We did not speak with any parents or carers during this inspection.

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

Previous requirements

Requirement 1

To ensure that children are kept healthy and are adequately protected when playing outdoors the provider must by 3 August 2018:

- put in place an effective sun protection policy
- ensure the manager and staff are knowledgeable about the sun protection policy and understand the importance of keeping children protected
- ensure that the sun protection policy is implemented at all times by the manager and staff who are competent to do this

- ensure the manager and staff put in place a clear system to make sure that children are adequately hydrated at all times.

This is to ensure 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).

It also complies with Regulation 4 (1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

www.skcin.org/sunSafetyAndPrevention/sunSafetyInSchools.htm

www.sunsafeschools.co.uk

This requirement was made on 27 July 2018.

Action taken on previous requirement

A sun protection policy had been put in place since the last inspection. It highlighted the importance of protecting children from the harmful effects of the sun. Measures to support children to play in the sun safely, including supporting their hydration needs was covered.

The policy stated that children would need to apply their own sun protection lotion. We discussed the need for staff to supervise this so that children do this effectively and are therefore kept safe and healthy.

The service plan to have a stock of sun protection cream in the service which can be used if children have not brought in their own. There was a pro-forma slip to be completed by parents and carers to give written permission for their child to use this, if needed. We advised the manager that the type of sun protection lotion purchased, for such use, should be noted on these forms. This is so parents and carers are clear about the product that would be used to reduce the risk of an adverse reaction.

We found that action had been undertaken in relation to this requirement however, we have not been able to observe staff practice due to the current winter season. This requirement will therefore be carried forward to the next inspection.

Not met

Requirement 2

To ensure that the individual care and support needs of children are consistently and fully met the provider must put in place by 3 August 2018:

- personal plans which include all key information and which clearly highlight individual needs and how the manager and staff should support these
- an effective system for checking that the manager and staff are knowledgeable about these needs, know how to meet them and are meeting them
- an effective system to review these personal plans on at least a six month basis or more often if needs change to ensure that information is up-to-date.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

It also complies with Regulation 4 (1) (a) and 5 (1) and (2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Management of medication in daycare of children and childminding services'

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

This requirement was made on 27 July 2018.

Action taken on previous requirement

Since the last inspection action had been taken to make improvements to children's personal plans.

A basic personal plan was in place for all children. Since the last inspection, action had been taken to ensure that permission for the taking of photographs was in place and for what purpose. However, we found that there was some confusion over permission in relation to one child and this must be clarified.

Childrens' application forms did not include a question about whether the child had an additional support need. Having this information, at the earliest opportunity, would help staff consider if they could meet the child's needs and what additional supports they may need to put in place.

The application forms still did not include a section for the details of the child's 'named person' (headteacher of their school) who under Getting it right for every child (GIRFEC), acts as a central contact for children, parents and people working with them to support children to get the right help they need at the right time.

Children's written information could benefit from being more detailed as discussed at the last inspection. Currently personal plans do not give an overview of the child's interests and skills (which could help for planning activities and for building up relationships) and anything that they would benefit from being supported with (such as becoming more confident or being able to make friendships). This information could be used to support good outcomes for children such as helping children develop their social and physical skills, build up their confidence and self-esteem and support their creativity.

Medication permission forms now included a section asking when a child was last administered the medication. The permission form however still did not include parents signing a statement to confirm that the child had been administered the first dose at home. This was discussed at the last inspection feedback meeting and is needed to help ensure that a child does not experience an adverse reaction to the medication whilst in the service.

No children were currently receiving medication or had any medical issues nor had been for some time. We discussed the need for a clear medical personal plan template to be developed to guide staff when any future children are being supported with conditions such as asthma and allergies. This would need to include information about what the medication is needed for, symptoms that would indicate medication was required, how staff would know that the medication was working/not working and action they would be required to take, if medication was not effective.

Although we could see that some children's written information had been reviewed in line with legislation (at least every six months) it was not always clear.

Although some action had been taken to improve children's personal plans there was still further development needed.

Not met

Requirement 3

To ensure that children receive the right support at the right time the provider must put in place by 3 August 2018:

- appropriate training for the manager and staff so that they have an effective knowledge of Getting it right For Every Child (GIRFEC) and their roles and responsibilities in relation to GIRFEC
- support to ensure that the manager and staff can recognise when a child needs additional support
- support to ensure that the manager and staff have the knowledge and confidence to liaise with other agencies where appropriate to support positive outcomes for children.

This is to ensure 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).

It also complies with Regulation 4 (1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 27 July 2018.

Action taken on previous requirement

Some of the staff had still not undertaken any training in relation to Getting it right for every child (GIRFEC). Discussions with staff indicated that they had a limited understanding of GIRFEC. Children's written information still did not have any information about the children's 'named person' which is a key element of GIRFEC. Chronology sheets had not been developed or included within children's file to record any concerns. Chronologies are important as they may provide an overview over time and identify that early intervention needs to be progressed.

Not met

Requirement 4

To ensure that a safe environment is in place for the children and they are protected from harm the provider must ensure that the manager and staff have the necessary knowledge, understanding and competence to by 3 August 2018:

- support children to be aware of their personal safety and take appropriate action
- keep children safe when out in the community
- ensure that children are adequately supported at all times that they are transported
- ensure that they have sufficient time to collect children from school at the required time.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions" (HSCS 2.25) and "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

It also complies with Regulation 4 (1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 27 July 2018.

Action taken on previous requirement

We observed a staff member collecting children from school and returning them to the club. The staff member ensured that children took the safest route from school to the minibus and were adequately supported. During the journey the staff member did ensure that children were keeping safe. For example; one child was eating on the minibus and was asked to stop. It would have been beneficial for the staff member to engage the children in conversation about why they should not eat on the bus. This would support them to think about their personal safety and be responsible.

Staff confirmed and we saw that a minibus driver and a staff member were now both in place on the minibus. This ensured that the staff member would be able to supervise the children and respond quickly to any need for help.

We found that one child was left in the minibus with the driver whilst the staff member went into a second school to collect other children. In order to keep children safe and protect them from harm children should not be left with anyone who has not been through the safer recruitment process for care and support staff.

We found that staff had sufficient time to collect children from school at the required time.

Although progress had been made in relation to this requirement further action is required to keep children safe.

Not met

Requirement 5

To ensure that children are kept safe and individual needs are responded to promptly the provider must put in place effective procedures to be followed in future situations where they are unable to maintain staffing ratios by 3 August 2018

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "My needs are met by the right number of people" (HSCS 3.15).

It also complies with 15 (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 27 July 2018.

Action taken on previous requirement

Since the last inspection the service had been successful in recruiting new staff. They were now always working over their ratios so that if one member of staff was absent they would still be able to support children safely.

Office staff were no longer used to support absences and the manager was clear that unless office staff were recruited through the safer recruitment process and had appropriate knowledge, skills and experience then they could not be used to provide staff cover.

Met - within timescales

Requirement 6

To ensure that the manager and staff have the knowledge and skills to achieve positive outcomes for children the provider must by 3 August 2018:

- implement a training plan which meets individual training needs and which ensures that staff have the knowledge and understanding to effectively carry out their role
- ensure that training attended impacts positively on the manager and staffs practice and improves outcomes for children.

This is to ensure that 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).

It also complies with Regulation 9 (2) (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 27 July 2018.

Action taken on previous requirement

Since the last inspection some training for staff has been progressed. All staff had completed first aid training. Further training has been organised for March 2019 in relation to supporting challenging behaviour and also observations. All staff had committed to attending these.

On-line training opportunities had been set up for staff and they had been asked to work through these. There included food hygiene, GIRFEC and infection control. However, not all staff had completed these and there had been no action taken by the manager to ensure that staff were keeping their training up-to-date. We found that staff continued to lack a good understanding of GIRFEC and their role in supporting children and families to access early intervention if needed.

Staff had not undertaken any training in relation to play. Although activities for children had improved a little since the last inspection staff needed to develop their knowledge of best practice in relation to play both indoors and outdoors. They then need to use this to support children to experience challenging and stimulating activities which encourage them to be creative, to problem solve, to use their imagination and to develop their social and physical skills.

Not met

Requirement 7

To ensure that children are kept safe the provider must put in place a system to ensure that any staff members working within the service are recruited in line with safer recruitment best practice by 3 August 2018.

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 people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

It also complies with Regulations 4 (1)(a), 7 and 9 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

'Safer Recruitment Through Better Recruitment'

http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf

This requirement was made on 27 July 2018.

Action taken on previous requirement

We found that Protecting Vulnerable Groups Scheme (PVGs) updates had been progressed for the manager and identified staff member which reflected their current roles.

We found that a new member of staff had been recruited in-line with best practice. We advised the manager however, that where staff need to register with the Scottish Social Services Council (SSSC) for the first time, the application should be submitted much sooner to ensure that it is processed and completed within the required timescale.

The service was using volunteers from the church to drive the mini buses to collect children from school. Although PVG checks had been undertaken for these individuals this was for a different role. A PVG update must be progressed for all mini bus driver volunteers related to this current role. In addition, as part of recruitment of these volunteers, application forms should be completed and two references taken up in relation to this current role. The provider should ensure that this is undertaken retrospectively.

A job description and person specification should be made available for minibus drivers volunteers. This should include clarification that minibus drivers must not be left alone with the children as they are not care and support staff.

Not met

Requirement 8

To ensure that outcomes for children improve the provider must put in place by 3 August 2018:

- an effective quality assurance system
- an effective system for recording
- a process for involving staff in the systematic evaluation of their work and the work of the service
- a process for the manager and provider to effectively monitor the work of each member of staff and the service as a whole
- a detailed improvement plan

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which

state that, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

It also complies with Regulations 3, 4 (1)(a) and 15 (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 27 July 2018.

Action taken on previous requirement

Some progress had been made in relation to this requirement since the last inspection. A development plan had been developed for last year and a new one for this year. The plan needs to be further developed as it was limited in its content. We could not see from the plan what progress had been made towards meeting goals. There was no detail as to how achieving the goals would lead to better outcomes for children and how this would be measured.

An effective quality assurance system was not yet in place. This needs to be developed so that the manager can identify areas that need to be improved and use this to inform the improvement plan and lead to better outcomes for the children. Since the last inspection the manager had started to undertake observations of staff practice. This was a positive step forward. We noted however that there were no areas for improvement identified as part of this process. It would benefit staff to get feedback about what they needed to develop and have discussion about how they could do this, linking it to best practice documentation. Staff still needed to be involved in the evaluation of their work and in the service as a whole.

Whilst there had been some progress made in relation to meeting this requirement further work is required to create a service where children benefit from a culture of continuous improvement.

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 should support the manager and staff to ensure that they communicate positively with the children at all times and are responsive to individual needs around interaction and attention. This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "As a child or young person I feel valued, loved and secure" (HSCS 3.10).

This recommendation was made on 27 July 2018.

Action taken on previous recommendation

We found that there had been significant improvement in relation to staff interaction with the children. All staff interacted positively which created a warm atmosphere and supported the children to feel valued.

This recommendation was found to have been met.

Recommendation 2

The provider should improve the quality of children's experiences including providing stimulating and challenging activities, supporting open-ended play and maximising opportunities for outdoor play.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors (HSCS 1.25) and as a child, "My social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including open-ended and natural materials" (HSCS 1.32).

'My World Outdoors'

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

'Loose Parts Play - A Toolkit'

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

'Our Creative Journey'

<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

This recommendation was made on 27 July 2018.

Action taken on previous recommendation

We found that there had been some progress in relation to this recommendation. Children had been engaged in some activities which supported them to be creative, including constructing models and towers and doing baking. They enjoyed making and flying paper aeroplanes during the inspection visit.

The manager and staff need to continue to develop the activities for children to ensure that there are always opportunities for the children to be creative, to develop their imagination and to develop their skills in understanding, thinking, investigation and problem solving.

This recommendation was not found to be fully met.

Recommendation 3

The provider should progress with plans to refurbish the club to create a more welcoming and nurturing environment for the children. This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.22).

This recommendation was made on 27 July 2018.

Action taken on previous recommendation

Since the last inspection there had been some action taken to improve the environment. The rooms had been painted and made the space brighter and more welcoming. A teepee had been purchased along with a large floor beanbag which the children were enjoying in the quiet room for relaxation.

We did not see much of the children's work displayed and that would help brighten the environment up further as well as help children develop confidence and engage parents and carers.

The manager had been in contact with various organisations to support the development of the outdoor space. The plan is to have the children very much involved in making the car park area, which the children use for outdoor play, more attractive and inviting.

The environment could continue to be improved and this recommendation was therefore not found to be fully 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
30 May 2018	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
6 Jul 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
16 Jul 2015	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 1 - Unsatisfactory Management and leadership 1 - Unsatisfactory

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