

## COSMOS After School Club Day Care of Children

Cosmos Community Centre  
Abbey Walk  
St. Andrews  
KY16 9LB

Telephone: 01334 474140

**Type of inspection:**

Unannounced

**Completed on:**

5 April 2019

**Service provided by:**

COSMOS After School Club

**Service provider number:**

SP2003003435

**Service no:**

CS2003015112

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Cosmos After School Club is managed by a committee and is registered to provide an after school and holiday care service for a maximum of 56 children from school age up to 14 years. The service has exclusive use of the function hall; sports hall, toilets and outdoor area within Cosmos Community Centre. The service is situated in the coastal town of St. Andrews and has good access to the beach, beach park, public transport links and local primary schools. The service benefits from having a mini bus, which enables them to regularly visit the local and wider community and collect children from primary schools to attend the after school club. The service aims to provide a caring, secure and stimulating environment in which children can develop self-confidence, self esteem and become self motivated.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), 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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

There were 52 children present in the afternoon Thursday 4 April and 37 children present on Friday 5 April at the time of the inspection. Most children were engaged in play during our visit. We spoke to 12 children, whose comments were mixed and not always positive about how staff supported them with situations and experiences within the service. They told us -

'We go out to the park and the beach.'

'It is good here, we play,play,play.'

'I get bored when my friends are not in.'

'The club is brilliant.'

'We get shouted at a lot when it is not our fault; there is a lot of shouting.'

'Every child has a file but I am not sure what is in it, there are photos on the wall.'

'The library person comes in and reads stories.'

'Sometimes it is boring and there is nothing to do.'

'We do playdough and football.'

'We get shouted at and sometimes it is not fair.'

'We know the rules, no running in the green room, keep water out of the playhouse, be kind and keep your hands to yourself.'

For this inspection, we received 13 completed care standard questionnaires from parents. We spoke with seven more parents individually during our inspection. Overall parents were happy with the service provided. We have included some comments which represent parents' views:

'A brilliant service with wonderful caring staff, fantastic variety of activities, especially during the holidays. My son loves going.'

'The staff are so kind and supportive. There is no other comparable after school / holiday club but this service has a waiting list solely for that reason - it is an excellent, well run service and I would (and have) recommended it to other parents. The children get time to mix and play. They are encouraged to take responsibility. The service is not expensive for what it is and provides great value for money. Most nights I have to force my daughter to leave, as she wants to carry on playing.'

'My son loves going and meeting his friends and joining in with different activities and outings. He loves playing football and sports in the big hall.'

'The staff think up good things to do with the children, like comic relief and Halloween discos.'

'Snacks could be more healthy and wholesome; we wouldn't be able to work without this place.'

## Self assessment

The service was not asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan, which demonstrated their priorities for development and how they were monitoring the quality of the provision within the service. Moving forward, we advised that priorities identified in the improvement plan should reflect areas for improvement identified in this inspection.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

Children had clearly built friendships and looked forward to meeting their friends at the club, which supported them to develop positive relationships. Younger children were engaged in play experiences throughout our visits; however experiences for older children needed to be improved. Children told us they were bored. We observed that there were several times when older children were not engaged and wandered around the room. Staff did not attempt to engage all children and did not rotate the resources to try to invite them to play. Staff should engage more actively with these children and involve them when planning to enhance their opportunities, experiences and resources. This would promote higher quality interactions and discussions. We advised that term time planned activities and holiday programmes could provide consistently more appropriate and varied play experiences. This would support the abilities, needs and interests of all children and keep them motivated and interested in what the service had to offer.

Speaking with the children it was clear that most of them knew and understood the rules and expectations of the club and kept to them well. However, we were concerned that a child who was new to the holiday club

became upset as she did not know the rules or expectations. She was unsure of where to go in the club at times. We informed the provider that transition arrangements for new children needed to be enhanced. This would make sure they were well supported and understood routines and expectations. We also observed children who were upset or had hurt themselves yet did not receive appropriate support from the staff team. Staff must support children's emotional needs when upset, to enhance their comfort, sense of security, dignity and respect. See requirement one in: Quality of Staffing.

Snack was planned a week in advance and children were invited to choose what they would like to have for snack. We saw photographs of children making fruit kebabs and wraps. We suggested staff offered a rolling snack, as they do at breakfast time, during the holiday period. This would give children independence and choice about when they would like to eat. Fresh fruit and water was accessible throughout the day, which helped to keep children energised and hydrated. Parental feedback indicated that not all foods were healthy. Viewing snack menus, we found some foods that were high in fats, salts and sugars. We asked staff to revisit best practice documents, such as 'Setting the Table' and 'Food Matters' to keep fully informed of health and nutrition. This would support the process of developing healthy eating habits and a healthy relationship with food.

Staff were well informed about children's allergies and an effective system kept children safe. Organised medication procedures were in place, however, safe storage and reviews of medication forms needed to be improved. Some medications were stored in reach of children, permission forms were not updated regularly and not all children had an 'all about me' form. See recommendation one.

Speaking with staff, we were confident that they understood their role in children protection procedures. Similarly, all children had a personal plan, which set out how their needs were met. However, these were not reviewed in line with best practice, which would involve children and parents and ensured that plans captured changing and evolving needs. See requirement one.

## Requirements

### Number of requirements: 1

1. The provider must ensure that children's personal plans are reviewed and updated, with parents, in line with current legislation. In order to achieve this, the provider must ensure that:

- the personal plan is reviewed when requested to do so by the parent or when significant changes occur
- an effective system is put in place to review and update all personal plans at least once in every six month period.

Timescale for meeting this requirement: 17 May 2019.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 210 Regulation 5 (2)(b)(c) Personal Plans. It is also to ensure that care and support is consistent with the Health and Social Care Standards which state "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).

## Recommendations

### Number of recommendations: 1

1. The provider should improve administration and storage of medicine procedures to ensure children's safety, wellbeing and health needs are met. This should include:

- medication being safely stored out of the reach of children
- review long-term medication with parents every 3 months
- review paperwork to ensure consistency and avoid duplication of records.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that, "Any treatment or intervention that I experience is safe and effective." (HSCS 1.24).

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

The service benefitted from a large sports hall where children could engage in physical energetic experiences, such as basketball and football. This promoted health and wellbeing and developed confidence during physical play. Similarly, they had opportunities to be active participants in the local community, including visiting the beach and parks. On the last day of the inspection, children went to the botanic garden to participate in willow weaving.

During our inspection on Friday 5 April 2019 we were extremely concerned about the safety of children. There were no staff supervising the function hall, children wandered into the hall alone, where we were sitting, and did not know where staff were. Similarly, health and safety procedures were not effectively carried out. Staff were unable to communicate as they did not take the walkie talkie into the sports hall to communicate with staff member in the outdoor area. Staff were unable to tell us how many children should be in their care when others went out on a walk. We addressed our immediate concerns about security with the provider. See requirement one.

Children had opportunities for physical play both indoor and outside. The service had made improvements to the outdoor play environment, which was well-resourced and provided opportunity for exploration and discussion through natural resources. Similarly, there were opportunities to play with friends in the secret garden and enjoy the mud area. In the function hall, children were playing with large construction, role play, the dolls house, and board games. This supported them to develop social, communication and problem solving skills.

We saw some opportunities for children to make choices, for example, voting about what they would like to play in the sports hall. However, play areas were closed to due to staffing issues, which resulted in children's play being interrupted and limited opportunities for flexibility and choice. We also established that on a Thursday the children did not have exclusive use of the sports hall due to gymnastics which meant their conditions of registration were not being met. Similarly, there were times when children experienced unnecessary long waiting times, such as, when a group was getting ready to go for a walk. Staff should ensure children have access to all available space and their experiences are of a consistently good quality and prioritised over staffing. See recommendation one.

## Requirements

### Number of requirements: 1

1. The provider must ensure the health and safety of all children. In order to achieve this, the provider must ensure that:

- children are supervised at all times, in all areas of the premises
- the premises are secure, with controlled access to and from the club
- there are strict procedures to ensure that all staff are fully aware of the number of children present at all times
- communication systems and aids are properly utilised.

Timescale for meeting this requirement: Immediately.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 – SSI 210 Regulation 4 (1)(a) Welfare of Users. It is also to ensure that care and support is consistent with the Health and Social Care Standards which state "My environment is safe and secure." (HSCS 5.17).

## Recommendations

### Number of recommendations: 1

1. The provider should ensure that children's experiences are of a consistently good quality and prioritised over staffing. This should include:

- children have exclusive use of all registered play, area at all times
- children's experiences are of a consistently good quality and prioritised over staffing
- children do not experience unnecessary long waiting times
- children are given flexibility and quality opportunities to make choices about their experience, for example, uninterrupted open ended play.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that, "As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity." (HSCS 2.27).

**Grade:** 2 - weak

## Quality of staffing

### Findings from the inspection

Staff told us that they were supported by the business manager and involved in reviewing policies and procedures. Similarly, their views were respected and valued and an example of this was staff being invited to contribute to the agenda for staff meetings. Staff were motivated and keen to access training. They told us that they felt supported and appreciated being given opportunities to attend training, however, the impact of staff

attending training was not yet evident in practice. We advised that effective deployment of staff and further clarification of remits would support them to implement their new knowledge. The business manager should ask staff to record their own training, evidencing what has changed in their practice and the positive outcomes for children as a result of this change.

We saw that new staff were engaged with children and supported their play experiences, such as, playing a 'twister' type game. However, we observed that generally staff engagement with children was poor. We asked that there was a review of routines and areas of responsibility to free staff to be more involved in and extend children's play and learning. Staff focussed on tasks, which resulted in limited interactions with children. Similarly, we saw inconsistency in how staff engaged with children to support their emotional wellbeing. As a result of staff being engaged in tasks, they were unable to appropriately support children who were having disagreements; this was because they had not witnessed situations. Children told us that situations were not always resolved fairly, which left them feeling frustrated. Staff need to listen to children and support them to find a solution when a disagreement occurs. This would help children to learn to negotiate and develop the skills to resolve issues independently. Similarly, this would support them to develop respect for others and a sense of responsibility, in keeping with the Getting it Right for Every Child' (GIRFEC), national wellbeing indicators. Consideration also needs to be given to fairness when staff decide who is being picked to join a group, for example going on a walk. See requirement one.

The lunch time experience for children was restrictive and needed to be improved. This should be a relaxed and socially enjoyable experience and an opportunity for staff to chat with children and develop relationships. We asked that staff sat at tables with the children and that the television was not used during this time. We observed unnecessary waiting times during lunch, for example children having to wait while staff collected their lunch before they could start eating. We were concerned that children sat at the lunch table for 45 minutes and requested that lunch time routines were reviewed. Children should be given the choice to leave the table and engage in an appropriate activity, which would not disturb children still eating, when they finished lunch. The business manager agreed to review this. See recommendation one.

A review of staff files demonstrated some steps had not been completed to confirm satisfactory recruitment. Therefore we were unable to confirm safe recruitment to ensure staff were identified as fit and suitable to work with children. These included; a lack of systems regarding induction and no confirmation of criminal record checks being completed for two staff who were working with children during our visits. See requirement two.

## Requirements

### Number of requirements: 2

1. The provider must ensure staff practice maintains the dignity and respect of children at all times. In order to achieve this, the provider must ensure that:

- effective transition arrangements support new children to understand routines and expectations
- staff will support children's emotional needs at all times
- children feel comforted and secure when using the service
- children are consistently treated with dignity and respect
- routines and areas of responsibility are reviewed, to allow staff to be less focussed on tasks and more involved in extending children's play and learning
- staff practice will ensure fairness at all times.

Timescale for meeting this requirement: On receipt of report.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 210 Regulation 4 (1)(a)(b) Welfare of Users. It is also to ensure that care and support is consistent with the Health and Social Care Standards which state "I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention." (HSCS 3.1).

2. The provider must ensure that safe recruitment procedures are implemented and that all staff are fit and suitable to work with children. In order to achieve this, the provider must ensure that:

- there are effective and supportive induction policies and procedures for all staff, prior to starting
- criminal record checks, consistent with current legislation, are fully carried out prior to staff starting.

Timescale for meeting this requirement: 26 April 2019.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 210 Regulation 9 (1) (Fitness of employees) and Regulation 15(a)(b)(i) (Staffing). It is also to ensure that care and support is consistent with the Health and Social Care Standards which state "I am confident that people who support and care for me have been appropriately and safely recruited. (HSCS 4.24)".

## Recommendations

### Number of recommendations: 1

1. The provider should ensure that lunch time experiences are respectful and more tailored to children's rights. This may include:

- quality staff engagements throughout lunch, with good use of positive role modelling to children
- lunch time being a relaxed and socially enjoyable experience (television turned off)
- appropriate time and pace for a quality lunch experience.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that, "I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible." (HSCS 1.35)

**Grade:** 2 - weak

## Quality of management and leadership

### Findings from the inspection

This theme takes into account evidence from all themes in this report.

The business manager was organised, knowledgeable and skilled to give appropriate advice and guidance about the business and management of the service. She regularly chaired team meetings and we saw from minutes of



meetings that she had identified areas of concern or required improvements. The business manager agreed to recruit a play leader in charge who has the required knowledge and skills to lead best practice. Currently there were interim management arrangements in place which we established to be ineffective. This would ensure a high quality service where children are safe, have rich play experiences and the best possible outcomes. See requirement one.

Staff would benefit from having clear remits and areas of responsibility to support the management of the session and enhance the quality of the provision. We spoke about the importance of remaining engaged with best practice guidance and training to ensure that the experiences the service offers children were meaningful, rich and of the highest quality. We advised staff to source and make use of the range of best practice documents available at [www.careinspectorate.com](http://www.careinspectorate.com). Similarly, we advised the business manager to familiarise herself with the notifications guidance and make appropriate notifications to the care inspectorate.

Quality assurance within the service was limited and not effective. There were no formal systems in place to identify strengths and areas for improvement. The development of monitoring procedures would help to identify health, safety and quality issues. We suggested management should continue to develop systems to ensure that the staff team have the appropriate information, support and learning opportunities to provide the highest possible outcomes for children. This could be enhanced with a clear audit trail of identified improvements and how these have been addressed. See requirement two.

The business manager was keen to listen to our advice and we felt that the service was well placed to make necessary improvements. However we stressed these must be made quickly to reduce the serious risks we identified.

## Requirements

### Number of requirements: 2

1. The provider must recruit a manager who has the required skills, knowledge and experience to ensure the health, safety and development of all children. In order to achieve this, the provider must ensure that:

- a manager who has the skills, knowledge and experience necessary for managing the service is recruited within the timescale
- the Care Inspectorate have been notified in writing of the action plan put in place to protect the care, safety and welfare of children until new manager is appointed. (we received this during the completion of this report).

Timescale for meeting this requirement: 28 June 2019.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 210 Regulation 7 (c) Fitness of managers. It is also to ensure that care and support is consistent with the Health and Social Care Standards which state "I use a service and organisation that are well led and managed." (HSCS 4.23).

2. The provider must continue to develop self-evaluation, quality assurance and monitoring systems in line with current legislation and best practice, to support the continuous improvement of the service. In order to achieve this, the provider must ensure that:

- Effective monitoring of staff practice and interactions are recorded. These should be recorded, used to identify actions and communicated to all staff. (This would

- support continuity in practices and improved provision)
- staff involvement in self-evaluation should be progressed
- priorities identified in the improvement plan should reflect areas for improvement identified in this inspection.

Timescale for meeting this requirement: 5 June 2019.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 210 Regulation 3 Principles. It is also to ensure that care and support is consistent with the Health and Social Care Standards which state "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19).

## Recommendations

**Number of recommendations:** 0

**Grade:** 2 - weak

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
24 Feb 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
28 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Apr 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
30 Oct 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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