

Errol Children's Club Day Care of Children

G.P. Room
Errol Primary School
Station Road
Errol
Perth
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Telephone: 07986 410729

Type of inspection:

Unannounced

Completed on:

10 June 2019

Service provided by:

Errol Children's Club a Scottish
Charitable Incorporated Organisation

Service provider number:

SP2011011712

Service no:

CS2011303269

About the service

Errol Children's Club registered with the Care Inspectorate on 9 January 2012. The club is registered to care for a maximum of 28 children at any one time up to age 14 years, and of whom no more than two may be aged from three years. Errol Community Centre may also be used by the service.

The club currently operates from the gym hall within Errol Primary School and is open between 15:00 and 17:50 Monday to Friday during school term time, 08:30 and 18:00 during school holidays and in-service days and 12:00 and 18:00 on days when the school finishes at 12:00.

The club is a voluntary organisation and is run by a parental management committee. A regulatory plan continues to be in place for this service. This allows the Care Inspectorate to monitor closely the issues and progress within the service.

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. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

Most children were happy and content at the club. Some children chose to bring their own activities as they did not feel the activities offered at club met their needs. Other children enjoyed the activities on offer, and particularly enjoyed playing outside. Most children enjoyed the space in the gym hall better than the room previously accessed by the club. Some children told us they did not like the manner in which some staff spoke to them. Children also told us they would like more flexibility with regard to accessing toilets.

Nine parents returned questionnaires prior to inspection, and we spoke to several parents during the inspection. Some parents were happy with the club and the experience their child had, whilst others felt there was room for improvement, particularly in relation to engaging activities for older children.

Self assessment

The service was not asked to submit a self assessment prior to inspection. We reviewed their quality assurance systems and improvement plans. Further details can be found under the quality of management and leadership.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Children were familiar with the club routines, and in particular new routines which had been introduced since the club had moved to the gym hall area. Children were signed into the club by staff, with regular checks carried out throughout the session to confirm numbers of children in attendance. Staff were familiar with this system, and spoke us through their missing child protocol, to ensure children's safety.

On arrival, children settled into either snack or an activity of their choice. Activities were laid out by staff, from the resources now stored in an outdoor shed. Arts and crafts, Lego, cars and small world toys were available. Most children were engaged in their play, and appeared to be happy with the resources on offer. However, some children told us that they didn't enjoy the activities on offer and preferred to bring their own activity (**see recommendation 1**). We also highlighted that children's choice was not being well supported by staff setting out resources prior to children arriving at the club (**see recommendation 2**).

One half of the gym hall was used for sports activities such as football and badminton. This area was observed to be enjoyed by children, providing them with the opportunity for active play at the end of the school day. Some older children told us they felt this could be made better by more engagement from staff in set games, or used to construct and complete obstacle courses. Children also highlighted that it would be fairer if use of this space was time limited to allow everyone a turn.

Children told us that they used to have a club council but had not had meetings for some time. They told us they would discuss things they wanted at club, and had a notebook to write in. The manager could not find this notebook during the inspection. We highlighted the importance of children having ownership of their club, and being involved in all decisions made (**see recommendation 2**).

Children's registration information was in place, including emergency contact information. We discussed children with additional support needs and their personal plan information to guide staff on how to meet children's needs. This was still not in place for some children, and we were not confident in staff's understanding of certain children's needs. We again highlighted the importance of having this in place to inform staff practice, and that this is discussed and reviewed regularly with parents (**see requirement 1**).

Requirements

Number of requirements: 1

1. In order to meet children's needs, the provider must ensure that children's information is recorded clearly, containing sufficient information as to how individual needs will be met. These must be signed by parents and reviewed every six months, or sooner as necessary. This must be completed by 19 July 2019.

This is to ensure care and support is consistent with the Health and Social Care Standards, 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) and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011, (SSI 2011/210) Regulation 5 Personal Plans.

Recommendations

Number of recommendations: 2

1. To impact positively on children's play experience and creativity, the service should review its selection of indoor resources and activities, developing these to include loose parts to meet children's choices and wishes.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'I can maintain and develop my interests, activities and what matters to me in the way that I like.' (HSCS 2.22).

2. To ensure that children's feedback and opinions are valued, supporting children's choice, the service should implement consistent ways of consulting with children which are meaningful, demonstrating a respect for all of their views and opinions. The manager should evidence how children's feedback has impacted on the development of the club.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.' (HSCS 2.11).

Grade: 2 - weak

Quality of environment

Findings from the inspection

The club had recently moved to operate from the gym hall, and we noted the majority of children found this to be a positive move. The hall provided a bright and open space for children to spend their time, with a designated area for more active sports and games.

Children's clear preference at club was to be outside, and they told us that they were outside sometimes, but would like to be outside more. We observed children outside at the first inspection visit, and found them to be thoroughly engaged in their play. Scooters and bikes were most popular, and children were familiar with wearing appropriate helmets to keep them safe. There was a large variety of resources available for children to play outdoors, and support creative play.

Resources indoors were laid out by staff prior to children attending, and consisted of arts and crafts, Lego, cars, and train tracks. There was also a sofa and books to create a story corner, which some children enjoyed as a softer area to relax. Football and badminton were available in the half of the gym hall which was sectioned off for sports. Some children were engaged and content in their activities, creating games together, however resources did not reflect older children's interests.

Some children found the large gym hall noisy and used ear defenders to allow them to concentrate on their chosen activity. We discussed the resources on offer and again highlighted the use of natural and open-ended resources, considering all ages of children attending to ensure that resources met all children's needs and interests **(see recommendation 1 under Quality of Care and Support)**.

Children told us that they had to inform staff if they were going to wash hands before snack and sign out of the hall if they needed the toilet. Children told us that only one child was allowed out to the toilet at a time, and this was difficult if children were needing to go to the toilet. We discussed this at feedback and advised that a more flexible approach should be in place to support children's toileting needs **(see recommendation 1)**.

We observed most children to wash hands before snack, however this was not consistent. We also observed some children to collect snack and walk about eating this, we again highlighted that this was not best practice and presented a choking hazard. We discussed safe food practices now that the service was operating from the gym hall, and directed the service to the Environmental Health website for further guidance.

Accident and incident forms were still not being completed fully by staff as advised at last inspection. We discussed this with the manager advising the importance of all records being completed fully and signed by parents **(see recommendation 2)**.

Risk assessments were regularly discussed and overviewed by the management sub-committee. These were discussed to reflect operating from the new area of the gym hall, and taking into consideration some of the challenges the new outside building presented in observing children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to support children's individual needs, the service should reflect and introduce more flexible approach to support children accessing the toilet.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'I can easily access a toilet from the rooms I use and can use this when I need to.' (HSCS 5.2).

2. In order to ensure that children are appropriately supported following any accident or incident, staff should receive further training to develop their practice and understanding of completion of appropriate records, sharing these consistently with parents.

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

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff were registered with the Scottish Social Services Council (SSSC) and maintained this as appropriate. Recruitment was led by the committee, and was currently focussed on the recruitment of a new manager for the club.

A new member of staff had joined the service since last inspection, with a focus of supporting children with additional support needs in the club. We spoke to staff about this role, and found a mixture of understanding as to the purpose of this. Some staff felt this role blended overall within the club, while others identified this member of staff as having sole focus on specific children. We discussed this at feedback and highlighted the benefit of all staff being clear on roles and responsibilities within the team **(see recommendation 1)**.

Staff were adjusting to operating from a new area within the school. Overall this move had been a positive one, although some challenges were now present with regards to snack preparation and independent selection of resources. We discussed with staff the importance of continuing to reflect on how things were working in this area, taking into account all children's feelings around this.

Staff recognised that some committee members visited the club, but were unclear as to the role and purpose of this. We asked staff about supervision sessions and were advised these had not taken place. However, at feedback committee members provided evidence of such sessions. We discussed the importance of systems in place having the desired impact on staff reflections and practice, as well as staff understanding of accountability in their role **(see recommendation 2)**.

Staff told us of some in-house training sessions which had taken place around children with additional support needs. The manager shared with us her plans to update her first aid training later this year. We found no evidence of regular professional development attended by staff, or an adequate level of staff reflection on their practice. We discussed at feedback the importance of staff demonstrating they are trained, competent and skilled and are able to reflect on their practice **(see recommendation 2)**.

We spoke to several children throughout the inspection who shared with us their thoughts about club and relationships with staff. Some children were satisfied with the relationships with staff, whilst others were not always happy with the way they were spoken to or language used by staff. We shared this information with the committee and asked them to investigate this further, highlighting the importance of children being listened to, and spoken to in a courteous and respectful manner at all times **(see requirement 1)**.

Requirements

Number of requirements: 1

1. In order to ensure that children feel safe and supported while using the service, the committee must ensure that staff communication and engagement with children is always appropriate, respectful and supportive.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that '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) and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

This must be completed by 19 July 2019.

Recommendations

Number of recommendations: 2

1. To impact positively on children's experiences, all staff should have a clear understanding of staffing roles and responsibilities within the club.

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

2. In order to deliver safe and effective care, staff are trained, competent and skilled in their roles.

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

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

Quality assurance systems were in place with the quality assurance person and the newly developed sub committees. This provided a clear structure around the roles and responsibilities of different committee members, and the role of the quality assurance person in monitoring standards within the club.

Policies and procedures had been reviewed and we provided feedback as to some areas which required amending to reflect current best practice and national guidance. We also highlighted the importance of staff being familiar with these and the impact of them on staff practice (**see recommendation 1**).

The committee had identified new sub-committees to lead on specific areas of the club, and support the manager in her role. We found the staff team to have little awareness or understanding of the operations of the committee. Staff raised that they were not always aware of policies developed by the committee or their role and connection with the club. The committee shared evidence with us at feedback about the level of input, support and information shared with the staff team. However, the staff were not engaging with the committee in their efforts to support the improvement of the club.

We discussed the lack of significant progression within the club with the regard to experiences for children, and the need for this to be addressed as a matter of urgency. We highlighted the lack of competency in the operational management and leadership of the club, emphasising the need to review this to ensure this was having a positive impact on children's experiences **(see requirement 1)**.

Requirements

Number of requirements: 1

1. In order to improve experiences for children, the committee must review the operational management of the club to ensure this is led by a competent and skilled workforce.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14) and in order to comply with Regulation 7(1)(2)(c)(d) (fitness of managers) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This must be completed by 18 August 2019.

Recommendations

Number of recommendations: 1

1. In order to impact positively on children's experiences, staff must be familiar with appropriate policies and procedures in line with best practice guidance.

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

Grade: 2 - weak

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 children's safety, health and wellbeing, the provider must ensure the manager attends advanced child protection training by 31 October 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards, 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), and in order to comply 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 20 August 2018.

Action taken on previous requirement

The manager had attended further child protection training to update her knowledge in this area.

Met - within timescales

Requirement 2

In order to ensure that children's needs can be safely met, the committee must ensure that the club is adhering to their conditions of registration at all times by 13 August 2018.

This is 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), and in order to comply 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 20 August 2018.

Action taken on previous requirement

The club was clear on their conditions of registration and operated within these.

Met - within timescales

Requirement 3

To ensure children are protected from potential harm the provider must ensure that policies and procedures relating to security, safeguarding and supervision are reviewed and updated in line with best practice guidance.

The provider must also ensure that the staff are trained in the new procedures and have a clear understanding of their roles and responsibilities in safeguarding children by 20 December 2018.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20), and in order to comply 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 21 November 2018.

Action taken on previous requirement

Policies had been reviewed by the committee and shared with staff. We provided some feedback on ways in which these needed further development to reflect current best practice guidance and contain specific detail. We also highlighted the importance of staff being fully aware of these and implementing them into their practice. A further recommendation has been made as part of this report.

Met - outwith timescales

Requirement 4

To ensure people can make a complaint about their care and support and have this acted upon the provider must ensure the complaint policy and procedure is reviewed and updated in line with current best practice guidance.

The provider must also ensure that all relevant people are aware of their roles and responsibilities in responding to complaints and concerns in a robust and impartial manner by 20 December 2018.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20), and in order to comply 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 21 November 2018.

Action taken on previous requirement

The complaint policy had been reviewed by the committee and shared with staff. We provided some feedback on ways to further develop this, with steps and timescales. A further recommendation has been made as part of this report.

Met - outwith timescales

Requirement 5

To ensure good outcomes for children the provider must ensure that there is effective management with robust quality assurance to lead improvement for the team by 20 December 2018.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14), and in order to comply with Regulation 7(1)(2)(c)(d) (fitness of managers) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 21 November 2018.

Action taken on previous requirement

Despite efforts made by the committee to review policies and provide input and support to the staff team, this had not had sufficient impact on improving outcomes for children. A further requirement has been made in relation to the operational management of the club as part of this report.

Not met

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

Previous recommendations

Recommendation 1

To ensure that children's feedback and opinions are valued, the service should consider ways of consulting with children which are meaningful, demonstrating a respect for all their views and opinions. The manager should evidence how children's feedback has impacted on the development of the club.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.' (HSCS 2.11).

This recommendation was made on 20 August 2018.

Action taken on previous recommendation

Although a children's club council had been identified and had met on occasion, this had not happened for some time and was not consistent. Records of meetings held could not be found during inspection. A further recommendation has been made as part of this report.

Recommendation 2

In order to fully meet children's care and support needs, the service should review their method of gathering information from parents and carers prior to their child commencing at the service.

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

This recommendation was made on 20 August 2018.

Action taken on previous recommendation

Sufficient information was not in place for specific children to meet their needs. A requirement has been made as part of this report.

Recommendation 3

To contribute positively towards children's play experience and creativity, the service should review their selection of indoor resources and activities, developing these to include loose parts.

This is to ensure care and support is consistent with Health and Social Care Standards, which state that '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 using open-ended and natural materials.' (HSCS 1.31).

This recommendation was made on 20 August 2018.

Action taken on previous recommendation

Indoor resources and activities were still not meeting all children's interests, and loose part resources could be improved. A further recommendation has been made as part of this report.

Recommendation 4

In order to ensure that children are appropriately supported following an accident or incident, staff should receive further training to develop their practice and understanding of completion of appropriate records, sharing these consistently with parents.

This is to ensure care and support is consistent with the Health and Social Care Standards, 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 20 August 2018.

Action taken on previous recommendation

Accident and incident forms were still not being completed accurately. A further recommendation has been made as part of this report.

Recommendation 5

In order to ensure staff are suitably skilled and competent in their roles, the service should develop a robust induction procedure to support new staff in post.

This is to ensure care and support is consistent with the Health and Social Care Standards, 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 20 August 2018.

Action taken on previous recommendation

There was minimal evidence of robust induction to the service, and we highlighted this under the need to review the operational management of the service to ensure this was effective. A requirement regarding the operational management structure of the service has been made as part of this report.

Recommendation 6

To impact positively on outcomes for children, staff development should be further developed to take account of current best practice, relevant play theory, values and equalities. The staff training should be audited to measure its effectiveness in developing practice and improving outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards, 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 20 August 2018.

Action taken on previous recommendation

There was minimal evidence of professional development for staff, with no impact on effectiveness in improving outcomes for children. A further recommendation has been made as part of this report.

Recommendation 7

In order to protect children's privacy and keep them safe, the club should develop and implement a mobile phone use policy in conjunction with children, parents and carers.

This is to ensure care and support is consistent with the Health and Social Care Standards, 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 20 August 2018.

Action taken on previous recommendation

A mobile phone policy had been developed. We provided feedback on developing this further to support positive outcomes for children. A further recommendation about policies has been made as part of this report.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
17 Dec 2018	Re-grade	Care and support Environment Staffing Management and leadership 1 - Unsatisfactory Not assessed 1 - Unsatisfactory 1 - Unsatisfactory
19 Jul 2018	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good 3 - Adequate 2 - Weak
12 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
23 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership 2 - Weak 3 - Adequate 2 - Weak 2 - Weak
22 Aug 2017	Re-grade	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed Not assessed 3 - Adequate
25 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 4 - Good 4 - Good
13 May 2013	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

Date	Type	Gradings	
30 Apr 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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