

Danderhall After School Club Day Care of Children

Danderhall School
59 Edmonstone Road
Danderhall
Dalkeith
EH22 1QL

Telephone: 0131 663 9091

Type of inspection:

Unannounced

Completed on:

14 May 2019

Service provided by:

Danderhall After School Club

Service provider number:

SP2003003477

Service no:

CS2003015237

About the service

Danderhall After School Club has been registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

Danderhall After School Club is registered to provide a care service to a maximum of 40 children aged four years to Primary 7.

The service operates between the hours of 7.30am - 9.00am, 2.00pm - 5.45pm Monday to Thursday and 7.30am - 9.00am, 12 noon - 5.45pm on a Friday.

During school holidays and in-service days 7.30am - 5.45pm Monday to Friday.

The club is situated in a designated area within Danderhall Primary school in Midlothian close to local amenities and parks. The club also have the use of the large grassy area within the school grounds where children can experience outdoor play.

Aims of the service include:

- A flexible and reliable service of care for children outwith normal school hours, during holidays and at other times when the school may be closed (excluding public holidays)
- A safe, pleasant and stimulating environment for children whilst in their care
- A challenging, child-centred and intensive programme which will broaden the range of experience for the children involved and offer a wide range of activities including arts and crafts, drama, sport, project work and outings'.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by the 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. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, included.

What people told us

Prior to the inspection twenty-two questionnaires were sent out. We received two completed questionnaires from parents. On the day of inspection We spoke to three parents.

The following comments we received were:

"The club has been wonderful"

"excellent staff and GDPR followed "

"my child enjoys coming everyday"

"Staff are great and always give me feedback"

"lots of activities are available"

One parent shared their concern that the future plan for the new school build could impact on adequate space for the After school club.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the action plan that had been requested from the last inspection. This demonstrated how the service planned to address the requirements and recommendations that had been made at the previous inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Children were relaxed and confident within the setting and we saw warm interactions between children and staff. Children arriving from school had clearly built friendships with each other which supported them to develop positive relationships. They were chatty and keen to share their news with staff who were responsive and encouraging. This helped them feel respected and included.

Staff knew the children well and could tell us about their individual needs including their health needs and dietary requirements. Since the last inspection each child had been allocated a keyworker who was responsible for their personal plans. These had been improved on and included relevant and current information. This helped to provide a continuity of care in meeting positive outcomes for children.

Learning folders had been introduced and were at an early stage. We discussed with staff ways in making them more meaningful for children. Staff should find ways of involving children in setting their own goals. This would support them to take ownership of their own learning.

Children were able to influence snack menus and a display board in the playroom showed a weekly plan of snacks. While there were healthy options this was not always consistent in meeting with best practice guidance. We referred the manager and staff to 'Setting the Table' and 'Food Matters' to keep fully informed of health and nutrition. This would support children to develop healthy eating habits and good relationships with food. On the day of inspection staff prepared and served the snack which limited children's involvement and participation in the task. We discussed with staff the need to support and respect children's ability to participate. This would help to build children's confidence, self-help and independence skills. (see recommendation 1).

Since the last inspection the medication policy had been reviewed and updated. All staff had completed training on the administering of epipens and most staff had completed first aid training. While we found improvements in children's care plans these were not consistent and not all children had a clear written plan for long-term medication. Signs and symptoms of some children's conditions were missing or unclear. This meant that staff were not confident in when to administer medication. This missing information still had the potential for children to be at risk. (requirement 1) We also found some out of date medication.

Requirements

Number of requirements: 1

1. The provider must ensure that children receive their medication in a safe manner. In order to achieve this the provider must introduce an effective system for medication and ensure that a care plan is completed for all children who require long-term medication.

Regulation 4(1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10)).

This is in order to comply with:

Health and Social Standard 1.24: Any treatment or intervention that experience is safe and effective.

Recommendations

Number of recommendations: 1

1. 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 supporting children's independence in the preparing and serving of food. This will help children to feel respected and stay healthy.

Ref: Health and Social Care Standards:

1: I experience high quality care and support that is right for me: Wellbeing 1.27.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The environment was warm and welcoming and supported children in feeling comfortable and confident within the setting. Since the previous inspection the service had moved into a designated area within the school. This consisted of a large spacious classroom, which children were able to move around freely and a kitchen area. They were offered a range of activities and experiences that allowed for both active and restful experiences.

Children had benefitted from the new improved space and had more readily accessible resources, however this could be improved in some areas. We saw that art materials which had been set out by staff had not been replenished throughout the session. This limited children's opportunities and participation. We discussed with staff ways for children to have open access to a range of materials in allowing them to make their own choices and decisions. This would support them in leading their own learning.

Children were presented with a range of activities and experiences but we found that some lacked challenge. We discussed with staff ways to improve this which included open-ended materials 'loose parts'. These are materials with no specific set of directions, and can be taken apart and put back together in multiple ways. This would support children's natural learning through curiosity and inquiry and introduce more challenge into children's daily experiences.

Staff completed visual checks of the premises before children arrived each day to help maintain a safe place for them to play. Full risk assessments had been completed since the last inspection for areas used indoors and outdoors. These needed to be updated in reflecting the change of rooms within the school. A risk assessment was to be completed for the classroom and kitchen area. This would contribute to children's safety (recommendation 1).

Children had access to the outdoors on a daily basis. This supported them to be healthy and active. They told us they liked to play on the "monkey bars" at the local park and liked to go "up the bing" when out on local walks. This showed they were included in the local community.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the service updates the risk assessments in place to reflect the change of rooms that children occupy. This will contribute to children's safety.

Health and social care standards

3.1 I have confidence in the people who support and care for me 5.1 I experience a high quality environment if the organisation provided the premises 5.17 my environment is safe and secure

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Children had positive relationships with staff and we saw warm and fun interactions between them. Children were confident to approach staff for help or to invite them into their play. This demonstrated that they had developed trusting relationships. Staff had built good relationships with parents and we saw warm interactions between them when parents arrived to collect their children. Parents were positive about the service and told us that staff were always approachable and gave daily updates of their children.

The manager had reviewed the safer recruitment policy in line with best practice Safer Recruitment Through Better Recruitment. We saw that the staff recruitment process was in place. A new member of staff had completed all relevant checks prior to starting at the setting. The manager was aware that two references were required for new employees and that no staff would start prior to having a Protected Vulnerable Group (PVG) check being returned. We sampled staff files which included appraisals and personal development plans. These plans identified training goals for staff including the updating of child protection and first aid training. Regular monitoring of SSSC registration would ensure staff remained registered and children were being kept safe.

Staff had knowledge of the framework, the Playwork Principles in planning for children's care. In continuing to improve outcomes and experiences for children staff should further develop their knowledge of children's play

and challenge. We referred staff to Play Scotland and the Care Inspectorate Hub for best practice guidance documents.

Within the playroom Getting it Right for Every Child (GIRFEC) well-being indicators were displayed on the wall. While we could see that staff used them in their practice we were not sure how meaningful they were to children. Staff should find ways to involve and promote them to children in demonstrating how they are embedded into the ethos of the setting.

Staff worked well together and supported each other throughout the session in completing routine tasks and providing activities for children. They told us they felt supported by the manager and found her approachable in responding to requests or any issues.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Policies and procedures had been reviewed and updated by the manager and shared with staff. The medication policy still required further information to be included in the administering of long-term medication. This would ensure staff had a clear understanding of their roles and responsibilities to meet the best outcomes for children (a requirement has been made within care and support).

In order to ensure children received consistent care from a supported team the manager had developed a plan for support and supervision sessions with staff three monthly. Daily briefings had been introduced and regular team meeting were in place. These gave opportunities to reflect on the running of the service and to identify the needs of individual children. The manager should monitor and evaluate these new processes as part of the setting's quality assurance systems. This would support good practice being embedded within the service.

We spoke with children about their involvement in the service. Children told us they gave their ideas on snacks, activities and outings. A children's committee had been set up to meet weekly to give their views and ideas. Staff should find ways to evidence children's involvement and how it influences the development of the service. Parents were encouraged to give their views of the service through verbal communication and questionnaires.

In promoting leadership skills and supporting the development of the workforce the manager had been delegating leadership tasks to staff. To improve professional practice and support positive outcomes for children we recommended the manager access further management training. We suggested for example Step into Leadership (SSSC).
(see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To improve professional practice and support positive outcomes for children we recommended the manager access further management training.

Ref: Health and Social Care Standards

4.24 I use a service and organisation that are well led and managed.

Grade: 3 – adequate

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

Previous requirements

Requirement 1

By **31 December 2018**, to ensure children's individual needs are being met the provider must put in place children's personal care plans to support their health, wellbeing and care needs.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 5 (1) (2).

Health and Social Care Standards:

1: I experience high quality care and support that is right for me.

1.5 – 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. 1.23 – My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

This requirement was made on 17 December 2018.

Action taken on previous requirement

Children's plans had been updated and contained all relevant information in providing for their individual needs. Keyworkers had been allocated to take responsibility for the plans and in making sure they were reviewed regularly.

Met – within timescales

Requirement 2

By **31 December 2018**, the provider must ensure that there is a robust staff recruitment policy and procedure in place and a comprehensive induction for all staff which includes:

- Relevant checks to ensure safe recruitment
- Training identified and planned to meet the individual needs of the children
- Regular on-going support and supervision in line with the service Training and Induction policy
- Regular opportunities to meet together as a team.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 15 (b) (b) (1) - a provider must ensure that persons employed in the provision of the care service receive training appropriate to the work they perform.

Health and Social Care Standards:

4: I have confidence in the organisation providing my care and support.

4.23 - I use a service or organisation that are well led and managed.

4.24 - I am confident that people who support and care for me have been appropriately and safely recruited.

This requirement was made on 17 December 2018.

Action taken on previous requirement

A robust staff recruitment process was in place. The manager had reviewed the safer recruitment policy in line with best practice Safer Recruitment Through Better Recruitment.

We evidenced staff appraisals and personal development plans which identified training goals in supporting positive outcomes for children.

Met - within timescales

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

Previous recommendations

Recommendation 1

A written risk assessment should be put in place for the dining hall, toilets and entrance area, and outings in the local community, identifying any hazards to ensure the safety of the children.

Health and Social Care Standards:

3: I have confidence in the people who support and care for me.

3.25 - I am helped to feel safe and secure in my local community.

5: I experience a high quality environment if the organisation provides the premises.

5.17 - My environment is safe and secure.

This recommendation was made on 17 December 2018.

Action taken on previous recommendation

Risk assessments had been put in place since the previous inspection. To contribute to children's safety these now required to be updated due to a change of room use for the setting within the school. A further recommendation has been made within this report.

Recommendation 2

Staff should make themselves familiar with the wellbeing indicators and embed this in their practice.

Health and Social Care Standard:

4: I have confidence in the organisation providing my care and support.

4.23 - I use a service and organisation that are well led and managed.

4.27 - I experience high quality care and support because people have the necessary information and resources.

This recommendation was made on 17 December 2018.

Action taken on previous recommendation

The well-being indicators had been displayed within the playroom. We observed staff were confident in using them in their practice in supporting children's care and wellbeing.

Recommendation 3

Promotion of leadership skills for all staff will support the development of the workforce and contribute to improved outcomes for children. We recommended the manager further promote leadership skills at all levels within the workforce by using the Scottish Social Services Council's Step into Leadership pathway online resource. Staff should now access and use this resource to support improved outcomes for children and their own professional practice.

More information can be found at URL: <http://www.stepintoleadership.info/>.

Reference: Health and social care standards.

4: I have confidence in the organisation providing my care and support.

This recommendation was made on 17 December 2018.

Action taken on previous recommendation

Leadership and management training had not been accessed since the previous inspection. This recommendation has been carried forward into this report.

Recommendation 4

The service should further develop ways of involving staff, children and parents to give their views and make suggestions to improve and develop the service.

Health and Social Care Standards.

4: I have confidence in the organisation providing my support.

4.6 - I can be meaningfully involved in how the organisations that support and care for me work and develop.

4.7 - I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.

4.8 - I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.

This recommendation was made on 17 December 2018.

Action taken on previous recommendation

A children's committee had been set up to share views and ideas. This would support and influence the development of the service.

Parents gave feedback through verbal communication and the manager had sent out questionnaires to parents. The manager planned to use views gathered to inform the improvement and development of the service.

Recommendation 5

All policies and procedures should be reviewed and updated to reflect the service provided.

Health and Social Care Standards:

4: I have confidence in the organisation providing my care and support.

3.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

This recommendation was made on 17 December 2018.

Action taken on previous recommendation

Policies and procedures had been reviewed, updated and shared with staff. Further information was required within the medication policy and has been included within Requirement 1 of care and support within this report.

Recommendation 6

Quality assurance methods should be established and developed further. This would enable the service to evaluate and monitor the overall quality of the service and improve outcomes for children.

Health and Social Care Standards:

4: I have confidence in the organisation providing my care and support.

4.19 - I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

This recommendation was made on 17 December 2018.

Action taken on previous recommendation

Quality assurance systems had been developed but were in the early stages. These needed to be monitored and embedded into practice to support children's positive outcomes.

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
18 Oct 2018	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
12 Mar 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
3 Mar 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
16 Nov 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
15 Jan 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
29 Jan 2014	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
19 Sep 2013	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
11 Jul 2012	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
9 Mar 2012	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	1 - Unsatisfactory
		Management and leadership	1 - Unsatisfactory
25 Nov 2011	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
24 May 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
29 Oct 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	Not assessed
17 Jul 2008	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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