

Alloway After School Club Day Care of Children

Life Long Learning Suite
Alloway Primary School
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KA7 4QQ

Telephone: 07857 115911

Type of inspection:

Unannounced

Completed on:

21 May 2019

Service provided by:

Alloway After School Club Committee

Service provider number:

SP2003001090

Service no:

CS2003005138

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Alloway After School Club is registered to provide a care service to a maximum of 30 children attending primary school. The service operates term time only.

Alloway After School Club is provided by a voluntary management committee. A manager is responsible for the day-to-day running of the service and the quality of care. The service operates from the Lifelong Learning suite located within Alloway Primary School in South Ayrshire.

A full statement of the service aims and objectives is available.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

Throughout this report, any reference to "parents" also includes carers and guardians.

Prior to inspection, we sent nine care standards questionnaires to the manager to distribute to parents using the service. We received four completed questionnaires prior to this inspection. The respondents to our questionnaire agreed that they were happy with the quality of care provided by the service. Comments made included:

"The staff are excellent communicators and I feel both my children have been happy there".

The parents that we spoke to during inspection confirmed that they felt their children were being cared for in a safe environment and they were happy with the wide range of activities that were available.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We asked the service if they we could view their own improvement plan and quality assurance paperwork. The service was unable to provide us with an improvement plan or quality assurance paperwork.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Staff had established positive relationships with children and families. Parents told us that communication was good and that staff were friendly. Information was shared regularly with parents through daily conversations, text messages and Facebook. During inspection we looked at information shared with parents via Facebook. We found some of this was informative and helpful for parents, particularly in relation to online safety.

Throughout our inspection we observed staff interacting with children. Children approached staff with ease, seeking support and help when required, staff responded appropriately. Children told us that staff were 'nice, amazing and funny'. All children we spoke with, commented positively on their experience.

We looked at how the service gathered information about individual children and how this was used to plan appropriate support. Personal plans were in place for all children sampled. These plans included some information about children and were reviewed regularly with children and parents. The quality of information recorded within the plans was inconsistent. The service should further develop children's personal plans clearly outlining how they will meet children's health, welfare and safety needs. Clear personalised next steps should be evident in all plans to support the service in planning appropriate activities based on children's needs and interests (Recommendation 1).

We looked at the systems in place to ensure safe administration of medication. The service had updated their record formats from the previous inspection inline with best practice guidance. There were no completed records however for us to sample. We looked at health information recorded on children's enrolments forms and found that systems in place had not been updated with recent changes. This meant that appropriate procedures were not in place to meet children's health needs. Individual risk assessments and health plans should be established for children where required to ensure staff have clear procedures to follow in the event of a child becoming unwell (Recommendation 2).

Staff had a basic understanding of their role in relation to child protection, however had not attended any recent training to keep up to date with current protection issues. We asked management to access training for all staff as soon as possible.

Registers of children's attendance were maintained and procedures were in place for registering and escorting children safely from school. We asked the service to expand procedures to include the transition for children walking unaccompanied between after school clubs and the service.

Accidents and incidents were recorded, audited and shared with parents, with appropriate treatment given to children. We have asked the service to carry out audits more regularly. This will enable them to put in place any additional control measures earlier to minimise any further risks.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should ensure that personal plans clearly identify children's individual health, welfare and safety needs and detail how these needs will be met. Children's next steps should be personalised and tracked to support children's development and progression.

This is to ensure that Care and Support is consistent with the Health and Social Care Standards which state: 'My personal 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)

2. The service should ensure that any new health information gathered is used fully to plan children's care. Individual risk assessments and health plans should be established for children where required to ensure staff have clear procedures to follow. Staff should ensure that any medication required is accessible when children are in the service.

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

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We found staff had effective processes in place to ensure children were signed in and out of the service safely. There was a secure system in place to ensure visitors to the service were greeted by staff. This ensured that staff were aware of who was entering the service and helped to keep children safe.

Children were observed to play on their own, with friends or in a small group promoting cooperative and respectful play. Resources supported children's interests and we found that when resources had been purchased in consultation with children this was shared effectively with parents. Children had access to a large secured outdoor play space which was well resourced providing opportunities for children to make independent play choices and supported children's wellbeing.

There were a combination of risk assessments, daily visual checks and checklists in place to support staff to provide a safe environment for the children attending the service. Staff demonstrated that they were aware of how to identify hazards and the steps to take to minimise the potential risks. We sampled the risk assessments in place and asked the manager to extend these to include all areas accessed by children including outdoor toilet

facilities, to include a risk assessment for children attending the service unsupervised following after school activities and to include any potential risks identified for visitors and students attending the service.

We observed the indoor accommodation to be bright and clean and found a range of resources were available for children. We have asked the manager to ensure opportunities for children to choose where they want to play include a daily balance of indoor and outdoor experiences to promote children's wellbeing.

We looked at accidents and incidents and found these to be appropriately completed and shared with parents. A detailed audit was carried out annually and actions taken to minimise risks to children was recorded. We have asked the manager to carry out audits more frequently to enable them to put in place any additional control measures earlier to minimise any further risks.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The staff team consist of a manager and two childcare practitioners. Parents and children told us they have opportunities to get to know staff well. Staff had developed positive relationships with children and families, creating a welcoming environment. We saw that relationships were warm and friendly. Information shared with parents was mostly through verbal feedback. We observed staff chatting with parents and siblings at pick up. Parents we spoke with told us staff were friendly and approachable.

Staff had registered with the Scottish Social Services Council and are aware of their responsibility to maintain their registration. As part of this, staff must undertake and keep records of training. We suggested staff extend their use of the post registration training and learning records (PRTL) to clearly show what impact training had made on their practice.

Staff we spoke were unaware of current best practice guidance. We have suggested they use the Care Inspectorate Hub as a point to gain access to up to information. We have asked the staff team to undertake a child protection awareness course at the earliest opportunity. We directed the manager to Scottish out of School Care Network (SOSCN) and the NSPCC website for access to information.

As part of this inspection, we looked at staff recruitment files. We found significant gaps in staff records. For example, the provider had not taken up two written references for some staff members, there was no evidence of uptake of verbal reference and no clear evidence staff inductions were recorded. We spoke with the manager and directed her to the Care Inspectorate website for Safer Recruitment through Better Recruitment practice guidance (Requirement 1).

Requirements

Number of requirements: 1

1. By 15 July 2019, the service provider must ensure that robust recruitment procedures are in place to assess a person's fitness to work in the service. They must ensure that all necessary background checks and references are completed prior to commencing work. In order to achieve this, you must ensure:

(a) that there are two appropriately dated references for each member of staff demonstrating their suitability for the post that they are employed to perform;

(b) that each member of staff has been employed in accordance with the terms of the service's safer recruitment policy.

This is in order to comply with Regulations 9 and 13(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Management and staff worked well together as a team, creating a positive working ethos. Staff were encouraged to lead on some aspects of the service. This included consultation with children when planning the weekly snacks and activities. Planning records were completed for some activities and included some evaluations. However, we found no structured monitoring in place to help staff reflect on how their practice was impacting on the outcomes for the children. As part of the service quality assurance processes, we have asked the manager to establish a programme of planned monitoring.

During inspection, the manager told us that she had not established an improvement plan which could support the service in planning for improvement. We have asked the manager to develop this.

During this inspection, we discussed quality assurance processes with the manager. The manager had limited evidence on quality assurance processes being used within the service. In order to continue to improve how the service supports the development of quality experiences and outcomes for children using their service, we have asked the management team to develop their quality assurance systems (Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Alloway After School Club should further develop their quality assurance processes.

This is to ensure 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).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

Alloway After School Club should further develop children's personal plans to ensure that the information recorded identifies how they will meet a child's needs whilst in their care and that the quality of information recorded is purposeful.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; My personal 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). They should also review personal plans in line with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Regulation 5 - Personal Plans.

This requirement was made on 26 June 2018.

Action taken on previous requirement

The service did not submit an action plan to Care Inspectorate. During our inspection visit on 22 May 2019 we found personal plans were in place for all children sampled and reviewed with parents in line with legislation. Some next steps were identified for children, however quality of information recorded was inconsistent. Plans should be further developed to include clear next steps for individual children. Health needs should be fully reflected within plans. Further recommendation made within body of report.

Met - outwith timescales

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

Previous recommendations

Recommendation 1

Alloway After School Club should review their medication policy and procedures and ensure that they consider the best practice guidance document 'Management of Medication in Daycare and Childminding Services'.

This is to ensure that 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 26 June 2018.

Action taken on previous recommendation

The service did not submit an action plan to Care Inspectorate. During our inspection visit on the 22 May 2019 we looked at the systems in place to ensure safe administration of medication. The service had updated record formats from the previous inspection inline with best practice guidance. There were no completed records however for us to sample. We looked at health information recorded on children's enrolments forms and found that systems in place had not been updated with recent changes. This meant that appropriate procedures were not in place to meet children's health needs. Recommendation not 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
26 Jun 2018	Unannounced	Care and support Environment Staffing
		3 - Adequate Not assessed Not assessed

Date	Type	Gradings	
		Management and leadership	3 - Adequate
28 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Dec 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Nov 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
20 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
27 Jul 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	2 - Weak
		Management and leadership	4 - Good

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