

Fun 4 Kidz Day Care of Children

Port Erroll School
Braehead Drive
Cruden Bay
Peterhead
AB42 0NP

Telephone: 01779 812622

Type of inspection:

Unannounced

Completed on:

30 April 2019

Service provided by:

Aberdeenshire Council

Service provider number:

SP2003000029

Service no:

CS2003054768

About the service

This service has been registered since 2004.

Fun 4 Kidz is a day care of children service provided by Aberdeenshire Council. The service provides out of school care within Port Erroll School in the coastal village of Cruden Bay. Children have the use of two general purpose classrooms within the school and the school outdoor area.

Fun 4 Kids is registered with the Care inspectorate to provide a service to a maximum of 22 children of primary school age and up to 16 years. Conditions in relation to staffing are 1:8 for children under 8 years and 1:10 for children aged 8 years and over. A minimum of two adults are to be on duty at any one time.

Summarised the aims of the service were to be the best place to grow up, to value play as a life enhancing experience, to offer play and education opportunities that are both fun and challenging, promote the dignity, privacy choice, safety potential and diversity of all at the club.

We carried out an unannounced inspection of Fun 4 Kidz after school club on the 29 April and the breakfast club on 30 April 2019. At the inspection we spoke with the manager, two staff, eight children and four parents. We observed staff practice working with the children and checked documentation relevant to the inspection.

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

Before the inspection we asked the service to give out 10 care service questionnaires to a sample of parents using the service. Only four completed questionnaires were returned to us all of which indicated that parents were very happy with the service provided.

Three written comments reflected:

'Excellent service, my children have been going to the club for a few years and love going. The staff are excellent.'

'Staff are always friendly and welcoming to my child. If I have any issues I feel that I can easily speak with staff and gain some advice from them.'

'Great service provided where my child is happy, well fed and has a great time learning and playing in a safe and nurtured environment.'

We spoke with six parents informally who told us they were happy with the care provided for their children. Parents felt that their children were safe and looked after, that the manager was approachable and communication was good at hand-over time, that the care and support for children and the range of activities provided were good and included baking and the club made good use of the gym hall and outdoor area.

We observed the children and saw that they were happy and relaxed at the out of school club. Children told us: they liked to play football outside or in the hall, they enjoyed colouring and drawing and Jenga. Children told us that they would like to go outside more often but they could only go on the grass when the weather was nice.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance processes. Aspects for development are included within the report.

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	2 - Weak

Quality of care and support

Findings from the inspection

The quality of care and support provided for children at Fun 4 Kidz was evaluated as adequate.

We observed that children were happy and relaxed in the care of the two consistent staff employed at the club. In conversation staff demonstrated an awareness of children's individual needs and showed an understanding of strategies to support children with sensitivity.

Warm and friendly relationships were evident and staff took time to talk to children about their school day and outside interests during the unhurried snack time. Children were respected and their achievements valued. Children had been involved in creating the club rules; agreeing clear expectations of behaviour. As a result we saw that children were well-behaved, well mannered and showed respect for their peers.

Children had been consulted about snack menus and most menu choices were healthy. During snack we saw that children could make individual choices when serving themselves. Children enjoyed the fruits, vegetables, cheese and bread on offer. They sat with their friends making it a sociable time for them.

At the previous inspection we made a requirement to ensure plans were in place to support children's health and care needs. At this inspection we again found that personal plans were not in place for all children who had allergies, health issues and additional support needs. Where care plans were in place they were not detailed enough as to what action staff need to take to support children effectively. **(See requirement 1)**

Most children participated in and enjoyed the activities available. Outdoors they enjoyed physical activities, ball games, skipping, running and chasing. Indoors they played card games, word games, and Jenga. A few played imaginatively in small groups. A few just chose to watch others.

Requirements

Number of requirements: 1

1.

In order to ensure each child receives appropriate care and support and their needs are met the provider must by 20 September 2019:

Develop and implement personal plans for children. The plans must reflect children's current needs and provide clear guidance to staff on how they will meet each child's needs.

Ensure plans are developed and reviewed in consultation with parents/carers and other professionals where appropriate, to ensure they are effective and are meeting children's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices' (HSCS 1.15) and 'My needs as agreed in my personal plan, are fully met, and my wishes and choices are respected.' (HSCS 1.23)

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

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The quality of environment provided for children at Fun 4 Kidz was adequate.

Port Erroll school provides a modern, light, warm, secure and safe environment. The club had the use of the cafe area, two general purpose rooms, the gym hall and appropriate facilities within the school; providing a comfortable and well known environment for the children. Children benefited from being able to access some of the school equipment to enhance their experiences for example gym and games equipment and musical instruments. Children played cooperatively together and had great fun beating out rhythms on the large drums.

One room was dedicated to the out of school club which meant they could set up the room and store materials specifically for the out of school club children. Children had independent access to a good range of equipment and toys, however this could be presented better to inspire children's interest, for example an arts and crafts area and a more appealing chill out area with more interesting books and magazines. Children would benefit from more imaginative open ended play resources; natural materials and loose parts. There was scope to stimulate children's interest and engagement more in order to meet the aims of the service and provide a high quality service to the children. **(See recommendation 1)**

Children advised that they only played outside if the weather was nice and that they would like to play outdoors much more often. There was scope to play outdoors in the extensive grounds much more or to access places of interest in the local community, the children suggested the Mill Park and the beach. **(See recommendation 2)**

Staff could gain more ideas from good practice publications which can be found on the Care Inspectorates Hub, for example:

'My World Outdoors' <https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/my-world-outdoors/>

'Loose Parts Toolkit' <https://hub.careinspectorate.com/media/1258/loose-parts-play-toolkit.pdf>

'Play types Toolkit' <https://hub.careinspectorate.com/training-providers/play-scotland/play-types-toolkit/>

'Our Creative Journey' <https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/our-creative-journey/>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1.

In order to stimulate children's interest and creativity and provide more challenging play opportunities, the manager and staff should improve the organisation of the environment and presentation of the resources.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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). 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' (HSCS 2.27)

2.

In order to improve children's quality of experience at the setting the manager and staff should ensure that children can choose on a daily basis to be physically active outdoors and explore their local community and the natural environment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'As a child, I play outdoors every day and regularly explore a natural environment.' (HSCS 1.32) and 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The quality of staffing supporting children at Fun 4 Kidz was adequate.

Staff were observed to be motivated and enjoying working with the children. As a result a happy atmosphere was created and children were comfortable and relaxed with the staff. One member of staff provided consistency between the school and after school environment which benefited the children's support. We observed that staff were vigilant and supervised children well to ensure their safety; particularly outdoors.

Advice to staff from management had been that lone working was acceptable; which it is not. Staff had ensured that a minimum of two staff were on duty at all times; complying with conditions of registration. Minimum staffing ratios were met at all times. However it would benefit the children if additional staffing were provided to enable staff to do a greater range of activities and to be able to give children more choice rather than whole group activities while still meeting individual support needs. **(See Requirement 1)**

Staff were trained and experienced. However they would benefit from access to training more suited to the age group they are working with. At times staff interaction did not have high enough expectations of what the older age group of children can achieve. Children could have more responsibility, independence and challenge in their play. **(See recommendation 1)**

Requirements

Number of requirements: 1

1.

In order to meet the needs of individuals and provide a high quality service to all the children attending the provider must ensure that sufficient staff are employed in the service by 20 August 2019.

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

This is also necessary to comply with Regulation 15 (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 1

1.

To improve the quality of the service and aspirations for children's achievements the provider and manager should support staff to access high quality training to develop their knowledge of best practice and their skills.

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)

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The quality of management and leadership at Fun 4 Kidz was evaluated as weak.

The manager was attending further training to develop her knowledge, skills and confidence and felt this was beneficial to her.

The manager was currently managing two out of school clubs and finding it difficult to fulfil all management tasks effectively. The manager was unable to show us the management information that we asked for at the time of the inspection and did not provide this until after the inspection as promised. Contact details for families were not being kept up to date. Evidence of health and safety procedures and risk assessment were not available. Contact details for families were not being kept up to date. Projected registers of attendance were not being kept up to date and staff were unsure of which children should be attending; this meant that children could be at risk of not being safely collected and cared for after school. **(See requirement 1)**

Care plans had not been developed for those children needing additional care and support; again putting children at risk. **(see requirement 1 Care and Support)** We shared information with the manager to help her develop appropriate care plans for children with asthma.

The service had previously been recommended in 2015 to develop self evaluation and planning for improvement. The manager recognised that the service needed to improve however there was no improvement plan in place. There were no systems in place for quality assuring the service. This would ensure that children experience a better quality of care and benefit from a culture of continuous improvement. The recommendation is again carried forward in this report.

The manager and staff had limited awareness of the Health and Social Care Standards and national best practice guidance. In order to develop staff skills and confidence greater support was needed from the manager. Individual supervision and team meetings would provide opportunities to discuss best practice, identify training needs, evaluate their work and identify areas where the service could be improved. **(See requirement 1)**

Children had contributed some ideas for snacks and activities but their involvement in decision making was limited. There had been no consultation with families using the service. **(See Recommendation 2)**

Requirements

Number of requirements: 1

1.

In order to ensure that children are safe in the service and experience high quality care and support the provider must By 31 August 2019 ensure the manager has sufficient time in the service and implements management tasks effectively.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'I experience high quality care because people have the necessary information and resources' (HSCS 4.27).

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

Recommendations

Number of recommendations: 2

1. In order to improve the quality of the service for the children the provider, manager and staff should implement systems for self-evaluation, develop and implement improvement plans, monitor and quality assure the development of the service and the impact on children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

2.

The provider manager and staff should develop more ways to involve children and families in giving feedback on how they experience the service and take account of their ideas and suggestions to improve the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7) 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8) and 'I am recognised as an expert in my own experiences, needs and wishes' (HSCS 1.19)

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 each child receives appropriate care and support and their needs are met the provider must:

- a) Develop and implement personal plans for children. The plans must reflect children's current needs and provide clear guidance to staff on how they will meet each child's needs.
- b) Ensure plans are developed and reviewed in consultation with parents/carers and other professionals where appropriate, to ensure they are effective and are meeting children's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices' (HSCS1.15). 'My needs as agreed in my personal plan, are fully met, and my wishes and choices are respected.' (HSCS 1.23)

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

This requirement was made on 20 February 2018.

Action taken on previous requirement

Children's registration forms were in place highlighting care and support and medical needs. However almost all children with an identified need did not yet have a care plan. Where care plans were in place they contained insufficient detail to enable staff to meet children's needs effectively.

Not met

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

Previous recommendations

Recommendation 1

The provider and manager should implement robust quality assurance procedures for monitoring, evaluating, and developing the quality of the service.

This recommendation was made on 6 February 2015.

Action taken on previous recommendation

Quality assurance systems had not been improved following the previous inspection. Consultation with children and families had deteriorated. The recommendation was not met and is carried forward in this report.

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
28 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate Not assessed Not assessed 3 - Adequate
6 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 5 - Very good 4 - Good 4 - Good
7 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 4 - Good 4 - Good
28 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed Not assessed 3 - Adequate

Date	Type	Gradings	
17 Dec 2008	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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