

## Rising Light After School Club Day Care of Children

29 - 31 Palmerston Road  
Aberdeen  
AB11 5QP

Telephone: 01224 574511

**Type of inspection:**

Unannounced

**Completed on:**

10 May 2019

**Service provided by:**

Redeemed Christian Church of God  
(RCCG) - Fountain of Love

**Service provider number:**

SP2013012180

**Service no:**

CS2013321088

## About the service

Rising Light After School Club was registered with the Care Inspectorate on 1 September 2014. The provider of the service has overall responsibility for the Redeemed Christian Church of God (RCCG) – Fountain of Love. There is a manager in place to oversee the day-to-day running of the club.

The service is registered to provide a daycare of children service to a maximum of 40 children attending primary school. The service may operate from 14:45 to 18:00 Monday to Friday during term time and from 08:00 to 18:00 on in-service days' and holidays.

The service operates from Fountain House in Aberdeen city centre. The accommodation consists of access to two large playrooms, toilets and kitchen. The service also has access to a secure outdoor space for children to participate in active play experiences.

The service aims and objectives are:

'To provide a safe, secure, happy, caring, warm and friendly environment for your child in order for us to promote quality child care services in Aberdeen.'

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

We spoke with a number of children during the inspection. They were able to share some of the things they enjoyed about the club:

"We sometimes play outside."

"I've made friends from other schools."

"I like playing with CLICs and drawing, sometimes others don't let me join in so I play on my own."

"There's always waffles for snack – best thing is being outside, skipping."

We spoke with three parents during the inspection.

One parent told us that their child was "very shy and says he doesn't want to come but he seems happy once he's here and he seems to have fun. He is happier when there are fewer children, doesn't like big groups."

One parent told us that their child "doesn't mind coming." The parent commented that "it's good that they pick up from school and are so central." The parent told us that their child is collected from their school first and that the journey back to the out of school club afforded their child some time to relax. The parent told us that "the children have fun, (my child) enjoys and is happy."

Another parent we spoke with told us that they were "very happy with care, regular info about planned activities, children have fun."

## Self assessment

A self assessment was not requested of the service prior to the inspection visit. We looked at the services improvement plan. This needs to be further developed to ensure that the service has a clear plan for improving the quality of care and support, environment, staffing and management and leadership.

## 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

We found the quality of care and support to be adequate.

Staff interaction with children was mixed. Some staff were warm, caring and enthusiastic and initiated interaction with the children which helped the children to feel valued and included. To support positive outcomes for children some staff could further develop the quality of their engagement with the children.

A sun protection policy was in place and outlined measures the staff would take to ensure that children were protected from the harmful effects of the sun and kept adequately hydrated. We saw children's hydration needs being supported throughout the inspection. However action had not been taken to ensure completed parental permission slips or individual children sun protection cream were in place for this current year (see requirement 1).

Each child had a basic personal plan. Application forms now included a question about whether the child had an additional support need. This will help staff consider if they can meet the child's needs and what additional supports may be required.

Children's written information could benefit from being more detailed to give an overview of children's interests and skills and anything that they would benefit from being supported with. We found for example children who were quieter and more shy who may have found the larger group too overwhelming. Children new to the club may benefit from a buddy system. The manager had developed a template for gathering more information including 'people who are important to me', likes and dislikes and goals and may wish to develop this further based on our feedback (see recommendation 1).

Some disagreements between children could have been managed in a more effective way, through restorative practices - encouraging children to take responsibility for their behaviour by thinking through the causes and consequences.

Medication permission forms now included a section asking when a child was last administered the medication. The permission form however still did not include parents signing a statement to confirm that the child had been

administered the first dose at home. This is needed to help ensure that a child does not experience an adverse reaction to the medication whilst in the service.

## Requirements

### Number of requirements: 1

1. To ensure that children are kept healthy and are adequately protected when playing outdoors the provider must by 12 July 2019.

- put in place an effective sun protection policy
- ensure the manager and staff are knowledgeable about the sun protection policy and understand the importance of keeping children protected
- ensure that the sun protection policy is implemented at all times by the manager and staff who are competent to do this
- ensure the manager and staff put in place a clear system to make sure that children are adequately hydrated at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My care and support meets my needs and is right for me' (HSCS 1.19).

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

[www.skcin.org/sunSafetyAndPrevention/sunSafetyInSchools.htm](http://www.skcin.org/sunSafetyAndPrevention/sunSafetyInSchools.htm)

[www.sunsafeschools.co.uk](http://www.sunsafeschools.co.uk)

## Recommendations

### Number of recommendations: 1

1. The provider should ensure that children's care and support needs are fully met by ensuring that detailed personal plans are in place with a clear focus on the child's individual needs and how these will be effectively supported.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'my care and support meets my needs and is right for me' (HSCS 1.19).

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

We found the quality of the environment to be adequate.

Staff had sufficient time to collect children from school at the required time. Children were clear about the meeting points for collection from school. Arrangements were in place to have two adults on each bus used for transporting so that there was someone to support children in event of an issue. We observed staff starting to have conversations with children to think about road safety and personal safety. This should continue to be developed.

Activities had continued to improve. We saw children engaging in a wider range of activities during the inspection. These included children drawing and gluing, making models using reusable modeling sticks, dressing up, use of construction modelling blocks, singing with a member of staff. We also saw children playing with loose parts such as cardboard boxes, pieces of material and paper. As these were open ended resources they encouraged the children to be creative and to problem solve.

Children were offered the opportunity for outdoor play for a short period each day. The outdoor space was an enclosed car park area. The outdoor area wasn't very inviting. The manager had been in contact with various organisations to support the development of the outdoor space **(see recommendation 2)**.

There had been some opportunities for children to explore a natural environment, including for example children participating in a nature walk in a forest nearby. The manager and staff should build on these opportunities.

Activities and resources which provided opportunity for more engagement and more challenge may have limited the boisterous play which was going on in the playroom **(see recommendation 1)**. Arranging for children to get outdoors earlier in the session would also support this.

Children washed their hands before snack but they weren't all following the correct procedure. Staff should support and supervise to ensure that hand washing helps to control infection.

There wasn't an effective system in place to ensure that staff knew where the children were at all times. We discussed how this could be addressed.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The provider should progress with plans to refurbish the club to create a more welcoming and nurturing environment for the children.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

2. The provider should continue to improve the quality of children's experiences including providing stimulating and challenging activities, supporting open-ended play and maximising opportunities for outdoor play.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that '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) and '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 open-ended and natural materials' (HSCS 1.32).

**Grade:** 3 – adequate

## Quality of staffing

### Findings from the inspection

We found the quality of staff to be adequate.

Training opportunities for staff had been progressed since the last inspection. On-line training opportunities had been set up for staff and they had been asked to work through these. This included child protection training. Staff had a basic understanding of their roles and responsibilities in protecting children however their understanding of how to progress potential concerns relating to a manager or provider were limited. Staff would benefit from undertaking good quality class based child protection training where there are opportunities to have discussions with other professionals and learn from each other **(see recommendation 1)**.

Staff had undertaken on-line training in GIRFEC. Their understanding of GIRFEC was still at a basic level however they had increased their awareness of the wellbeing indicators and multi disciplinary working. Again it would be beneficial to source some good quality class based training **(see recommendation 1)**.

All staff had completed first aid training and we able to talk us through how they would respond to emergency situations. They had also received training in relation to supporting challenging behaviour. Staff had felt that this training has been beneficial in getting them to think about how they interacted with the children and how their type of interaction would have a direct result in the response from the child. We were able to see some improvements in relation to staff interaction however this still needs to be developed further **(see recommendation 1)**.

Staff had been supported to develop their knowledge in relation to play and increase their confidence in encouraging and supporting the children. They had attended interactive sessions with the children in relation to loose parts play. They had also had a specialist play based provider do a training session with staff. We were able to see loose parts starting to be introduced to the service with positive outcomes however this could still be developed further **(see recommendation 1)**.

Staff were more aware of best practice documentation. For example they were now aware of 'My Creative Journey' and gave examples of how this was making them think about their practice e.g. singing with the children, role play, dressing up and being creative with loose parts. They should continue to be more familiar with best practice and make links with their practice **(see recommendation 1)**.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. To support children to experience high quality care and support staff should undertake further training which is of a high standard. They should also continue to increase their knowledge about relevant current best practice and use this to reflect on and develop their practice.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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) and '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

We found the quality of management and leadership to be weak.

The improvement plan was still limited in its content. We could not see from the plan what progress had been made towards meeting goals. There was no detail as to how they would be able to achieve the goals, how achieving the goals would lead to better outcomes for children and how this would be measured.

An effective quality assurance system was still not yet in place. This needs to be developed so that the manager can identify areas that need to be improved and use this to inform the improvement plan and lead to better outcomes for the children. The manager was continuing to undertake observations of staff practice, however there continued to be no areas for improvement identified as part of this process. It would benefit staff to get feedback about what they needed to develop and have discussion about how they could do this, linking it to best practice documentation. Staff still needed to be involved in the evaluation of their work and in the service as a whole **(see requirement 1)**.

A job description for the mini bus driver role had been developed since the last inspection however it was limited in its content. Two written references had now been received for the mini bus driver out with the timescale of the requirement that has been made. However these did not include a reference from the most recent previous employer. A PVG update has been requested but had not yet been received. Again this was out with the timescales of the requirement made in relation to safer recruitment **(see requirement 2)**.

We discussed the need for escorts used for supporting children on transport from school to the club to also be subject to checks consistent with safer recruitment best practice. We did appreciate however that escorts and drivers used within the club did also work with children within the church and had references and PVG checks completed for these other roles. We discussed that escorts would need to be able to respond to children's needs whilst they are transported. Because of this escort's should be trained in child protection and first aid (a recommendation has been made about training under the quality theme 'staffing').

Although there had been some progress in relation to meeting children's outcomes this was limited. We found that three out of the eight requirements made at the inspection of the service on 30 May 2018 still had not been

met. The theme of management and leadership continued to be graded at weak due to a lack of effective management. Despite being in post for 18 months the manager still did not have the knowledge, skills and experience to work effectively in this role and had not started any formal qualifications to address this (**see requirement 3**).

## Requirements

### Number of requirements: 3

1. To ensure that outcomes for children improve the provider must put in place by 5 September 2019.

- an effective quality assurance system
- an effective system for recording
- a process for involving staff in the systematic evaluation of their work and the work of the service
- a process for the manager and provider to effectively monitor the work of each member of staff and the service as a whole
- a detailed improvement plan

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).

It also complies with Regulations 3, 4 (1)(a) and 15 (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

2. To ensure that children are kept safe the provider must put in place a system to ensure that any staff members working within the service are recruited in line with safer recruitment best practice by 25 July 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

It also complies with Regulations 4 (1)(a), 7 and 9 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

'Safer Recruitment Through Better Recruitment'

[http://hub.careinspectorate.com/media/428646/safer-recruitment\\_final.pdf](http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf)

3. To support high quality care and support for children the provider must ensure the manager must have the knowledge, skills and experience required to ensure effective management and leadership of the service by 11 January 2020.

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

It is also in order to comply complies with Regulations 7 (2) (c) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

## Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

## Previous requirements

### Requirement 1

To ensure that children are kept healthy and are adequately protected when playing outdoors the provider must by 3 August 2018:

- put in place an effective sun protection policy
- ensure the manager and staff are knowledgeable about the sun protection policy and understand the importance of keeping children protected
- ensure that the sun protection policy is implemented at all times by the manager and staff who are competent to do this
- ensure the manager and staff put in place a clear system to make sure that children are adequately hydrated at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "My care and support meets my needs and is right for me" (HSCS 1.19).

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

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**This requirement was made on 27 July 2018.**

### Action taken on previous requirement

We found that a sun protection policy was in place. It should however be updated to advise that staff would supervise children to ensure it is applied appropriately and support children who are unable to do this effectively.

The service had a stock of sun protection lotion that could be used if parents and carers did not supply lotion for their individual child. However they had not yet received written permission from parents to apply this or for

administering sun protection lotion provided by parents for their children. The manager advised that his understanding was sun cream would not be required until the summer playscheme as during out of school club sessions the outdoor space is shaded and children are only outdoors for a small amount of time. Insufficient action has been taken to ensure that children are adequately protected from the sun. Permission slips and sun protection lotion for individual children need to be organised and in place for March each year so that they can be used where necessary.

Staff were clear about ensuring that children were adequately hydrated. They advised that they ensured that stocks of water were taken and offered to the children at regular intervals. We saw the manager offer children water when they were outdoors in the club on a cooler day.

## Not met

### Requirement 2

To ensure that the individual care and support needs of children are consistently and fully met the provider must put in place by 3 August 2018:

- personal plans which include all key information and which clearly highlight individual needs and how the manager and staff should support these
- an effective system for checking that the manager and staff are knowledgeable about these needs, know how to meet them and are meeting them
- an effective system to review these personal plans on at least a six month basis or more often if needs change to ensure that information is up-to-date.

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).

It also complies with Regulation 4 (1) (a) and 5 (1) and (2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Management of medication in daycare of children and childminding services'

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

**This requirement was made on 27 July 2018.**

### Action taken on previous requirement

A basic personal plan was in place for all children.

Children's application forms now included a question about whether the child had an additional support need. This will help staff consider whether they can meet the child's needs and what additional supports they may need to put in place. The named person, under **GIRFEC** still needs to be recorded within the personal plans.

Children's written information could benefit from being more detailed as discussed at the last two inspections. This would allow a more holistic picture of the child, their personality and their needs. The manager has developed a template for gathering more information including 'people who are important to me', likes and dislikes and goals.

Medication permission forms now included a section asking when a child was last administered the medication. The permission form however still did not include parents signing a statement to confirm that the child had been administered the first dose at home (although this was reflected in the medication policy). This is needed to help ensure that a child does not experience an adverse reaction to the medication whilst in the service.

No children were currently receiving medication or had any medical issues. Since the last inspection a clear medical personal plan template had been developed to guide staff when any future children are being supported with conditions such as asthma and allergies. This included information about what the medication was needed for, symptoms that would indicate medication was required, how staff would know that the medication was working/not working and action they would be required to take, if medication was not effective.

All personal plans had been reviewed within the last 6 months and a system was in place to ensure that they would be reviewed within every 6 months going forward.

Significant progress had been made in relation to personal plans however they would benefit from further development. We found that the requirement had been met however a recommendation has been made under the theme 'care and support'.

## Met - outwith timescales

### Requirement 3

To ensure that children receive the right support at the right time the provider must put in place by 3 August 2018:

- appropriate training for the manager and staff so that they have an effective knowledge of Getting it right For Every Child (GIRFEC) and their roles and responsibilities in relation to GIRFEC
- support to ensure that the manager and staff can recognise when a child needs additional support
- support to ensure that the manager and staff have the knowledge and confidence to liaise with other agencies where appropriate to support positive outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "My care and support meets my needs and is right for me" (HSCS 1.19).

It also complies 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 27 July 2018.**

### Action taken on previous requirement

On-line training opportunities had been set up for staff in relation to child protection and Getting It Right For Every Child (GIRFEC). This had increased staffs knowledge and understanding. Staff now had a basic understanding of early intervention and the need to work in partnership with other agencies where there are concerns about a child's wellbeing.

We found that staff had a basic understanding of their roles and responsibilities in protecting children however their understanding of how to progress potential concerns relating to a manager or provider were limited. However staff would benefit from undertaking good quality class based training where there are opportunities to have discussions with other professionals and learn from each other.

There had been significant progress made in relation to training since the last inspection. Staff had increased their knowledge and understanding however this still requires to be further developed. The requirement has been met however we have made a recommendation about training under the quality theme 'staffing'.

## Met - outwith timescales

### Requirement 4

To ensure that a safe environment is in place for the children and they are protected from harm the provider must ensure that the manager and staff have the necessary knowledge, understanding and competence to by 3 August 2018:

- support children to be aware of their personal safety and take appropriate action
- keep children safe when out in the community
- ensure that children are adequately supported at all times that they are transported
- ensure that they have sufficient time to collect children from school at the required time.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions" (HSCS 2.25) and "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

It also complies 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 27 July 2018.**

### Action taken on previous requirement

We found that staff had sufficient time to collect children from school at the required time. Children were clear about the meeting points for collection from school.

Two adults were now present on each bus transporting children from school to the club. This meant that there was always someone to support children in event of an issue.

We observed staff supporting children to think about road safety and keeping themselves safe although this could be developed further.

We found that this requirement was met.

## Met - outwith timescales

**Requirement 5**

To ensure that the manager and staff have the knowledge and skills to achieve positive outcomes for children the provider must by 3 August 2018:

- implement a training plan which meets individual training needs and which ensures that staff have the knowledge and understanding to effectively carry out their role
- ensure that training attended impacts positively on the manager and staffs practice and improves outcomes for children.

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

It also complies with Regulation 9 (2) (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

**This requirement was made on 27 July 2018.**

**Action taken on previous requirement**

Training opportunities for staff had been progressed since the last inspection. On-line training opportunities had been set up for staff and they had been asked to work through these. This included child protection training and GIRFEC. This had increased staffs knowledge and understanding however staff would benefit from undertaking good quality class based training where there are opportunities to have discussions with other professionals and learn from each other.

All staff had completed first aid training and we able to talk us through how they would respond to emergency situations. They had also received training in relation to supporting challenging behaviour. Staff had felt that this training has been beneficial in getting them to think about how they interacted with the children and how their type of interaction would have a direct result in the response from the child. We were able to see some improvements in relation to staff interaction however this still needs to be developed further.

Staff had been supported to develop their knowledge in relation to play and increase their confidence in encouraging and supporting the children. We were able to see loose parts starting to be introduced to the service with positive outcomes.

Staff were more aware of best practice documentation. For example they were now aware of 'My Creative Journey' and gave examples of how this was making them think about their practice e.g. singing with the children, role play, dressing up and being creative with loose parts.

Two of the three other members of staff has conditions within their registration with the SSSC. There will be applying to progress with the required training this year.

There had been significant progress made in relation to training since the last inspection. Staff had increased their knowledge and understanding and we could see a positive impact on their practice. However staff knowledge and understanding and practice all still require to be further developed. The requirement has been met however we have made a recommendation about training under quality theme 'staffing'.

**Met - outwith timescales**

## Requirement 6

To ensure that children are kept safe the provider must put in place a system to ensure that any staff members working within the service are recruited in line with safer recruitment best practice by 3 August 2018.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

It also complies with Regulations 4 (1)(a), 7 and 9 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

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**This requirement was made on 27 July 2018.**

### Action taken on previous requirement

A job description for the mini bus driver role had been developed since the last inspection however it was limited in its content and needs to be developed further. Two written references had now been received for the mini bus driver outwith the timescale of the requirement that has been made. However these did not include a reference from the most recent previous employer. A PVG update was being processed but had not yet been received. Again this was outwith the timescales of the requirement made in relation to safer recruitment.

We discussed the need for escorts used for supporting children on transport from school to the club to also be subject to checks in relation to safer recruitment best practice. We did however appreciate however that escorts and drivers used within the club did also work within the church in roles with children and had references and PVG checks completed for these other roles. The manager and provider did therefore have a good knowledge of them from previous recruitment checks for their other roles and also from working alongside them in their other roles.

We discussed that escorts would need to be able to respond to children's needs whilst they are transported. Because of this escorts should be trained in child protection and first aid.

This requirement therefore was not found to have been met. A requirement has been made under quality theme 'management and staffing'.

**Not met**

## Requirement 7

To ensure that outcomes for children improve the provider must put in place by 3 August 2018:

- an effective quality assurance system
- an effective system for recording
- a process for involving staff in the systematic evaluation of their work and the work of the service
- a process for the manager and provider to effectively monitor the work of each member of staff and the service as a whole

- a detailed improvement plan

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).

It also complies with Regulations 3, 4 (1)(a) and 15 (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

**This requirement was made on 27 July 2018.**

#### Action taken on previous requirement

The improvement plan was still very limited in its content and needs to be further developed. This is reported on under the quality theme 'management and leadership'.

An effective quality assurance system was still not yet in place. This needs to be developed so that the manager can identify areas that need to be improved and use this to inform the improvement plan and lead to better outcomes for the children. This is reported on under the quality theme 'management and leadership'.

There had been some progress in relation to getting more formal feedback from parents and carers. Questionnaires had been developed for parents and carers and were in the process of being completed. Once collated the service should use this feedback to inform their improvement plan. Ways in which the service get feedback from the children should be improved and used effectively to develop the service.

There had been very limited progress in relation to this requirement therefore the requirement was not found to have been met.

**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 should improve the quality of children's experiences including providing stimulating and challenging activities, supporting open-ended play and maximising opportunities for outdoor play.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "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) and 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 open-ended and natural materials" (HSCS 1.32).

'My World Outdoors'

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

'Loose Parts Play - A Toolkit'

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

'Our Creative Journey'

<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

**This recommendation was made on 27 July 2018.**

### Action taken on previous recommendation

Staff had been supported to develop their knowledge in relation to play and increase their confidence in encouraging and supporting the children. We were able to see loose parts starting to be introduced to the service with positive outcomes.

Activities had continued to improve. We saw children engaging in a wider range of activities during the inspection. These included children drawing and gluing, making models using reusable modelling sticks, dressing up, use of construction modelling blocks, singing with a member of staff. We also saw children playing with loose parts such as cardboard boxes, pieces of material and paper. As these were open ended resources they encouraged the children to be creative and to problem solve.

We observed children playing outdoors with balls, skipping ropes and hula hoops. However not all the balls were inflated and one of the hoops was buckled which reduced play opportunities and quality. The children enjoyed filling a water tray using buckets and the outdoor tap. The children were really interested in this but there wasn't any thought about what would be done with the water afterwards. Again this limited play opportunities for the children.

Activities and resources which provided opportunity for more engagement and more challenge may have limited the boisterous play which was going on in the playroom. Arranging for children to get outdoors earlier in the session would also support this.

Progress had been made in relation to activities however this still needs to be developed further. This recommendation was therefore not found to be fully met. A recommendation has been made under quality theme 'environment'.

### Recommendation 2

The provider should progress with plans to refurbish the club to create a more welcoming and nurturing environment for the children. This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.22).

**This recommendation was made on 27 July 2018.**

### Action taken on previous recommendation

The rooms had been painted and made the space brighter and more welcoming. A teepee had been purchased along with a large floor beanbag which the children had been enjoying in the quiet room for relaxation.

Some of the children's work was displayed and the team could continue to build on this. The outdoor area continued to be uninviting. There was also remnants of a dead bird in the care park used as the outdoor space for the club. This should have been cleared away before children used the outdoor space.

The manager had been in contact with various organisations to support the development of the outdoor space. The plan is to have the children very much involved in making the area more attractive and inviting. However the service should look at what they could do to improve the environment in the interim.

The environment could continue to be improved and this recommendation was therefore not found to be fully met. A recommendation has been made under quality theme 'environment'.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

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

## Inspection and grading history

Date	Type	Gradings
20 Feb 2019	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
30 May 2018	Unannounced	Care and support Environment Staffing Management and leadership
		2 - Weak 2 - Weak 2 - Weak 2 - Weak
6 Jul 2016	Unannounced	Care and support Environment Staffing
		4 - Good 4 - Good 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
16 Jul 2015	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	1 - Unsatisfactory
		Management and leadership	1 - Unsatisfactory

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