Danderhall After School Club
Day Care of Children
Danderhall School
59 Edmonstone Road
Danderhall
EH22 1QL

Inspected by: Pamela Cormack
N/A
Type of inspection: Unannounced
Inspection completed on: 24 May 2011
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Service provided by:
Danderhall After School Club

Service provider number:
SP2003003477

Care service number:
CS2003015237

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>3</td>
<td>Adequate</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>0</td>
<td>N/A</td>
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<tr>
<td>Quality of Staffing</td>
<td>3</td>
<td>Adequate</td>
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<tr>
<td>Quality of Management and Leadership</td>
<td>3</td>
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What the service does well

Danderhall After School Club provides an opportunity for local children to play together after and before attending school.

Children appear to enjoy the activities, which are well presented and easily accessible.

The service’s leaflet states that staff will encourage the social, physical and emotional development of children through both structured and free play. Children can choose freely what activities they want to participate in.

What the service could do better

The service must introduce a written plan for each child who attends the service. This must include how they will meet each child’s health, welfare and safety needs and should be reviewed at least once every six months.

The service should promote and develop their ‘involvement’ policy, improving opportunities for children and parents to get involved in evaluating and developing the service. They should keep children and parents informed of how they will use their feedback and ideas to improve the outcome for children and further develop the service.

The service should introduce a system to plan for children’s activities, taking into account their ideas, interests, development and learning.
What the service has done since the last inspection
The service had reviewed and updated some of their policies and procedures including the recruitment procedure and introduced a written 'parent involvement' policy.

Staff contracts were developed and introduced.

Conclusion
The service provides a fun and relaxed atmosphere for school age children. Children have access to a range of activities.

The service need to involve more children and parents when making decisions about the service. They need to listen to what children want and suggest and be pro-active in meeting their needs and interests.

Who did this inspection
Pamela Cormack
N/A
Lay assessor:
1 About the service we inspected

The service registered with SCSWIS on 1 April 2011. The service is registered to provide an out of school care service to a maximum of 40 children of primary school age.

The registration certificate states that the service operates a breakfast club during term time between the hours of 7.30am - 9am and after school care between 2.30pm - 5.45pm Monday to Thursday and 12.30pm - 5.45pm on Fridays. The service also operates during school holidays and in-service days between 7.30am - 5.45 pm Monday to Friday.

At the last inspection, the manager told us that these times were incorrect. We asked the manager to submit the appropriate form to SCSWIS to correct the operating times.

At the time of the inspection, the service was managed by a committee made up of two parents and run on a day-to-day basis by the manager.

We found that the playroom used by club was bright, airy and appropriately ventilated.

The children had access to a grassy area to the front of the service and the school gym hall.

The service had a leaflet that included a mission statement and aims and objectives. The manager said that they had updated this in April 2011 and provided parents with a copy.

The leaflet stated:

"Danderhall After School Club provides a safe, caring and secure environment for all children who attend. Children aged between 4 to 16 years can be registered with the after school club. At the after school club we provide the following principles:

- Each child is respected and valued as an individual
- All play types are an important part in each child’s development
- Each child has the right to equal opportunities
- Every child has the right to play."

Based on the findings of this inspection this service has been awarded the following grades:
Quality of Care and Support - Grade 3 - Adequate
Quality of Environment - N/A
Quality of Staffing - Grade 3 - Adequate
Quality of Management and Leadership - Grade 3 - Adequate

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
Pamela Cormack, Inspector for Social Care and Social Work Improvement Scotland (SCSWIS), completed this report following an unannounced inspection on Tuesday 24th May 2011, between 2.45pm and 6pm.

As requested by us, the service sent us a completed annual return in 2011. They also sent us a completed self-assessment form.

We issued 15 questionnaires to parents or relatives of the children who use the service. Four were completed and returned to us before the inspection. None of these parents or relatives provided contact details on the questionnaires. We were therefore unable to speak to them about this inspection.

We did however meet with the chairperson and secretary of the management committee after the inspection. They are parents of children who use the service.

On the day of the inspection, there were 15 children present, the manager and a member of staff.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- evidence from the service’s last self assessment
- evidence from the service’s most recent Annual Return
- updated recruitment policy/procedure
- accident and incident records
- questionnaires from parents/carers that we requested
- discussions with various people, including:
  - the manager
  - a member of staff
  - the chairperson and secretary
  - children who used the service.
Grading the service against quality themes and statements

We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The requirement
It is a requirement that the service develop and improve their recruitment and selection policy and ensure that this is followed when recruiting new staff. Records should include details of the persons proposed to be employed in the service, specifying the total number and in each case including: (a) job title; (b) duties and responsibilities; (c) age and sex; (d) whether employed on a full-time or part-time basis, and, if part-time, the number of hours; (e) qualifications, skills and experience; and (f) details of any registration which the person is required by any enactment to hold in order to perform the duties for which the person is to be employed in the care service.
This is to comply with SSI 2002/113 The Regulation of Care (Applications and Provision of Advice) (Scotland) Order 2002 - 11 (a - f), paragraphs 13, and 14.
Timescale: two weeks from the date of receipt of this report.

What the service did to meet the requirement
We found that the service had updated their recruitment policy and procedure to be used when recruiting a new member of staff.

The requirement is: Met

The requirement
It is a requirement that the service provider obtains two written references for applicants. One of these must be from the applicants previous employer. This is to comply with SSI 2202/113 Regulation 13 - Details of any policy which the applicant has on recruitment, interviewing, selection and checking of references and other documentation for all persons to be employed in the provision of the service. and To comply with SSI 2002/114 Regulation 9 (1) Fitness of employees - A provider shall not employ any person in the provision of a care service unless that person is fit to be so employed. Timescale: immediately.

What the service did to meet the requirement
One member of staff had been recruited since the last inspection. Although the manager told us that references were obtained, we did not see these in this person’s file.

The requirement is: Not Met
The requirement
It is a requirement that the service’s recruitment procedure includes a statement of declaration from the candidate to confirm that they are physically and mentally fit to do the job they are employed to do. This is to comply with SSI 2002/114 Regulation 19 (2)(a) Fitness of employees - The following persons are unfit to be employed in the provision of the care service: (a) a person who is not physically and mentally fit for the purposes of the work for which the person is employed in the care service. Timescale: immediately.

What the service did to meet the requirement
One member of staff had been recruited since the last inspection. The service had not requested a signed declaration to confirm that this individual was physically and mentally fit to carry out the job they were employed to do.

The requirement is: Not Met

The requirement
It is a requirement that the service’s recruitment procedure includes a system to check a candidate’s fitness to be employed in the service, against professional registers such as SSSC. This is to comply with SSI 114 Regulation 19 (2)(d) Records - a provider shall keep a record of all persons employed in the provision of the service, specifying in each case (d) any registration which the person is required by or under any enactment to hold in order to perform the duties for which the person is employed. and SSSC - 1.2 Check criminal records & relevant registers. Timescale: two weeks from the date of receipt of this report.

What the service did to meet the requirement
We found that the service’s updated recruitment procedure included a system to check a candidate’s fitness against professional registers such as SSSC.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection
We made 15 recommendations at the last inspection:

1. It is recommended that the provider makes sure that their responsibilities and accountability are well defined and communicated to all service users. National Care Standard 14.
   Due to a lack of structure of the management committee (provider), we found that the manager still had to undertake some of the tasks that a provider normally would.
We found no evidence or clarification about who was responsible for specific tasks in the service.  
**This recommendation is not met.** We have carried it forward and reported it in Statement 3 of Quality Theme 4.

2. It is recommended that the service encourages parental feedback and participation to support and develop the service. National Care Standard 14. Although we found that the service had encouraged some parental feedback, opportunities were still limited. We discussed this with the manager and chairperson after the inspection.  
**This recommendation is not met.** We have carried it forward and reported it in Statement 1 of Quality Theme 1.

3. It is recommended that the service develops their newsletter. They should include information about what is happening in the service and any future objectives and changes. National Care Standard 1.  
We found that the content and information in the service’s newsletter had improved.  
**This recommendation is met.**

4. We recommend that the service encourages parents to take part in the service and that they take account of parents' knowledge and views of their child’s development needs, interests and personality. National Care Standard 7.  
We did not find any evidence that this recommendation is met. We discussed various ways to do this with the manager.  
**This recommendation is not met.** We have carried it forward and reported it in Statement 2 of Quality Theme 1.

5. We recommend that the service further promotes and encourages all children to learn about the importance of washing their hands and good hygiene.  
We found that the service were promoting better hand hygiene with children.  
**This recommendation is met.**

6. We recommend that the service obtain a copy of Environmental Health reports and acts on any recommendations or requirements made. National Care Standard 2.  
The service had received copies of Environmental Health reports. They told us that they were liaising with the primary school about how to meet a recommendation for a new kitchen.  
**This recommendation is partly met.** We will follow up progress on the requirement and recommendation made by Environmental Health at a future inspection.
7. We recommend that the service write and develop a policy on the use of the playstation. National Care Standard 2.
We saw a procedure/policy on the use of the playstation. This recommendation is met.

8. It is recommended that the service involves the parent committee in the recruitment of new staff. National Care Standard 13.
Although the manager told us that the chairperson had been involved when recruiting a new member of staff, there was no evidence to confirm this. This recommendation is not met. We have reported on this in Statement 1 of Quality Theme 3.

9. We recommend that the service update their child protection statement to include the contact details of the professionals that they would contact if they had a concern about a child’s safety or welfare. They should re-issue this to all parents once updated. National Care Standard 3.
We found that this statement had been updated. This recommendation is met.

10. We recommend that staff working in the service attend child protection training. National Care Standard 3.
Two staff told us that they had attended child protection training. The manager and one member of staff had not attended training. This recommendation is not met. We have reported on this in Statement 2 of Quality Theme 3.

11. It is recommended that the service recruits and selects staff and volunteers through a process which takes account of safe recruitment practice and the services own policy and procedure. They should ensure that these include taking up references, one of which must be from the previous employer and cross-referencing to the register of the Scottish Social Services Council (SSSC) or other professional organisations. National Care Standard 12.
The service had updated their written recruitment procedure. However, we found that they had still not followed this procedure or kept accurate records. This recommendation is partly met. We have reported on this in Statement 2 of Quality Theme 3.

12. It is recommended that the service’s recruitment procedure includes obtaining a completed application form or C.V. from all applicants. National Care Standard 12.
We saw that the member of staff employed since the last inspection had submitted a C.V. This recommendation is met.
13. It is recommended that the service develops a system to ensure that they recheck the suitability of all staff working in the service through a regular Enhanced Disclosure Scotland check. National Care Standard 12. We saw that the service had carried out an Enhanced Disclosure Scotland check for the member of staff employed. This recommendation is met.

14. We recommend that the service develop and implement a staff training plan and a system to monitor staff development needs. They should keep a copy of all staff training records. National Care Standard 12. This recommendation is not met. We have carried it forward and reported it in Statement 3 of Quality Theme 4.

15. We recommend that all staff receive regular support and supervision sessions and annual appraisals. The service should keep a record of all appraisals and support meetings that take place. National Care Standard 14. We did not find any evidence that appraisals or supervision had been carried out. This recommendation is not met. We have carried it forward and reported it in Statement 3 of Quality Theme 4.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate. We received a completed self-assessment document from the service. This was completed with relevant information for each of the headings that we grade the service under. The service identified what they thought they did well and areas for development.

Taking the views of people using the care service into account

There were 15 children present at the inspection. We asked some of the children questions about the activities and their views of the service. These were mainly positive. We found that all the children appeared happy and settled in the service and confidently approached staff with questions or concerns.
Taking carers' views into account

Of the four parents who returned questionnaires to us, three parents 'agreed' that they were happy with the overall quality of the service their child received and one parent ticked 'don’t know'. Written comments from these parents included:

“"My children attend the breakfast club only so many questions are not applicable. Overall I am happy with the care and service provided by staff.”

“We use the breakfast club and occasionally the holiday club so some of the questions are not relevant.”
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 3 - Adequate

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
Since the last inspection, we found that the service had provided good opportunities for parents to give their feedback about the quality of the care and support. In their aims and objectives, the service wrote, "Our children have a say in the daily programme, which is adapted to all children’s needs. Parents are encouraged to participate in the management of the service and will be consulted about maintaining a service suitable for their needs."

Parents received a leaflet with information about the service when they first made an enquiry. The service displayed some of their policies and procedures for parents to read. This created an opportunity for parents to consider and assess whether they were happy with the procedures used and the care offered.

The service also issued newsletters to parents, with information about what was happening in the service. This allowed parents to assess the quality of the care provided. Two parents who returned questionnaires to us ‘agreed’ that they were kept informed about what was happening in the service, for example through newsletters and information boards.

We read a questionnaire for parents that the service issued in November 2010. In addition, we also saw a new questionnaire for parents that the service was ready to issue at the time of this inspection. These questionnaires allowed parents to give their feedback about different aspects of the service provided.

We saw that parents had the opportunity to have discussions with staff at the end of the day.

At the time of the inspection, two parents were on the management committee. We read minutes of the committee meetings, which confirmed that both parents had
recently been involved in discussions about children’s care, the environment, staffing and the future direction of the service.

**Areas for improvement**

Two parents who returned questionnaires to us ‘disagreed’ that they were kept informed about what was happening in the service, for example through newsletters and information boards. These parents did not leave contact details, which would have allowed us to ask them about their responses. However, we informed the manager about this feedback at the inspection.

We saw that there was key information missing from the notice-board. The manager agreed that the board should be updated and developed with up to date information. We will follow this up at the next inspection.

One of the strengths that we identified at the last inspection was a children’s committee, which staff supported and used as tool to obtain children’s views and get them involved in the running of the service. However, at this inspection, we found that there was no children’s committee. The manager told us that this was because older children who had previously formed and run the committee had left the service and the majority of the children attending were younger. Although the manager told us that staff still consulted children about snack choices and activities, we found no evidence of how they did this or how the information from children changed or improved the outcome for them. Through discussion, the manager recognised the importance of finding ways to involve all the children of different ages and abilities (see recommendation 1 below).

The manager agreed to introduce a planning system to demonstrate how they use children’s views to influence the care provided (see recommendation 2 below).

In their self-assessment for the last inspection, the service told us that they would encourage more parents to participate in fund raising events. However, the manager and chairperson told us that the response to parent involvement was very poor. Although they had issued questionnaires, only a few parents had returned these. The manager and chairperson told us that they would continue to consider ways and provide opportunities for parents to participate and give their feedback about the quality of the service (see recommendation 1 below).

We found that the service had not collated and reported on the results of the few questionnaires received from parents in November 2010. They should ensure that they inform parents of the results of feedback and how they will use it to change or improve the outcomes for children (see recommendation 3 below).
Recommendations

1. We recommend that the service provide more opportunities for children and parents to give their feedback and participate in developing all aspects of the service. National Care Standard 14, Early Education and Childcare up to the age of 16, Well-managed service.

2. We recommend that the service introduce a system to plan for children’s activities, taking into account their ideas, interests, development and learning. National Care Standard 5, Early Education and Childcare up to the age of 16, Quality of Experience.

3. We recommend that the service consider a way to collate and report feedback to children and parents. They should keep them informed of how they will use their feedback and ideas to improve the outcome for children and further develop the service. National Care Standard 14, Early Education and Childcare up to the age of 16, Well-managed service.

Statement 2
We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths
We found that the service had some systems in place to allow children to make individual choices. For example, we saw at the inspection that children were free to choose what activities they wanted to play with.

We found that there were different activities for children to choose from, most of which challenged and interested the children. We saw that all of the children were focused on an activity during the inspection.

Children played individually and in groups in a playroom that allowed them to move around freely. Because of the varying ages of children, we saw older children supporting younger children with more challenging activities. The relationship that all the children had with staff was relaxed and we saw them approach staff with confidence.

Although the children did not go outdoors at the inspection, the manager stated that they regularly accessed the school gym hall to allow children to take part in more active and energetic play.
Four parents who returned questionnaires to us ‘agreed’ that their child could experience and choose from a balanced range of activities.

**Areas for improvement**

Although the staff told us that children influenced snack choices and activities, we did not see any evidence of this at the inspection. We discussed this with the manager and agreed that the service should consider introducing a system to plan children’s day to day activities, demonstrating how they use children’s views and interests to further develop their interests and learning (see recommendation 2 made in Statement 1 of Quality Theme 1).

The service did not have any personal plans for children. We informed the manager that as from April 2011, SCSWIS require care services to keep personal plans/profiles for all children. We discussed how this could work for the service. The manager agreed to discuss this further with staff, the chairperson and other similar services in the local area to find a practicable and effective way to do this (see requirement 1 below).

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 0

**Requirements**

1. It is a requirement that the provider of the service introduce a personal plan for each child who attends the service. This must include the how they will meet each child’s health, welfare and safety needs. Plans should be completed within 28 days of the date on which the child first received the service. They should be reviewed at least once in every six-month period or when there is a significant change in a child’s health, welfare or safety needs or when requested to do so by the child or any representative.

   This is to comply with the SSI 2011/210 Regulation 5 - Personal Plans.

   Timescale: the provider should confirm in writing to SCSWIS by 31st August 2011, how and when they will introduce personal plans for children.

   This requirement also relates to Standard 4 of the National Care Standards for Early Education and Childcare up to the age of 16, Engaging with children. The service should take account of parent’s knowledge and views of their child’s development needs, interests and personality, as recommended by us at the last inspection.
Quality Theme 2: Quality of Environment - NOT ASSESSED
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
Since the last inspection, we found that the service had offered adequate opportunities for parents to give their feedback about the quality of the staff. We saw that parents had been encouraged to join the management committee and give their feedback through questionnaires. Information reported in Statement 1 of Quality Theme 1, also applies to this statement.

We previously recommended that the service hold regular committee meetings and distribute minutes to all parents. This would provide up to date information about staffing, how parents could get involved the committee and developing the service. The manager told us that they provided minutes of the meetings for all parents.

The service had a written complaints policy, which created a useful opportunity for parents to raise concerns about the service. This process allows providers to identify and make improvements to the service. We saw evidence at the inspection that a concern raised by a parent had been dealt with properly and effectively by the service.

All parents who returned a questionnaire to us ‘agreed’ that their child appeared happy and confident with staff.

Areas for improvement
See Areas for Improvement and recommendations made in Statement 1 of Quality Theme 1.

We made a recommendation at the last inspection that the service involve parents or committee members when recruiting a new member of staff. Although the service had recruited one member of staff since the last inspection, we did not see any evidence of parental or committee involvement (see recommendation 1 below).

The chairperson informed us at this inspection that despite encouragement, only two parents joined the committee. In addition, she stated that they had only held committee meetings in the last two months. The chairperson and manager stated that they will further consider ways for parents and children to give their feedback about the quality of the staff (see recommendation 1 made in Statement 1 of Quality Theme 1).
Recommendations

1. We recommend that the service involve parents when recruiting staff.
   National Care Standard 13, Early Education and Childcare up to the age of 16, Improving the service.

Statement 2
We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths
We found that the service’s recruitment and induction process for new staff was adequate. They had developed various procedures that would ensure that they followed safe recruitment procedures, which would in turn ensure children’s safety. These included a written recruitment procedure, an equal opportunity policy and a whistle-blowing policy as recommended by us at the last inspection.

We looked at a file for a member of staff who had been employed since the last inspection. This showed that the service had carried out an enhanced Disclosure check with Disclosure Scotland.

We found that the service had updated their child protection procedure with the contact details of the agencies that they would contact if they had a child protection concern. This was a recommendation made at the last inspection.

Although the manager had yet to attend child protection training, we saw evidence at the inspection that she was aware of and had dealt correctly with a child protection matter. We saw that two other members of staff had attending child protection training, which provided them with the knowledge of the correct procedure to use if an incident occurred.

All parents who returned a questionnaire to us confirmed that they were confident that staff would protect their child from harm, abuse, bullying and neglect.

Areas for improvement
The manager and one member of staff had yet to attend child protection training (see recommendation 1 below).

The following relate to requirements and recommendations we made at the last inspection about the service’s recruitment procedure and record keeping:
We saw that the service had recruited one member of staff since the last inspection. Although the manager told us that they had obtained references for this person, we did not see these in this person’s file. In addition, we read the service’s recruitment procedure, which asked that applicants supply two references. We discussed this with the manager and chairperson, who updated their written recruitment procedure with the correct procedures for requesting references, before this report was finalised.

We found that the service had not requested a signed declaration from a new member of staff to confirm that they were physically and mentally fit to carry out the job they were employed to do. However, the service had since updated their recruitment procedure stating that they would ensure that they obtained such declarations before employment commenced.

Although the service had updated their recruitment procedure to confirm that they would check a candidate’s fitness against professional registers, such as SSSC, they had not kept a record of this for the member of staff who they had employed. They should develop a recording system to confirm that they have carried out these checks.

At the last inspection, staff confirmed that they had received an induction and read all policies and procedures. However, the newest member of staff was not present at this inspection, which meant that they were unable to confirm that they had received a thorough induction. The service should consider keeping a record of each person’s induction.

Although SCSWIS were satisfied with the updated written recruitment procedure, we found that they had not followed this completely when they employed a new member of staff. The service must ensure that they follow these procedures every time they are recruiting a new member of staff (see requirement 1 below).

The service should ensure that they improve the records kept in relation to recruitment and staff files. They should ensure that they evidence that they have followed safe recruitment procedures (see recommendation 2 below).

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 2

**Requirements**

1. It is a requirement that the service adhere to safe recruitment procedures when employing a new member of staff. This is to comply with SSI 2011 No. 210 Regulation 9, Fitness of employees.
Timescale: confirmation within 2 weeks of this report that safe recruitment procedures will be followed.

Recommendations

1. We recommend that all staff attend child protection training. National Care Standard 3, Early Education and childcare up to the age of 16, Health and well-being.

2. The service should improve record keeping in relation to recruitment procedures carried out. National Care Standard 12, Early Education and Childcare up to the age of 16, Confidence in staff.
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
Since the last inspection, we saw that parents had been encouraged to join the management committee and give their feedback through questionnaires. Information reported in Statement 1 of Quality Theme 1, also applies to this statement.

Areas for improvement
At the inspection, we found that only two parents had formed the committee, which was responsible for providing the service. We spoke to these parents at the inspection. They were the chairperson and secretary. They told us that the response they had to parent involvement for the service was very poor but they had held committee meetings in the few months before this inspection with only them and the manager. They stated that these were structured and that they were now clearer about their role and responsibilities as the provider of the service. We had a discussion about the importance and benefits of sustaining parent involvement and the varying ways to do this (see recommendation 1 made in Statement 1 of Quality Theme 1).

In their self-assessment, the service told us that they would encourage more parents to participate in fund raising events. We will follow this up at the next inspection.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 3
To encourage good quality care, we promote leadership values throughout the workforce.

Service strengths
We found some evidence, which confirmed that, until recently, the manager had been responsible for most of the developments and running of the service, such as reviewing and updating policies and procedures. However, we read minutes of management committee meetings in February 2011, which confirmed that both parents on the committee had been involved in recent decision making and planning for the service.
Staff told us that they had attended various training courses.

**Areas for improvement**

Although the manager took on a leadership role, we found that tasks she carried out were often because of a lack of structure and commitment from the management committee. This left tasks normally carried out by the manager, such as planning for children’s activities, undone. We discussed this with the manager, chairperson and secretary after the inspection.

As recommended by us at the last inspection, there needs to be more clarification about who is responsible for specific tasks in the service. The service should consider developing aims and objectives, which clearly define the role and responsibilities of the manager and the management committee (see recommendation 1 below).

We made a recommendation at the last inspection that the service develop and implement a training plan and a system to monitor staff development needs. They should keep a copy of all staff training records. We found that although staff told us that they had attended training courses, some of the training was not recorded in their file. The service had started to develop a basic training plan, which recorded when a member of staff put their name forward for training. We are carrying this recommendation forward (see recommendation 2 below).

We made a recommendation at the last inspection that the service provide regular support and supervision sessions and annual appraisals for staff. We also recommended that the service keep a record of all appraisals and support meetings that take place. We did not find any evidence that appraisals or supervision had been carried out. We are therefore carrying this recommendation forward (see recommendation 3 below).

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. We recommend that the provider develop aims and objectives, which clearly define the role and responsibilities of the manager and the management committee. National Care Standard 14, Early Education and Childcare up to the age of 16, Well-managed service.

2. We recommend that the service develop and implement a training plan and a system to monitor staff development needs. They should keep a copy of all staff training records. National Care Standard 12, Early Education and Childcare up to the age of 16, Confidence in staff.
3. We recommend that the provider of the service ensure that staff receive regular support/supervision sessions and annual appraisals. They should ensure that they keep a record of all appraisals and support meetings that take place. National Care Standard 14, Early Education and Childcare up to the age of 16, Well-managed service.
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information
The manager agreed to submit a form to SCSWIS to correct the operating times of the service.

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5 Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 3 - Adequate</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<tr>
<th>Quality of Environment - Not Assessed</th>
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<tr>
<th>Quality of Staffing - 3 - Adequate</th>
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<tr>
<td>Statement 1</td>
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<th>Quality of Management and Leadership - 3 - Adequate</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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</thead>
<tbody>
<tr>
<td>29 Oct 2009</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 2 - Weak</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>17 Jul 2008</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

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