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

Inspected by: Karen Robertson
Type of inspection: Unannounced
Inspection completed on: 11 July 2012
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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

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<td>Quality of Environment</td>
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What the service does well

Staff had made very good relationships with children.

Children were having a good time in the club with a staff group who were good fun.

What the service could do better

Further improvements to the service generally were needed these included:
- Clearer recruitment procedures
- Improved training opportunities
- Improved storage.

What the service has done since the last inspection

The club had improved and met several requirements since the last inspection but still needed to build on those improvements.

Conclusion

Parents and children said they liked Danderhall After School Club. Staff were good at their jobs and enjoyed working with children.
Who did this inspection
Karen Robertson
Lay assessor: N/A
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Danderhall After School Club, referred to as the club in this report, is provided by a parent committee. The current 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.

The club use a room within Danderhall Primary School in the small town of Danderhall, Midlothian. The club have almost exclusive use of the room which also provides a small kitchen area for making snacks. 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 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 4 - Good**
**Quality of Environment - Grade 3 - Adequate**
**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.careinspectorate.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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
We completed this report following an unannounced inspection. The inspection was carried out by the Care Inspectorate. Inspector Karen Robertson carried out the inspection on 27 June 2012 between the hours of 3:00pm and 5:30pm.

As requested by us the service sent us a completed annual return. The self-assessment form was also completed prior to the inspection.

We issued 15 Care Standard Questionnaires to families using the club. Eight families using the service returned the questionnaire. We also spoke to two parents on the day of our visit.

In this inspection we gathered evidence from various sources, including relevant policies, procedures, records and other documents including:
- Discussion with the manager of the service, staff and children
- Policies and procedures used in the after school club
- Recruitment files
- Evidence of recruitment practices
- Observations of staff practice
- Looking at the accommodation, toys and resources.

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

The requirement
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.

What the service did to meet the requirement
The manager had improved the range of information gathered at registration to better meet the individual needs of children. This requirement had not been met at the last inspection but has now been met within the new timescale given.

The requirement is: Met

The requirement
The provider must not employ any person in the provision of the service unless that person is fit to be so employed. In order to achieve this, the provider must ensure that all staff working in the care service has an appropriate Protection of Vulnerable Groups (PVG) Scheme Membership. This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulation 9 (1) The provider must not employ any person in the provision of a care service unless that person is fit to be so employed; and takes account of the National Care Standards in Early Education and childcare up to the age of 16, Standard 12 Confidence in staff. Timescale: With immediate effect as discussed with the manager on the 09 March 2012.

What the service did to meet the requirement
No new staff had been employed since our last visit. We found that the employment checks for the manager were now complete. We have deemed this requirement to be met.

The requirement is: Met
The requirement

The fitness of the provider must be ascertained without further delay. In order to achieve this, the nominated Committee must submit a Change of Chairperson Form to the Care Inspectorate without further delay. This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulation 6 (1) A person must not provide a care service unless the person is fit to do so; and takes account of the National Care Standards in Early Education and childcare up to the age of 16, Standard 14 Well-managed service.

Timescale: With immediate effect as discussed with the manager on the 09 March 2012.

What the service did to meet the requirement

The chairperson of the committee had been checked as suitable by the Care Inspectorate.

The requirement is: Met

The requirement

It is a requirement that the service adhere to safe recruitment procedures when employing a new member of staff. In order to evidence that this requirement is met the service must develop a tracking system for recruitment checks. This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulation 9, Fitness of employees.

Timescale: A copy of recruitment check list must be sent to the Care Inspectorate by 01 May 2012.

What the service did to meet the requirement

No further staff had been employed in the service however through discussion with the manager she was clear that the recruitment policy would be adhered to with all recruitment or volunteer situations.

The requirement is: Met
The requirement
The manager must develop a training plan for staff to ensure that they are suitably qualified and competent to work in the care service. This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulation 15. (a)(b). Timescale: A written training plan must be submitted to SCSWIS by 01 May 2012.

What the service did to meet the requirement
A training plan was now in place however we found that the manager of the service was not entirely sure what childcare courses staff had applied for and no additional training had been identified for staff. We deem this requirement to be met but we will monitor progress to ensure a range of training opportunities are provided for staff.

The requirement is: Met

The requirement
The provider of the service must notify the Care Inspectorate of the change of manager. In order to achieve this the chairperson must submit a notification form and change of manager form. This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulation 17(2) Where a provider appoints a person to manage the care service, the provider must immediately give notice to SCSWIS of - (a) the name of the person so appointed, and (b) the date on which the appointment is to take effect. Timescale: With immediate effect.

What the service did to meet the requirement
The change of manager form was received.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection
We made some recommendations at our last inspection. We have made some of these again and have commented in the report where recommendations had been met.
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.

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each statement that we grade them under.

The service provider had identified what they thought they did well, some areas for further improvement and any changes they planned to make to the service.

Taking the views of people using the care service into account
There were 10 children present on the day of our inspection. We spoke to several of them during the course of our visit. We observed that children were happy and very relaxed in the club. Children had very good relationships with staff and with each other. Comments included:
'I'm going to another school and will really miss coming to after school club.'
'It's pretty good. We go out now. Summer playscheme is ace.'
'I like outside and I like the gym. I don't like him though!'

Taking carers' views into account
We issued 15 Care Standards Questionnaires. Eight of these were returned to us prior to the inspection. All parents either agreed or strongly agreed with the statement:
'Overall, I am happy with the quality of care my child receives in this service.' Written comments included:
'The after school club now have a new manager. Since then things have improved greatly. There is a great range of activities and much more outdoor play.'
'The staff are all friendly and helpful.'
'I am very confident that the club can provide a great service for my child in the future.'
'I think recent changes and developments that have been made in the club have improved the service greatly.'
'New manager and staff have lots of enthusiasm. Move on-wards and up-wards.'
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**
Grade awarded for this theme: 4 - Good

**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**
This section takes account of Quality Statements 1.1, 1.2 and 1.3.

we found that since the last inspection opportunities for parents and children to participate in assessing and improving the quality of care and support provided by the club had improved.

The club had a Participation Policy which outlined how the club would actively seek children’s views. There was also a Partnership With Parents and Carers Policy which gave information to parents about how they could be part of the service and influence the quality of the service provided.

A new committee had been appointed from parents using the club. Regular committee meetings had been held, minutes of which were displayed for all parents and children. We saw from the minutes that the committee and manager were focusing on seeking parents views on how to improve the club.

We saw that parents were very comfortable talking to staff at the end of the session. One parent we spoke to said that this was the best way to get information and felt very confident that if there was a problem or a suggestion they wished to make staff would be receptive.

Parents who responded to the Care Standards Questionnaire, which is issued as part of the inspection, all agreed or strongly agreed with the statement: ‘The service has involved me and my child in developing the service for example asking for ideas and feedback.’

Children we spoke to confirmed that they could choose snacks and activities. Children had a suggestion box which was emptied weekly and suggestions discussed with
children. We asked children if they used the suggestion box. On said yes as it was a good way of saying what you want but staff were easy to talk to anyway.

We saw that staff had very good relationships with children and knew them well. This was important as it enabled staff to hold conversations with children about themselves and what they wanted from the club.

**Areas for improvement**

The manager had only been in post since March 2012 and had with the staff group made good progress in including parents more effectively in the assessment of the service. However this good start needed to be built upon through the coming year to ensure that parents were providing the manager and staff with feedback about the quality of care and support provided in the club. (See recommendation 1.)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Opportunities for parents and carers using the service to give feedback about the service to enable improvements to be made. National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the 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**

The club had met a requirement made at the last inspection to develop more comprehensive registration information. This was to ensure that the club had enough information to meet each child’s individual care needs.

We saw that staff informed children of the activities on offer at the start of the session. Children said they were able to choose activities and were included in the planning.

We saw that there were a range of resources for children to use in groups and for individual play. There was also a large area for quiet time, reading, DVD’s and group chats. Staff said this area was really popular with children. Children said they liked having the comfy seats and reading stories. One child said it was great area if you were tired.

We saw that children had good relationships with each other and with staff present. Children were chatty and were clearly having fun in the club.
Behaviour management strategies were in place and children had been given the responsibility of developing their own rules for the club. This gave children responsibility for their own behaviour in the club.

**Areas for improvement**

The requirement regarding care plans had been met. We discussed with the manager the need to ensure that this information was updated as changes took place and once within every six months in order to meet current legislation. (See recommendation 1.)

There was a range of resources for children to use however the quality of these could be further improved. We acknowledged that this was going to take some time and should be done with significant input from children. (See recommendation 2.)

Planning for play was in place but was very basic and did not include how an activity had been received by children or how it went. (See recommendation 3.)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. An effective method to ensure that information gathered on children to enable the club to meet individual care needs is updated at least once every six months. National Care Standards for Early Education up to the age of 16. Standard 6 - Support and development.

2. The range of resources used in the club should be further improved. National Care Standards for Early Education up to the age of 16. Standard 5 - Quality of experience.

3. Planning for play should be further improved to include where ideas came from, if the activity was carried out and how the activity went. National Care Standards for Early Education up to the age of 16. Standard 5 - Quality of experience.

**Statement 3**

We ensure that service users’ health and wellbeing needs are met.

**Service strengths**

Aims and objectives for the club were in place. These were shared with parents through the parent handbook. Aims were clear and achievable and included aims for both children and their parents and carers.
Policies to ensure the health and welfare of children were in place. Policies were available to parents through the parent handbook and were also displayed on the club noticeboard. The manager was in the process of going through policies to ensure that they fitted the clubs purpose.

Quiet areas were available for children and outdoor play was offered and children said they went out quite a lot. Where children could not get outdoors to play the club used the school gym hall.

Some outings were undertaken on a Friday during the longer session, children said these were fun. During the playscheme a number of varied outings had been planned in advance so that parents and children had this information.

A policy for the recording of accidents and incidents was in place. Staff were clear about the recording process the manager had an overview of all accidents to ensure that patterns and risks could be identified.

Snacks took account of nutritional guidance. Water was available for children during the session. Children confirmed that snacks were: ‘Pretty tasty!’ Children also said that they got to choose the snack menu.

**Areas for improvement**

There was a prevention of infection policy in the club. The manager should make sure that this is backed up by a procedure for staff to follow. This will enable staff to meet the aims of the policy. (See recommendation 1.)

A process for updating the risk assessments used in the club had been developed and now needed to be fully implemented.

The club were using staff’s personal mobile phones as communication tools when out on visits. We discussed this with the manager and have made a recommendation about this. (See recommendation 2.)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

**Recommendations**

1. The infection control policy should be backed up by an infection control procedure for staff to ensure that they knew what action to take to meet the aims of the policy. National Care Standards for Early Education up to the age of 16. Standard 2 - A safe environment.
2. Dedicated mobile phones should be used by the club to ensure that parents are aware how to contact the club in emergency situation. National Care Standards for Early Education up to the age of 16. Standard 3 - Health and wellbeing.
Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths
This section takes account of Quality Statement 2.1, 2.2 and 2.3.

The club ensured that parents and children using the service had good opportunities to participate in the assessment and improvement of the quality of the environment provided by the service.

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Statement 1.1 apply to this Quality Statement also. (See recommendation 1 in Quality Statement 1.1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
The club had the use of a main club room in Danderhall Primary School. They also had the use of the gym hall and playground. The manager said the janitor was very good at attending to issues as they arose.

Entrance and exits were safe. Children had been reminded about safety procedures regarding the main door to ensure they did not allow others to enter or leave the premises.

Parents had been informed about what they needed to do when they came to collect their child and the procedure for child collection if it was not going to be the known parent or carer.
The outdoor area was enclosed and provided a safe and secure area for children to play. The club also had access to main playground which they used in good weather. We talked to staff about outdoor play and found that they were aware of the need to get children out to play after a day in school. Children said they liked playing outside.

The club room was clean as were toys and equipment used by children. A note was kept of cleaning to ensure that areas were not missed. Children were actively encouraged to help tidy up which ensured that they took responsibility for the club environment.

Children had taken part in topics such as the Olympics, bullying and the Queen’s Jubilee. We saw that a range of art work had been displayed. One child said they particularly liked doing projects as it was fun.

A range of information was available for parents on the club notice board, which was near the main door. This insured that parents were up to date with what was going on in the club.

A child protection policy and staff procedure was in place. The manager and other full time member of staff had undertaken child protection training to ensure that they were up to date with current child protection practice.

A complaints policy was in place for parents which detailed how they could make a complaint to the service.

Areas for improvement
A recent report from environmental health highlighted the need for the club to have a hand washing sink. The club were in the process of trying to provide one for the room used by the club.

One member of staff had not yet undertaken child protection training. (See recommendation 1.)

The complaints policy needed to reflect that parents and carers could come to the Care Inspectorate to complain at any time and include the telephone number of the national enquiry line. (See recommendation 2.)

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 2
Recommendations

1. All staff in the club should receive child protection training in line with the club child protection policy. National Care Standards for Early Education up to the age of 16. Standard 2 - A safe environment.

2. The complaints policy and procedure should state that parents can raise a complaint or concern with the Care Inspectorate at any time. National Care Standards for Early Education up to the age of 16. Standard 7 - A caring environment.

Statement 3
The environment allows service users to have as positive a quality of life as possible.

Service strengths
We saw staff actively encouraging children to keep the club room clean and tidy.

The club went on regular outings to the library where they also used the Internet suite. When talking to staff we found that they had a very good knowledge of local resources and places to visit.

Areas for improvement
Better storage for the club toys and equipment was needed in the club to improve the environment as it appeared cluttered and quite untidy on the day of our visit. (See recommendation 1.)

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The club should improve the facilities to store toys and equipment to make them more accessible and to improve the appearance of the club room. National Care Standards for Early Education up to the age of 16. Standard 2 - A safe environment.
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
This section takes account of Quality Statement 3.1, 3.2 and 3.3.

The club ensured that parents and children using the service had good opportunities to participate in the assessment and improvement of the quality of staffing the club.

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Statement 1.1 apply to this Quality Statement also. (See recommendation 1 in Quality Statement 1.1).

Grade awarded for this statement: 4 - Good

Number of recommendations: 0
Number of requirements: 0

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
No new staff had been employed in the club since our last inspection. However we found that staff files were now in some order and checks which had taken place could be tracked.

A requirement regarding the checking of the chairperson had been met. This was necessary to ensure that the committee chairperson was fit to provide the service.

A Whistle Blowing policy was in place to ensure staff were aware of how to raise concerns about staff or service practices.

Areas for improvement
The recruitment and selection policy did not clearly state that two references would be taken for each candidate one of which would be from a previous employer. It also
did not make clear that all staff would be required to join the Protection of Vulnerable Groups Scheme. (See recommendation 1.)

We found that the club had kept copies of Disclosure Scotland checks. Current guidance from Disclosure Scotland states: 'Organisations should not retain disclosure records indefinitely. However, the organisation can retain details of when the check was made, the disclosure reference number, and the date of the check and for whom it was carried out.' Information on record keeping can also be found in the Quick Guide to the Employment Practices Code published by the Information Commissioners Office. (See recommendation 2.)

We suggested that to ensure that staff checking could be effectively tracked a front sheet should be added to the recruitment files with essential information upon it.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

**Recommendations**

1. The recruitment and selection policy and procedure needed to be clearer as to the checks undertaken to ensure that only those suitable to work with children were recruited into the service. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

2. The club needed to develop a strategy for keeping Disclosure Scotland information. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

**Statement 3**

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

**Service strengths**

We found that staff were enthusiastic and motivated to provide a good service for both children and parents. This had resulted in children responding positively to staff knowing that they would be listened to and their views valued.

Parents said that they agreed with the statement: 'I am confident that staff have the skills and experience to care for my child and support their learning and development.'

The manager had made sure that all staff had information about the National Care Standards, which are the tools used to ensure positive outcomes for children.
The manager had completed a training matrix to enable her to see where gaps in skills and training were had been completed.

Those who required to be registered with the Scottish Social Services Council, a body responsible for workforce development and training in Scotland, had begun the process of registration or were already registered.

**Areas for improvement**

The manager had carried out one to one meetings with each staff member but had not as yet carried out formal staff appraisals. (See recommendation 1.)

Only the manager of the service held a childcare qualification. The other two members of staff were planning to gain a recognised qualification but had not yet attended an interview for a course placement. (See recommendation 2.)

We made a requirement regarding staff training at the last inspection. A training plan was now in place however apart from the manager of the service no additional training had been offered to staff since the last inspection. Staff said they were keen to attend courses but that none had been identified. We have deemed the requirement to be met but will monitor progress regarding training at our next inspection. (See recommendation 3.)

The manager had applied for SSSC registration but this had not yet been given. The manager was reminded to keep any correspondence with the SSSC as evidence that the process was ongoing.

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

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. A process for staff appraisals should be implemented to ensure that staff are supported in their childcare roles. Appraisals should explore areas of professional strength and weakness to enable training opportunities to be identified. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

2. To enable workforce planning the manager should monitor the progress of staff to gain entry onto childcare qualification courses. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

3. Courses to enhance childcare knowledge and professional development should be identified for staff. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - 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
This section takes account of Quality Statement 4.1, 4.2 and 4.4.

The club ensured that parents and children using the service had good opportunities to participate in the assessment and improvement of the quality of management and leadership in the club.

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Statement 1.1 apply to this Quality Statement also. (See recommendation 1 in Quality Statement 1.1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2
We involve our workforce in determining the direction and future objectives of the service.

Service strengths
Staff said that they felt included in the changes which had taken place in the club over the last four months. This enabled staff to take more responsibility which they said they enjoyed.

Staff had the opportunity to attend committee meetings if they wished which made sure they knew what was planned for the club.

A communication diary had been set up to ensure that information from breakfast club staff was being taken into account during decision making processes.

Informal staff meetings had been held to discuss children, planning and events.
Areas for improvement

Although staff meeting had taken place these were not minuted. In order to have a full record of the decision making process and provide staff with accountability minutes should be kept of all meetings. (See recommendation 1.)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff team meetings should be minuted and shared with all staff. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well - managed service

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

A communication diary had been implemented to ensure that any information from the breakfast club was passed on to staff at the end of the day.

The manager had completed the self assessment tool, which we request as part of our inspection. The manager was fairly new into the post and had made a good start in auditing what needed to be done in the club.

The committee were very supportive of the manager and staff in the club. This committee had received information and support from local authority support personnel which had assisted them to be clear about their roles and responsibilities for the running of the service.

Areas for improvement

We acknowledge that there had been quite alot of work to be carried out in the club to improve the quality of the provision. As an area for further improvement the manager should now encourage staff to be included in such things as the self assessment and development of policies and procedures.

The manager of the service needed to build on the auditing process she had already carried out using such tools as 'Aiming High Scotland'. (See recommendation 1.)

The manager and staff needed to ensure that parents were kept fully informed of changes to policies, procedures and the work of the club.
Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. A method for further auditing the work of the club to identify areas where improvement was necessary should be undertaken. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - 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
No additional information was gathered for this inspection.

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 SCWIS 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 - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<td>Statement 3</td>
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<table>
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<tr>
<th>Quality of Environment - 3 - Adequate</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<table>
<thead>
<tr>
<th>Quality of Staffing - 3 - Adequate</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<tr>
<th>Quality of Management and Leadership - 3 - Adequate</th>
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<tbody>
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## 6 Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>Care and support</td>
</tr>
<tr>
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<td>Environment</td>
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<td>Management and Leadership</td>
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<td>3 - Adequate</td>
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<td>2 - Weak</td>
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<td>Methodology</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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