

Law Out of School Club Day Care of Children

Law Primary School
Haddington Road
North Berwick
EH39 4QZ

Telephone: 01620 893775

Type of inspection:

Unannounced

Completed on:

23 July 2019

Service provided by:

Edinburgh and Lothians out of School
Care Network.

Service provider number:

SP2004006939

Service no:

CS2008189775

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Law Out of School Club is referred to as the club in this report. We visited the club during the holiday club which operates during selected school holidays and in service days. Not all children who attend the holiday club attend the term time out of school club.

The club is one of ten registered services provided by Edinburgh and Lothians out of School Care Network (ELOSCN). The club is registered with the Care Inspectorate to provide a care service to a maximum of 70 children aged entry into primary school up to and including those in first year at secondary school.

The club operate from the dining hall area within Law Primary School. The club had a large hall and separate kitchen and storage area. They have access to the school playground and covered area just outside the main play space.

The organisation have developed a vision for the services they provide. This includes:

'ELOSCN supports children and families in Edinburgh and the Lothians through the development and delivery of quality play provision. Our focus is self-directed, risk assessed play. We aim to provide opportunities for children to have fun and develop through play. We aim to provide the settings, trained staff and when required, the equipment, to allow children their right to play.'

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), 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: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We spoke to several children during our visit to the club. Some children said that they liked coming to the club. Some only came during holiday periods but said they had made some friends there. One said that they really liked the trips on a Wednesday as they met other children from different clubs.

We asked the manager of the club to issue an e-mail to parents using the club asking for feedback about the club. At the time of issuing the draft report comments had not been received.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. We comment on this in our report.

From this inspection we graded this service as:

Quality of care and support

2 - Weak

Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

A system for online registration was in place, this was transcribed onto a paper form and both were kept in the club. The gathering of this information was not good enough to ensure that staff had sufficient information to meet children's care and support needs. On the day of our visit we looked at emergency contact forms for the holiday club, which had been transcribed from the online registration form these were incomplete. There was not enough information held on these forms regarding children's home address or further information which would help the service develop a personal plan for individual children, which is an integral part of the out of school club. Registration forms were especially important for younger nursery children who had never been to the club before and for children where there were areas for additional support. Staff said that there had been conversations with parents about care needs but these had not been recorded. Recording information helps to ensure continuity of care can be offered by the staff team.

As part of a child's personal plan the manager had developed a form to track support given to children. There was also a form developed by the organisation. Neither form enabled staff to track the outcome of support given to children and what the next steps, if any, needed to be. The communication with the school did not fully enable the sharing of relevant care and support information and staff were unable to say if there were support plans in place for some of the term time children. For example information had been included, on a registration form, about social worker contact but staff did not know why they would contact the social worker or what the social worker role was. The gathering and sharing of information links to Getting it Right for Every Child (GIRFEC) which is in place to ensure children have the right help at the right time. (See requirement one.)

Systems for the administration and recording of medication were appropriate and well maintained. Allergies for children were noted on the front of a cupboard to enable staff to see them clearly. Given that staffing in the club was not consistent throughout the holiday period as an added precaution we have asked the club to add a photo of the child to go along with the allergy notice. This needed to be done in a manner which still supports dignity and respect.

We were satisfied that the manager and regular staff in the club understood their basic responsibility to keep children safe and report concerns of a child protection nature. There was no understanding of or use of chronologies which could be used to identify patterns, log concerns and information. We asked if there were any children on the child protection register, in kinship care or who were vulnerable or at risk. We were told that there were not but when asked how this information was gathered staff were not sure. The information collected about children at the registration stage did not enable or include this information. Further work needed to be carried out to ensure that staff fully understood their role in child protection, particularly in relation to disclosures. This included the difference between information gathering and questioning and the use of the correct reporting/recording tools. The organisations child protection procedure needed to be amended to include the number of Social Care Direct for out of hours advice and reporting. (See requirement two.)

Children appeared to enjoy being in the club. Some had formed good friendships and inclusiveness was encouraged by staff. We could see that there were activities for children to do and the plan for the holiday weeks had been issued to parents. Children had some input into the ideas for the plan. Children told us that they had really enjoyed the trip days and going out and about in North Berwick.

Staff had begun to use floor books to evidence the range of activities which took place during term time. Holiday Club was a full day care experience for many children and the day we visited had been allocated as children's choice day. Work was needed to ensure that an interesting and engaging range of activities were provided, based on children's suggestions and observations made by staff about where children's interest lay. The environment should include zoned areas for play, a book area and comfy seating as part of the core play activities. Then additional choices could be made by children from the range of resources available.

Requirements

Number of requirements: 2

1. The provider must ensure that children's health, welfare and safety needs are met. By 30 October 2019, the provider must ensure that sufficient information is gathered and recorded about each child to develop a personal plan that clearly sets out how their needs will be met. This must include:

- a) Recording sufficient information about a child to meet care and support needs and any individual strategies for support to be implemented
- b) Ensuring that procedures are in place to enable effective communication and information sharing with staff and other services involved in the care and support of individual children
- c) Increased understanding and use of chronologies.

This is in order to comply with,

Health and Social Care Standard 1.15 '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.' and Health and Social Care Standard 1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

Regulation 5. (1)(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

2. The provider must ensure that children are protected. By 30 October 2019, the provider must ensure the manager and staff team have a clear understanding of child protection and the safeguarding of children.

The provider must review the service's policy to ensure it gives management, staff, parents and children clear guidance on how child protection concerns will be dealt with at the service.

This is in order to comply with,

Health and Social Care Standard 3.20: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' and Health and Social Care Standard 3.14 '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.'

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

Staffing for the term time club was consistent which enabled staff to get to know children well. Staffing for the holiday club was less consistent although the named manager worked in the club most days. Some information sharing had been carried out but steps were needed to ensure that those working in the club for the first time were given sufficient information about their role, the children present and what was happening for the day. During term time the manager had used staff meetings effectively to share good practice and work with staff to have a shared vision for the club.

To ensure that staff continued to develop their professional skill, appraisals for those in the term time club were in place. The manager had developed a system by which she could begin to assess how staff were progressing to meet the areas for development they had identified in their appraisal.

In order to ensure that staff had been appropriately and safely recruited we sampled recruitment files for those working in the term time club. Staffing files were not consistently laid out and there were gaps in the information needed to evidence that staff had been safely or appropriately recruited. It was not clearly recorded that Protection of Vulnerable Group (PVG) scheme membership had been achieved before staff started work with children. Some references were sought after staff started work in the service. The verification of qualifications was inconsistent. There needed to be increased recording that evidenced appropriate interview procedures, induction and that contracts of employment had been issued. (See requirement one.)

In order to support continued professional development and promote positive outcomes for children the organisation provided some training opportunities. We spoke to the Group Manager and Training Manager at feedback about the need to evidence that training was meeting the needs of the organisation, filling gaps in staff knowledge, improving outcomes for children and being pulled through to practice. We have commented in Care and Support about the need for improved child protection understanding and training. The organisation offered a number of on-line courses and whilst this makes training flexible for staff it makes it difficult to judge exactly what staff are taking from the training. (See recommendation one.)

Requirements

Number of requirements: 1

1. The provider must ensure that children are cared for and supported by staff who have been safely recruited. By 30 September 2019, the provider must improve the procedures for the recruitment of staff. To achieve this the provider must:

- a) ensure that all staff in the service are recruited in line with current good practice guidance
- b) accurately record checks which have been carried out
- c) evidence that an interview process has been carried out to assess skill and experience
- d) audit all recruitment files to ensure that they are complete and meet current good practice guidance.

This is in order to comply with,

Health and Social Care Standard 4.24 I am confident that people who support and care for me have been appropriately and safely recruited.

Regulation 9 (1) (2) (a)(b)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 1

1. To ensure that children are cared for by staff who are skilled and knowledgeable about current good childcare practice the organisation should assess training, ensure that it is effective and pulled through to practice within the club.

This is consistent with the Health and Social Care Standard 3.14 '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'.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The manager in the club had made a start to identify some areas for improvement in the club. Although they did not fully focus on outcomes for children these had been effectively linked to the wellbeing indicators and the health and social care standards.

The term time manager and staff worked well with children to gain ideas and suggestions. The use of floor books/journals evidenced that play and activities were based on children's suggestions and experiences.

As reported in Care and Support there were significant issues identified with the understanding, recording and reporting of child protection concerns across the organisation. In order to ensure children are protected the organisations child protection co-ordinator needed to revisit child protection training to ensure that they had the

appropriate levels of understanding, skills and confidence to deal with all safeguarding issues and child protection concerns. (See requirement one).

Throughout the inspection our findings concluded that there was a lack of quality assurance systems to assess outcomes for children. Some auditing and monitoring of processes had been carried out. There was a need to establish and embed quality assurance systems across the organisation. This should include, but is not restricted to, systems which monitor and evaluate the quality of children's experiences, children's personal plans and records, the management of children's safety, health and welfare, and the quality of staff practice. The provider and manager should ensure that they implement effective quality assurance systems that consider key areas of the service so that outcomes for children can be as positive as possible. The provider and manager should develop an improvement plan for the service to ensure that areas for improvement are addressed and outcomes for children are improved. (See recommendation one.)

Requirements

Number of requirements: 1

1. To promote the health, safety and welfare of children the provider must ensure that the designated child protection officer has the understanding, skills, knowledge and confidence to effectively safeguard and protect children. By 30 October 2019 the provider must:

- a) ensure the designated child protection officer undertakes training to develop their understanding, skills, knowledge and confidence in relation to their role
- b) review the service's child protection policy to ensure it makes clear the role of designated child protection officer and clearly outlines the steps they must take in relation to managing, recording and reporting child protection concerns and safeguarding issues.

This is in order to comply with:

Health and Social Care Standard 3.20 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' and Health and Social Care Standard 3.14 '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.'

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 1

1. To ensure that the organisation can accurately assess the quality of the service and develop plans for improvement the group manager and service manager should develop an effective and evidence based system for quality assurance. This is consistent with the Health and Social Care Standards 4.11 'I experience high quality care and support based on relevant evidence, guidance and best practice' and Health and Social Care Standard 4.19 'I benefit from a culture of continuous improvement, the organisation having robust and transparent quality assurance processes'.

Grade: 2 - weak

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
28 Sep 2018	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed Not assessed 4 - Good

Date	Type	Gradings	
28 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
9 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
13 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
17 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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