

Insch Out of School Club Day Care of Children

Community Education Centre
Commerce Street
Insch
AB52 6JB

Telephone: 7771974589

Type of inspection:
Unannounced

Completed on:
21 May 2019

Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Service no:
CS2003016388

About the service

Insch Out of School Club is provided by Aberdeenshire Council. The service has been registered since 2002 and provides a day care of children service to a maximum of 24 children at any one time, who attend primary school up to the age of 16 years.

The service operates from the community education centre in the rural village of Insch, Aberdeenshire.

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

We carried out an unannounced inspection of Insch after school care on 20 May and visited the breakfast club on 21 May 2019. During the inspection we observed and talked with the children. We spoke with parents and carers, observed staff practice and checked documentation relevant to the inspection.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

There were 18 children present at the time of the inspection of primary school age. We observed the children and talked with children about their experiences and they told us:

'We sometimes do a karaoke or a disco or just dance to the TV.'

'We sometimes do a bake sale when people from the community come in to raise money to buy things.'

'..... is my favourite lady.'

'I can be grumpy a lot.'

'We can just take things out of the cupboard.'

'I just like colouring and stuff.'

'I like playing football outside.'

'I like to spend time alone.'

Ten out of a sample of 16 parents returned completed questionnaires to us before the inspection. All strongly agreed or agreed that they were happy with the quality of care their child received in the service. Written comments reflected that:

'The club is very well run, regularly taking the views of parents and children into account. Children's interests are followed up when planning the activities and staff are fun as well as nurturing. My child is always smiling when I collect them; having had lots of fun.'

'My children are very happy in the setting. My child has settled in very quickly and is always disappointed when they have to leave as they are having too much fun.'

'Insch out of school club provides an excellent care service to our community.'

We spoke with two parents as they collected their children who were also happy and told us:

'The children like it. It's a reliable service and seems well organised. Staff are nice and friendly. Regular questionnaires ask our views, but you can always speak with them about anything.'

'The club is fine. I like that they insist on good discipline and manners. They are very active with the children indoors and out. The children get outside in better weather but stay in if its cold or raining. It's a nice community; they involve the children, for example when buying new toys, its very democratic.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at how the service was progressing their own improvement plan, self-evaluation and quality assurance.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

We looked at the quality of care and support offered to the children. We observed that staff were welcoming and friendly and had established positive relationships with children and their families. Staff had a basic awareness of children's individual needs and care requirements from registration information and communication with parents.

Staff had a sound understanding of their child protection responsibilities contributing to keeping children safe and protected. The staff had made a start on helping children to understand the GIRFEC wellbeing indicators. Children had the opportunity for some physical activity daily at the after school club; usually in the hall and sometimes outdoors. Most children enjoyed time in small groups with friends and made up their own imaginative games with the available resources. Regular baking activities were provided in response to children's interest. Children had been motivated by a fundraising bake sale.

The space available in the accommodation was sufficient for the number of children and their needs. Chairs and tables were the right size for children to sit when eating or playing games. One aspect of the improvement plan

was to provide an outdoor play area for the children; this had progressed slowly over the last two years. Children had been involved and had put forward an idea for a den which was being constructed with logs and pallets.

What the service could do better

The manager had been absent from the service. Staff had pulled together as a team and were working very hard to keep the service running day to day. However the lack of a designated person to take responsibility for management meant that aspects of the service had suffered. **(See requirement 1)**

Basic records of information about children's care and support needs were consistent or up to date. Children with particular care needs did not have personal plans in place to ensure their needs were well understood and met with clear strategies for support. **(See requirement 2)**

Children had contributed some ideas about the activities and snacks they would like and could choose from activities offered. However overall children's opportunities to take responsibility, make their own choices and be independent, as appropriate for their age, were very limited.

Children routinely had snack all together. A few children helped and waited on the tables as servers; this was observed to promote laziness in others and belittle the servers. At breakfast time staff did everything for the children. Snacks and breakfast menus were not always healthy and staff were accepting of children's preference for sugary foods. No fruit was provided at breakfast time. **(See recommendation 1)**

Activities at the morning club were very limited and most children did not do very much. After school activities were set out on tables and cupboards and while staff stated children could ask for something else, they failed to recognise that children didn't ask and didn't promote this. Art and craft materials were not visually available. Many activities were too young for the age and stage of the children and did not offer any challenge to their interest. No books were evident. We saw that children were in some cases quiet and lethargic and, in some cases, bored, frustrated and challenging. **(See recommendation 2)**

The accommodation was old and not well maintained. It was airless and had a musty smell. While the out of school club had the main use of the premises it lacked any personalisation or interest that would appeal to the children. There were no cosy, comfortable areas or soft furnishings to allow the children relaxation. **(See recommendation 3)**

Children told us they wanted to go outside more, and some staff recognised that they did not go out enough. Outdoor experiences were constrained by staff fears about managing staffing and attitudes to weather conditions. The outdoor play area was being developed, with a fixed den structure; the opportunity for children's active participation in constructing and deconstructing with loose parts and all the learning this would promote was being missed.

(See recommendation 4)

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

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

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

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

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

The content of first aid boxes were insufficient and some of the sterile materials were out of date. These would not be suitable to meet the needs of children should an accident occur.

(See recommendation 5)

Requirements

Number of requirements: 2

1. In order to ensure children experience high quality care and support the provider must **by 20 August 2019:**

- a) ensure a manager is in place or an acting manager appointed with the skills, knowledge and time to manage the service effectively and bring about improvements.
- b) notify the Care Inspectorate of the management arrangements in place.

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

It is also necessary to comply with Regulation 17 and Regulation 4 (1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

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

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

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

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

Recommendations

Number of recommendations: 5

1. In order to support children to make positive healthy eating choices, learn self-help skills and develop independence and responsibility the manager and staff should review the snack and breakfast club routines and improve the nutritional value of menu options.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning.' (HSCS 1.33) 'If appropriate, I can choose to make my own meals, snacks and drinks, with support if I need it, and can choose to grow, cook and eat my own food where possible' (HSCS 1.38)

2. In order to provide children with more interesting and challenging experiences which support their interests and stimulate creativity and exploration the manager and staff should improve the quality of the resources and activities and their presentation to facilitate choice, independence and responsibility.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials (HSCS 1.31). 'As a child I can direct my own play and activities in the way that I choose and freely access a wide range of experiences and resources suitable for my age and stage' (HSCS 2.27)

3. In order to respect children's right to enjoy a relaxing, inviting, comfortable and nurturing environment the provider, manager and staff should make improvements to the maintenance and decoration of the accommodation and the quality of the equipment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and fittings.' (HSCS 5. 22). 'I am able to access a range of good quality equipment furnishings to meet my needs, wishes and choices.' (HSCS 5.21)

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

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

5. In order for staff who were qualified in first aid to be able to meet the needs of children, should an accident occur, a suitable range and quantity of first aid materials should be provided and a system introduced to ensure these were regularly reviewed and refreshed.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27) 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings
3 Feb 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
21 Jan 2013	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
16 Sep 2009	Unannounced	<div>Care and support</div> <div>4 - Good</div>

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.