

Garioch Sports Centre Out of School Club Day Care of Children

Garioch Sports Centre
Strathburn Park
Burghmuir Drive
Inverurie
AB51 4GY

Telephone: 01467 626141

Type of inspection:

Unannounced

Completed on:

30 July 2019

Service provided by:

Garioch Sports Centre

Service provider number:

SP2004006596

Service no:

CS2004071741

About the service

Garioch Sports Centre Out of School Club has been operating since December 2004 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011. The service is provided by Garioch Sports Centre. It provides a day care of children service for a maximum of 62 children of school age to 16 years.

The service will be provided from the Community Hall and Wellness Suite. The care service may operate during these times: School term time, Monday to Friday, 07:00 to 09:30 and 14:00 to 18:00. In-service days, school holidays and primary 1 induction weeks each August, 07:00 to 18:00. The following staffing ratios must be in place at all times: Children school age up to eight years: one adult to eight children. Children aged eight or over: one adult to 10 children. Two adults to be on duty at any one time

The service operates from within Garioch Sports Centre, Inverurie. During the inspection children had access to the community hall, games hall and an adjacent play park. Other spaces were available for children including the wellness suit and 3G pitch located outdoors. Senior staff told us about plans to improve the use of the wellbeing suit for children who required a quieter space to be alone or with friends.

The aims of the service included:

- * To provide high quality out of school care for children.
- * To foster a caring and safe environment for all members.
- * To promote equality and inclusion for all members.
- * To encourage development of a healthy lifestyle.
- * To develop relationships between and across all age groups.
- * To develop positive relationships and encourage links with the schools and local community.
- * To develop a varied, motivational programme of activities linked to children's needs and interests.

The Care Inspectorate 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 well-being 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 services that can help them. There are eight well-being indicators at the heart of Getting it right for every child: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

There were approximately 31 children present at the time of the inspection. We inspected the service during summer club, this meant that some of the children were new to the service or only attend for a few weeks a year. We observed the children and saw that they were comfortable in the care of staff and engaged in their play. Children knew the staff were who cared for them and had lots of opportunities to form friendships and play with others. We talked to children about their experiences some children spoke to us within a group conversation.

Comments from children included:

"The team are all really welcoming. They say hello and ask how you are".

"If you are on your own, they try to buddy us up each morning with a friend".

"Staff are all funny and respectful. They always listen and keep your conversations with them confidential".

"We have themed days that are fun like pirates and pyjama day. We do things that are connected to the theme like dress up"

"The playworkers are nice. They help us with friends or we can go for help"

"Its good to know some playworkers. Sometimes there are new ones but they get to know us"

Some of children favourite things at club included: The cinema, trips, the park, swings, bowling, visiting castle, den building, the yoga balls and the mascot."

Children told us they would like to have more choice by having "Child Choice Days"

"A suggestion Box would be good"

"Some rugby balls"

"New floor"

"Get new table and chairs as sometimes they collapse"

"Better co-operation from the children, as no one listens to the leaders. The children are too loud as there are too many people. Sometimes they do split us up, but there are not enough staff"

"We would love to build a giant den with everyone working together"

"An area for animals or pets would be good"

"We would like more visitors, who bring snakes"

"My dog would be good, as she does not jump around too much"

"Would love to go camping"

"We would love more free play"

"It would be better for the older children if we could use the other room more"

"We need a bigger space, as it is too cramped"

Thirteen parents returned completed questionnaires to us before the inspection. We also spoke to parents as they dropped off and collected their children. All told us that they were happy or very happy with the overall service provided. Through the questionnaires some parents disagreed that the service shared information about their child's learning, that staff regular assess their child's learning and development and use this to plan for next steps, that there were opportunities for children to rest or that they were kept well-informed about what is happening within the service. We looked at these aspects of care as part of the inspection and have included our

findings in the report. Other parents noted positive practice or raised concerns specific to their child which we have addressed with the service.

Comments from parents included:

"A wider variety of activities during camps including more organised trips or sports is needed. Kids find some activities repetitive and unstimulating at times. Asked to sign development plans before completed without having time to read or comment"

"My child enjoys going"

"My child thrives in the dynamic environment and loves the variety of activities on offer. The booking system is flexible and I am always confident that my child is well cared for supported and stimulated. My child is always happy to attend and happy and involved when I go to collect"

"The centre has a great group of people working there and I love their energies that they put in with the kids. When you walk into the room to pick up your child there's so much buzz and laughing children, it's great to see"

"Excellent service, strong promotion of health and well-being. Staff look after my children and are keen to develop them and are quick to alert me to any issues or concerns or behaviour problems"

"In the years we have used Garioch out of school club we have been happy with the service. Our child seems happy to go and likes the range of activities. I like the flexibility easy to book sessions"

"Garioch out of school club work really well with my children. They are well supported by the out of school club. They have plenty of well thought out activities to keep them active and amused. We also provide healthy snacks after school. My children thoroughly enjoyed attending"

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 processes. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

Children were supported by caring and kind staff who had built positive relationships with them. Staff were involved in children's games and play and supported children well when needed. Staff encouraged children to

challenge themselves and take risks as appropriate. This enabling attitude helped children feel supported and to be able to achieve.

There were regular opportunities for outdoor play to keep children healthy and active. We observed that the children really enjoyed spending time at the park close by. It was a warm, sunny day and the children were helped to be safe in the weather by wearing sunscreen and drinking plenty of water.

Staff had worked with children to review the well-being indicators. Child friendly displays around the room identified how children related to feeling safe, healthy, achieving, nurtured, active, responsible, respected and included. This helped support their well-being.

Staff had used the health and social care standards to self evaluate and reflect on how well they are meeting the needs of the children. Feedback had also been asked for through staff, parent and children questionnaires. This meant that children's views were sought and respected.

We could see that the service had an improvement plan in place. This included areas identified from the last inspection and some areas that the service had since identified. These were reviewed regularly and had helped the service in their continued improvements.

Staff used several methods to keep parents up-to-date about the service and their child. Wall displays contained important information about the service as did the sign in area. They had worked to build positive relationships with parents to create a welcoming environment.

What the service could do better

We identified concerns around staff's registration with the Scottish Social Services Council (SSSC). We noted that two staff members continued to work in the service without being registered with SSSC. The provider, manager and senior staff did not fully understand their roles and responsibilities in maintaining registration. Procedures were not in place to ensure staff were registered. This meant that staff did not meet the registration and qualification requirements as set by SSSC. **(See requirement 1)**

Staff knew who to go to and procedures to take if they had a concern about a child's safety and welfare. However not all staff had been fully trained in child protection and GIRFEC. Staff did not have an in-depth understanding of their role within the GIRFEC approach to ensure the progress of children. Staff at all levels should be supported to extend their knowledge and skills in this area.

Personal plans had been developed following a previous recommendation. Staff worked together with children and parents to implement personal plans, reflecting on the well-being indicators. This helped staff to be knowledgeable about each child's needs and how to best meet them. However the level of detail within these plans was not consistent and strategies that staff followed were not always recorded and reviewed. These should be further developed to form an individual plan for each child setting out how their needs will be met. **(recommendation 1)**

The current medication guidance for day care of children services was not being followed. Recorded information such as signs and symptoms were not always detailed enough for some children. Reviews of long-term medication were not carried out every three months. There were no records of administration of any medication. Medication procedures need to be improved to support staff in effectively meeting children's health needs. **(see recommendation 2)**

Medication guidance can be found here: <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

The routines and activities were at times too adult led and did not fully support children in their interests. The routine of large group activities meant that children spent prolonged periods of time waiting for their turn or finding their own way to play. Opportunities for children to lead their time, the flow and the direction of club should be extended further. Staff would benefit from support in how to manage routines with children allowing them to feel included in their wishes. **(See recommendation 3)**

We observed times when some children needed a place to themselves seeking quiet areas in the hall to spend time alone. For some children a safe quiet space was important in meeting their needs. This was not made available to children during our inspection and at times the larger halls used did not meet the individual needs of the children. The manager spoke to us about plans to use the well-being suite as a quiet area for such times or for groups of older children who would benefit from their own area.

Some staff monitoring of practice had begun to take place however this was in the early stages and did not yet make a positive impact to the care of children. We discussed with the manager ways to focus on aspect of staff practice that will make the most benefit to the outcomes for children.

Requirements

Number of requirements: 1

1. The provider and manager must ensure that safe and robust procedures are in place by 21 August 2019 to check and ensure that all staff working with children are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body where appropriate.

This ensures care and support is consistent with the Health and Social Care Standards which state that as a child I am confident that people who support and care for me have been appropriately and safely recruited (HSCS .4.24) and I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14).

It is also necessary to comply with Regulation 9: Fitness of employees, (c) any person to whom regulations 6(2)(a) or 7(2)(d) apply, of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

Further information about registration can be found here:
<https://www.sssc.uk.com/registration/employer-responsibilities/>

Recommendations

Number of recommendations: 3

1. The provider and manager should ensure that personal plans include all relevant and meaningful information to support staff to meet the needs of children. These must be reviewed and update at least every six months or sooner when appropriate.

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child my personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices (HSCS 1.15).

2. In order to ensure the safety and well-being of children the provider and manager should ensure that the correct guidance is followed when managing children's medication needs and this is reflected in staff practice.

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child I experience high quality care and support because people have the necessary information and resources (HSCS 4.27).

3. In order for children to receive a service that is based on their interest and needs and to support them to achieve, staff should develop a less structured approach to daily routines and planning. This should include ways for children to influence the programme on a daily basis.

This ensures that high quality care is consistent with the Health and Social Care Standards which state that 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, which stimulate my natural curiosity common learning and creativity (HSCS 2.27)

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

Recommendation 1

All children attending the service must have a personal plan. The plan should be developed in consultation with the parent and where possible the child, it should be reviewed at least every six months or when there has been a significant change or event.

NCS early education and childcare up to the age of 16, Standard 3: Health and Wellbeing.

This recommendation was made on 2 October 2015.

Action taken on previous recommendation

Staff had worked with individual children to ensure all children had a personal plan. Staff had linked this to the well-being indicators and had made a positive start to including the child's voice. For children with more complex needs an IEP was in place that held effective information to support positive outcomes for children. However for some children information regarding health needs and strategies was not sufficient enough to support their care. Personal plans were not reviewed within the six month times scale. This recommendation has been brought forwards and re worded to reflect actions taken and the updated health and social care standards

Not met

Recommendation 2

Management and staff should complete an audit of the current service and identify areas where they could improve. An Improvement Plan should be introduced and evaluated at regular intervals. This will improve service delivery and outcomes for children.

NCS Early Education and Childcare up to the age of 16, Standard 14: A Well-managed Service.

This recommendation was made on 2 October 2015.

Action taken on previous recommendation

Management and staff have completed an audit of the service using the health and social care standards. Areas of improvement had been identified and an improvement plan as in place with key priority areas. These were regularly updated and reviewed.

Met

Inspection and grading history

Date	Type	Gradings
17 Jul 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
16 Aug 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
25 Jul 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
5 Aug 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak
19 Oct 2009	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 2 - Weak Management and leadership 2 - Weak

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