

Penicuik YMCA - YWCA Childcare Day Care of Children

Penicuik & District YMCA - YWCA
58 Queensway
Penicuik
EH26 0JJ

Telephone: 01968 674 851

Type of inspection:

Unannounced

Completed on:

23 July 2019

Service provided by:

Penicuik & District Young Men's
Christian Association and Young
Women's Christian Association

Service provider number:

SP2009010675

Service no:

CS2009236296

About the service

Penicuik YMCA is situated in central location in Penicuik within its own enclosed grounds. The after school and holiday club have access to toilet and kitchen facilities, two playrooms, a sports hall, outdoor play space and enclosed football pitches.

The service is registered to provide a care service to a maximum of 100 children at any one time aged from four years to attending S3. Children not yet attending primary school must be in their last term in nursery or in transition between nursery and primary school. Within this category care can only be provided to a maximum of ten children at any one time.

We check that services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by the 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. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

Before the inspection took place we sent 65 care standards questionnaires to the service for distribution among families using the service. Nineteen questionnaires were returned to us before the inspection took place. Ten respondents told us they strongly agreed, six agreed and three disagreed with the statement "Overall, I am happy with the quality of care my child receives in this service." In addition we spoke to parents and children during the inspection.

All of the comments we received were discussed in full with the management team. The following representative comments were made:

"The staff have supported me and my child, when my child first attended they were really shy, they are unsure of strange places. Now my child goes into most places without a fuss."

"The service, if done appropriately, would be a useful after school service for parents and their children. The reality on the ground raises questions as to appropriate overseeing of the children especially around corners and in changing areas, monitoring of the interaction between older and younger children. Minimalization by staff of concerns raised by parents around their interaction and their words with children. Non-existent feedback on progress of children except when solicited by parents."

"The staff are fantastic with my child. They have a lovely relationship with all the staff."

"It would benefit my family if we could have both children into the YMCA at a shorter period of notice (less than two weeks notice). Maybe introduce drop in childcare for holiday periods."

"My child isn't the easiest to entertain but the staff at Penicuik do a fantastic job and my child always leaves happy."

"It was originally hard to find information about the breakfast club on line. I feel it could be better advertised. Overall I am very happy with the breakfast club and after school club. It's a valuable service, staff are great and my child enjoys the activities."

"There is a lack of after school care in Penicuik, I have no other choice but to use the YMCA. My child is often overwhelmed by older children who have no boundaries in place. There is a lack of feedback at pick up time, I do not feel staff know my child."

"There is a big turnover in staff, I sometimes get the impression that they struggle to keep staff. There are no regular updates and the facilities seem full of rubbish."

"I have two disabled children and the service has been outstanding. My children are very settled and all special care is provided."

"Overall the service is excellent, the manager and staff are great. Communication is the area that lets them down, 90% of the time the phone goes to answer machine."

"I think the staff are very good with the kids, I can't fault them."

"My child seems happy there and likes the staff."

"My child hasn't been coming for long but they settled quickly. They weren't originally booked in for today but they wanted to go to the outing and staff were able to accommodate this. I like the fact that staff know my child by name."

"My child enjoys the club, they talk about the staff and about what they've been doing."

"We're at the stage where my child feels they're too old to come. They tell me they're bored but they always seem busy when I come to pick them up."

Children's comments included:

"It's good because you get to play outside. If you're here for a long time you can watch a movie."

"It's fine for the younger kids but I don't think there's much for me to do. I feel bored and the kids toys don't interest me anymore."

"Staff are kind they help you, I can do a handstand now."

"I like coming because if I was at home I would be bored."

"It's quite fair, you have to try to understand how other people feel and wait your turn."

Self assessment

We did not ask the service to complete self assessment. During the inspection we spoke to the manager about the services improvement plan and quality assurance measures.

From this inspection we graded this service as:

Quality of care and support

4 - Good

Quality of environment	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Staff provided a good level of care and support for the children in their care. They were welcoming, friendly and fun. We saw that children were confident in interacting with staff if they needed assistance or just wanted to chat.

Staff were respectful of children's ability to make decisions about how they spent their time. Some children chatted to us about their involvement in the activity programme planned for the summer. They told us decisions about where to go and what to do had been fair and varied.

Children were given opportunities to be independent and make their own choices. This included getting involved in choosing and making snack and in free choice activities.

The manager had recently introduced a system where children were allocated to one of four teams. Individuals could win points for their team in a number of ways including being helpful, caring for their environment and showing kindness to one another. Staff told us this had had a positive impact on children's behaviour and in helping them to develop a sense of belonging to the out of school club family.

Staff gathered information about children's general needs, interests and key contacts before they took up a place. Children with additional care needs were supported by staff who knew them well and were committed to ensuring all children had an inclusive experience. There was evidence of information sharing with other professional agencies which helped ensure children's needs were met. We asked the manager to ensure that staff were consistent in keeping more detailed records of children's progress and development. They agreed to do this.

We looked at a sample of medication records. We found that in some cases information about children on permanent medication, for example asthma inhalers should be clearer. We asked the manager to ensure that all children had a clear flow chart detailing the action they should take if, after following instructions, the medication did not bring relief from symptoms. They told us they were aware of the action needed and would ensure it was consistently recorded in all children's records.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

A secure entry system was in place which helped to ensure that no one could enter the service without the knowledge of staff. A signing in book helped staff to know who was in the building and the purpose of their visit.

Children had access to a large playroom, a sports hall and a smaller hall for eating and quieter activities. The service's garden which could be accessed through the sports hall gave children opportunities for active and risky play through the use of loose parts and open ended materials. We saw children having fun as they created structures and dens, played with the mud kitchen, and ball games. Enclosed football pitches and a small park were also available for active play.

We asked the manager to consider how they could support free flow play between the indoor space and the garden throughout the session. This would give children greater choice of where and how they wanted to play. The manager agreed with our findings and agreed to take this forward.

During the previous inspection we found that the systems in place to monitor children's whereabouts within the service were not effective. We asked the manager to continue to work on this area and they agreed to do so. We found that the system had not been improved. Staff were not always aware of where children were. This meant children were not always supervised effectively. We made a recommendation about this. See recommendation 1

During the previous inspection we identified issues with the presentation of activities and the condition and quality of toys and materials. The manager accepted our findings and agreed to work on improving this. We found that many indoor activities were poorly presented, areas were not tidied up regularly, some toys and resources were in grubby and in poor condition. This impacted on the quality of children's experience and prevented them from having interesting, motivating and challenging experiences. We made a recommendation about this. See recommendation 2

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager should ensure effective systems for monitoring children's whereabouts are in place at all times. This is to ensure that the Environment is consistent with Health and Social Care Standards which state, My environment is safe and secure. HSCS 5.17 and HSCS 4.23 I use a service and organisation that is well led and managed.
2. The manager should ensure that children are cared for in a well presented environment where toys and resources are well maintained and which offers a range of activities, experiences and challenges.

This is to ensure that the Environment is consistent with Health and Social Care Standards which state, I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment HSCS 5.22 and

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.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Many of the staff we met during the previous inspection continued to work in the service This offered stability to families and supported staffs knowledge of individual children.

We looked at a sample of safer recruitment procedures for staff recruited since the last inspection took place. We found that correct procedures had been followed. Staff did not take up employment until satisfactory references and Protection of Vulnerable Groups (PVG) check had been carried out. Staff were registered with the Scottish Social Services Council (SSSC). The SSSC is the body that registers staff working in the care sector and sets out the qualifications set out for each post.

We spoke to the most recently recruited staff member. They told us that they had taken part in an induction programme which helped prepare them for their role in the service. The induction included an overview of the services policies and procedures and an overview of their role.

Agency staff were used to cover unexpected absence. An arrangement with the supplying agency helped ensure that, as far as possible, one of three identified staff were used. This helped bring stability to the service. In conversation with agency staff they confirmed that they had been in the service on a number of occasions and were familiar with the children.

The manager was aware that staff should take part in training in first aid, food hygiene and child protection at least once every three years and most staff had done this. We spoke to a sample of staff and found they were aware of their responsibility to keep children safe. Three members of staff were currently studying for their SVQ level 3 in play. Some staff had taken part in training in supporting positive behaviour and this had had a positive impact on the service. We asked the manager to consider broadening the scope of training available to staff and the benefits this would bring to children's experiences. The manager agreed with this and told us she had signed staff up to an on line learning resource and had been in touch with Midlothian Council for support with training that would further develop staff skills.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The manager had recently completed a one year Diploma in Management and Leadership and was positive about the impact her studies had had on her role as manager. The board of governors had recently recruited a second member of staff to the senior team. This recognised the need for a sharing of the managerial duties in a large out of school care service.

The manager discussed measures the service had put in place to engage parents. An action plan had been developed which set out targets for the future delivery of the service. The plan had been shared with parents which helped ensure they were informed about future developments. The complaints policy informed parents of the actions they could take in the event of any concerns about the service. This included their right to contact the Care Inspectorate at any time.

The manager had started to develop a system of regular support and supervision for staff which helped them to identify strengths and areas for development. This would be used to support their professional training and development.

The manager told us she had made focused observations of staff and activities as part of her quality assurance plans. However she had not kept a record of these observations and therefore was not able to use information effectively to support the development of the service. We encouraged the manager to develop a more systematic approach to this work in order for it to have an impact on the service and outcomes for children.

During the inspection we became aware that we had not been informed about a notifiable event. The correct action had been taken to deal with situation within the service, however the Care Inspectorate were not able to confirm and follow up on this because they were not made aware of it. The manager told us they were not aware of the notification system. We made a recommendation about this.

See recommendation 1

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure that they are aware of the notification system and should use it appropriately in order to ensure that all issues of concern are dealt with appropriately and the Care Inspectorate are informed.

This is in order to ensure that Management and Leadership is consistent with Health and Social Care Standards which state HSCS 3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their own professional and organisational codes. and
and
HSCS 4.23 I use a service and organisation that is well led and managed.

Grade: 3 – adequate

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

It is recommended that staff meeting's take place on a regular basis. Meetings should be recorded and action plans should be produced in order to ensure that discussion and action points are followed up and can be tracked as part of the services monitoring system.
NCS Standard 14 Well Managed Service.

This recommendation was made on 30 March 2018.

Action taken on previous recommendation

The frequency of staff meetings had been increased. A minute was taken which helped ensure action points were followed up.
The recommendation is met.

Recommendation 2

The provider should ensure that all staff work consistently with children to support their behaviour through understanding and applying the 'golden rules' for behaviour within the service.
This is to ensure that care and support is consistent with Health and Social Care Standards which state, I have agreed clear expectations with people about how we behave towards each other and these are respected. HSCS 3.3.

This recommendation was made on 15 August 2018.

Action taken on previous recommendation

A behaviour management policy was in place. Golden rules for behaviour had been discussed and agreed with children. Some staff had attended training in supporting positive behaviour, this information had been cascaded through team meetings. Additional courses were planned to take place in the new school year. The recommendation is met.

Recommendation 3

The provider should ensure that staff set up a dining area for children which provides a hygienic, comfortable and respectful space for eating lunch.

This is to ensure that the environment is consistent with Health and Social Care Standards which state, I experience high quality care and support based on relevant evidence, guidance and best practice. HSC 4.11.

This recommendation was made on 15 August 2018.

Action taken on previous recommendation

A dining area had been established where children eat all meals and snacks, The recommendation is met.

Recommendation 4

The provider should ensure that in order to protect children they receive a minimum of two references, at least one of which must be from the most recent employer before staff take up employment in the service.

This is to ensure that staffing is consistent with Health and Social Care Standards which state, I am confident that people who support and care for me have been appropriately and safely recruited. HSCS 4.24 Wellbeing.

This recommendation was made on 15 August 2018.

Action taken on previous recommendation

We looked at a sample of safer recruitment files for staff recruited since the last inspection. We found that two references one of which was from the previous employer were in place. The recommendation is met.

Recommendation 5

The provider should ensure that the manager is given sufficient time and support to ensure effective quality assurance procedures are in place which lead to positive outcomes for children using the service.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards which state that, I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. HSCS 4.19

and

I use a service and organisation that are well led and managed. HSCS 4.23.

This recommendation was made on 15 August 2018.

Action taken on previous recommendation

The provider had recently recruited another member of staff into the management team. This will help ensure that the management team has sufficient time to carry out the responsibilities of their role.

The recommendation is met.

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	
19 Jul 2018	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 Dec 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
23 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

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