

# Happy Times Out of School Care Club Day Care of Children

Downfield Primary School  
Haldane Crescent  
Dundee  
DD3 0JP

Telephone: 07935 206839

**Type of inspection:**

Unannounced

**Completed on:**

20 August 2019

**Service provided by:**

Happy Times Out of School Care Club  
Management Committee

**Service provider number:**

SP2014012379

**Service no:**

CS2014332593

## About the service

Happy Times Out of School Care Club is registered to provide a care service to a maximum of 30 children of an age to attend primary school. Children who are due to start primary school may also be cared for in the holiday period prior to the beginning of the Autumn term.

The premises which may be used are within Downfield Primary School and include the Community Room, Assembly Hall, Gym Hall and enclosed play area adjoining the school.

This service is managed peripatetically. The manager of this service also manages Clepie Kids Out of School Care Club, Clepington Primary School, Eliza Street, Dundee DD4 6TQ.

The service registered with the Care Inspectorate on 8 April 2015.

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 parents to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. These are often referred to as the SHANARRI wellbeing indicators.

## What people told us

We visited the club over three afternoons and saw that children were happy and settled with a variety of resources and activities. Some of the children shared their experiences of attending the club.

They commented:

"I like it here."

"Some of my friends come. Not all of them though."

"We do different things."

"I came during the holidays and we went to the cinema."

"I like playing outside."

"I like eating!"

"We sometimes get to choose snacks."

"I come three times a week and it's good."

We sent Care Standards Questionnaires (CSQs) to the service to distribute to parents. We received two completed questionnaires before the inspection was carried out. The parents were happy with the care their children received at the service.

We also spoke with parents and carers during the inspection. They also were happy with the care their children received. They told us the children enjoyed attending the service and there were different activities on offer for them, staff were friendly, shared information with parents and carers and the children were safe.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance paperwork.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

We saw that children were happy and settled at the club. The older children were welcomed into the club room by friendly staff, while younger children were collected from their classrooms. Children were observed independently choosing what they wished to play with from a range of varied and age appropriate resources and equipment.

Staff knew children well and were developing good relationships with the children. They chatted comfortably together and enjoyed some shared fun. Interactions between staff and children were positive. Children we spoke with, said they enjoyed coming to the club and staff were kind to them. We saw that children were developing friendships and mixing with children of different ages. They were encouraged to share and take turns, supported by staff when needed.

The service gathered information about each child, including health and wellbeing information. We discussed the development of personal care plans for children, ensuring consistency in paperwork and recording, recording more detail, such as 'all about me' information and where needed information to support children's individual needs. (Please see Recommendation 1).

Staff were responsive to children's needs and interests. Activities were child and adult initiated. During the inspection, a group of children were very interested in making pompoms, with this activity extending over three afternoons at the request of the children. Staff were also looking into knitting techniques as some girls had tried finger knitting with staff and wished to take this activity further. Children also had opportunities to access fresh air and active play daily in the school playground. We discussed with management ensuring children had opportunities for challenge and to learn new skills.

We looked at medication records during the inspection and while they had been updated, further review and update was needed to ensure they recorded the necessary details and followed best practice guidance. We talked with management about this at the time and an updated record was provided at the feedback session.

The snack times we observed were calm, sociable experiences. Children enjoyed a range of snacks, including fruit and vegetables. Dietary and cultural needs were taken into account ensuring inclusiveness. There were opportunities to develop snack times, through encouraging children's independence and responsibility further, for example, helping to prepare snack and cutting fruit and vegetables. Staff should also consider their roles during snack, sitting chatting with children while informally supervising. We discussed food storage during the inspection and advised management to make an application to become a food provider.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service should develop the personal plans for children, detailing health and wellbeing information along with interests and individual needs. The service should develop a system to record any identified needs and show how these will be met in the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My personal 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).

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The service was provided from the community room within school premises. The premises were well maintained, clean and safe. Children also had access to other areas within the school, under staff supervision, including the enclosed playground. A secure entry system ensured staff were aware of who was entering the club, therefore keeping children and staff safe and protected.

On the first afternoon of inspection, the staff team were informed by the school janitorial staff that a fire drill would take place later in the afternoon. On the fire alarm sounding, fire evacuation procedures for the club were not followed effectively or efficiently by staff or children. Children already outdoors playing did not go to the agreed assembly point and those children and staff indoors took too long to leave the building. Had this been a real fire alarm, there was the possibility of dire consequences. Following this drill, the deputy manager wrote a clear procedure and pinned it to the noticeboard and reinforced the evacuation process with staff and children. Another drill occurred on the afternoon of feedback and we saw a much improved fire evacuation procedure. We discussed with management the continued practice, to ensure all children experience the drills and know clearly what they must do to evacuate the building safely. (Please see Requirement 1).

We discussed with the management team, children moving through the school to go to the toilet and how this was monitored or supervised. For example, children informed staff when they went to the toilet, which was through a hall and in another corridor from the community room. We asked the service to consider how to monitor children leaving the room while encouraging independence.

Children had easy access to a range of resources. While the variety of resources had improved since the last inspection, there were opportunities to further improve resources through the introduction of loose parts and natural open-ended resources indoors and outside. Staff should continue to consult with children to gather feedback on interests, resources and activities. We discussed methods of storage for loose parts that would make resources available to children.

We asked the service to review risk assessments and update them to ensure they are relevant to the service. We also asked staff to ensure that children are supported with handwashing as appropriate.

There were daily opportunities for children to have fun outside in the playground. They had access to the playing fields, school climbing equipment and the recently installed activity trail. As discussed above the service should continue to improve outdoor resources.

## Requirements

### Number of requirements: 1

1. In order to ensure that children and staff are safe at all times, the provider and management team must ensure staff and children fully understand the fire evacuation procedure to be followed, should the fire alarm sound at any time, with immediate effect.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, that states, 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

## Recommendations

### Number of recommendations: 0

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

The staff team were kind and caring. They were responsive to children's needs and interests and had a good rapport with children and parents.

We reviewed service recruitment procedures and found concerns. A member of staff had been employed and taken up post, before the necessary recruitment and safety checks had been undertaken to ensure they were safe to work with children. Although the police check had now been carried out, there had only been one reference obtained. A similar issue had been identified at the previous inspection. As a new staff member would need to be recruited in the very near future due to staff changes, we advised management to begin the advertising and recruitment process as soon as possible. (Please see Requirement 1).

We looked at staff registration with the Scottish Social Services Council (SSSC) and found all but one member of staff to have the appropriate registration in place. This member of staff had not completed the application within the six month timescale. We made the decision to allow the staff member to continue to work as asking them to cease working would leave the service out with adult : child ratio. We advised management of the importance of having a registered workforce and encouraged them to include these checks in their quality assurance calendar. (Please see Requirement 2).

Staff had attended training over the past year and we discussed with them, the impact of their training on practice. We encouraged staff to routinely evaluate the impact of their learning on their practice and to record this. Core training should be regularly refreshed and relevant theory and best practice should be fully embedded within the service. A training plan should be created to support staff development. We recognise professional development for the staff team is still at an early stage so we have continued the recommendation from the previous inspection. (Please see Recommendation 1).

We discussed the benefits of staff having regular supervisions and appraisals, where strengths, areas for development, practice and training needs could be identified and discussed. Routine supervisions would support management with staff monitoring. We signposted management to 'Continuous Learning Framework' available on SSSC's website. (Please see Recommendation 1).

Although staff meetings were taking place, they were not regularly planned. We discussed the benefits of staff meetings as a time for all the team to come together, to discuss staff development and practice and the continued improvement of the provision.

### Requirements

#### Number of requirements: 2

1. In order to ensure that children are cared for by staff who have been safely recruited, the committee must ensure all staff working in the service are recruited in line with current safer recruitment practices, including obtaining satisfactory PVG checks and references before staff commence working in the service by 24 September 2019.

This is in order to ensure that care and support is consistent with the 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).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9(1) A provider must not employ any person in the provision of a care service unless that person is fit to be so employed.

2. The provider and manager must ensure that the staff they employ within the service are registered with the appropriate bodies within the necessary timescales to ensure children are cared for by a registered and skilled workforce and there are appropriate child : staff ratios, by 24 September 2019.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, that states, '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 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 15(a) A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

## Recommendations

### Number of recommendations: 1

1. To ensure children are cared for by staff who are confident, competent and reflect on their practice, the service should:

- a) provide staff with regular opportunities to meet with their manager to discuss their strengths and areas for improvement
- b) assess the training needs of all staff
- c) support staff to access appropriate training.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that, '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).

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

Staff spoke highly of the depute manager and the positive impact that she had on the daily running of the service.

The service is provided by a committee of parents and at the last inspection a requirement was made requesting necessary notifications and paperwork be submitted in regards to the committee. Although a notification had been made regarding the change of committee, not all paperwork had been completed and returned within the required time frame. While we acknowledge receipt of some paperwork, we have made a similar requirement at this inspection as further paperwork has yet to be completed. (Please see Requirement 1).

We saw that management had worked on developing an improvement plan. This now needs to be broken down, discussed with staff, children and parents, detailing clear achievable targets in order to impact positively on outcomes for children.

There was a lack of clarity over roles and responsibilities within the service. We discussed the management structure within the club and the importance of management and staff having a clear understanding of roles and responsibilities. At the previous inspection a recommendation was made in relation to this area, we have continued the recommendation at this inspection. (Please see Recommendation 1).

We advised management put a quality assurance calendar in place to support evaluation and quality assurance processes. This needs to be used effectively to identify and support monitoring and auditing of the service.

The quality assurance systems should be developed within the service, to ensure robust monitoring, auditing and evaluation of the service is undertaken routinely, identifying development and improvement areas. We have continued the recommendation from the last inspection. (Please see Recommendation 2).

We also discussed with management, submitting notifications to the Care Inspectorate as required and the importance of reviewing policies and procedures which underpin the service regularly, to ensure they remain relevant to the setting and continue to follow best practice.

## Requirements

### Number of requirements: 1

1. In order to ensure a suitable committee provides the service, the necessary references and police safety checks must be returned to the Care Inspectorate by 29 November 2019.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'I use a service and organisation that are well led and managed.' (HSCS 4.23), and in order to comply with section 53(6) of the Public Services Reform (Scotland) Act 2010 and regulation 23(1)(e) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114).

## Recommendations

### Number of recommendations: 2

1. In order to ensure robust management procedures are in place, the service should review and clarify management and leadership roles.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'I use a service and organisation that are well led and managed' (HSCS 4.23).



2. The manager should further develop the quality assurance calendar, processes and improvement plan to ensure these are robust to monitor all aspects of the service, and reflect the priorities for development and improvement.

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

**Grade:** 2 - weak

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

### Previous requirements

#### Requirement 1

In order to ensure that children are cared for by staff who have been safely recruited, the committee must ensure all staff working in the service are recruited in line with current safer recruitment practices, including obtaining satisfactory PVG checks and references before staff commence working in the service by 21 September 2018.

This is in order to ensure that care and support is consistent with the 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).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9(1) A provider must not employ any person in the provision of a care service unless that person is fit to be so employed.

**This requirement was made on 2 October 2018.**

#### Action taken on previous requirement

The necessary checks for this staff member were undertaken as required.

**Met - within timescales**

#### Requirement 2

In order to ensure a suitable committee provides the service, we must be provided with the details of all individuals who form the committee, the service must return the Change of Relevant Individual forms to the Care Inspectorate by 26 October 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'I use a service and organisation that are well led and managed' (HSCS 4.23), and in order to comply with section 53(6)

of the Public Services Reform (Scotland) Act 2010 and regulation 23(1)(e) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114).

**This requirement was made on 2 October 2018.**

## Action taken on previous requirement

This requirement had not been met fully by the date required. We provided additional paperwork to the service during the inspection and it was returned to us at feedback. We have made a similar requirement at this inspection.

**Met - outwith timescales**

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

## Previous recommendations

### Recommendation 1

The provider should invest in the quality and range of equipment/resources to ensure that children can experience a wide range of fun and interesting play opportunities.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state, 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21).

**This recommendation was made on 2 October 2018.**

### Action taken on previous recommendation

The resources within the service had been improved since the last inspection. We discussed the need for further development to ensure children are stimulated, engaged and have opportunities to be challenged and learn new skills.

### Recommendation 2

To ensure children are cared for by staff who are confident, competent and reflect on their practice, the service should:

- a) provide staff with regular opportunities to meet with their manager to discuss their strengths and areas for improvement
- b) assess the training needs of all staff
- c) support staff to access appropriate training.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that, '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).

**This recommendation was made on 2 October 2018.**

#### Action taken on previous recommendation

The development of this recommendation was at an early stage. Staff supervisions had been introduced but they were not yet routine. We discussed with management creating a staff team training plan and regular monitoring of practice to support assessment of strengths and areas for development. We have continued the recommendation at this inspection.

### Recommendation 3

In order to ensure robust management procedures are in place, the service should review and clarify management and leadership roles.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'I use a service and organisation that are well led and managed' (HSCS 4.23).

**This recommendation was made on 2 October 2018.**

#### Action taken on previous recommendation

There was still no record of roles and responsibilities for the management team. There was uncertainty regarding roles and responsibilities. We have continued the recommendation at this inspection.

### Recommendation 4

The manager should further develop the quality assurance calendar and improvement plan to ensure these are robust to monitor all aspects of the service, and reflect the priorities for development and improvement.

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

**This recommendation was made on 2 October 2018.**

#### Action taken on previous recommendation

Although there was an improvement plan in place, there was no quality assurance calendar and very little monitoring and auditing taking place within the service to support progression with the identified priorities in the improvement plan. We have continued the recommendation at this inspection.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
10 Sep 2018	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
14 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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