

# Heriot Country Kids Day Care of Children

Heriot Primary School  
Heriot  
EH38 5YE

Telephone: 01875 835610

**Type of inspection:**

Unannounced

**Completed on:**

9 July 2019

**Service provided by:**

Heriot Country Kids a Scottish  
Charitable Incorporated Organisation

**Service provider number:**

SP2014012395

**Service no:**

CS2014333349

## About the service

Heriot Country Kids is an out of school care provision which is registered to provide a care service to children of three years old through to 12 years old, during term time. They may provide this service to a maximum of 17 children.

The service is provided in school premises in the village of Heriot. They have access to the school hall, cloakroom area and the school grounds.

We visited the service on 19 and 20 June and had email correspondence with the chairperson following the inspection, with further information provided on the 9 July 2019.

Heriot Country Kids aims and objectives included:

- "To provide safe, active and stimulating after school environment".
- "We will nurture and stimulate children to be the best they can and want to be".
- "All children will have their own voice and contribute on a weekly basis to the activities on offer".

## What people told us

We visited the service over two sessions and there were between nine and 10 children attending the service on these days. Children were happy and confident within the service. They knew the routines and expectations well. Children told us they were happy to be there and said: "there was a lot of fun things to do" and that "they enjoyed the snacks". They told us there was a children's committee who helped to make decisions about what happened in the service. This helped them feel involved and included.

Children spent most of their time in the school grounds. They told us they liked to be outside everyday and enjoyed ball games and exploring the wild garden. Some told us they enjoyed craft work and that staff were happy to provide craft materials both indoors and outside.

We provided the service with questionnaires for parents of children using the service. Six completed questionnaires were returned to us before the inspection. We also spoke with three parents as they collected children. Parents were very happy with the service, many commenting that their children enjoyed attending. They were kept well-informed and staff shared information with them on a regular basis. One told us it was a much-needed service in the area and their child enjoyed attending. Another said that although they no longer needed the service it was a good social opportunity for their child.

## Self assessment

The service had not been asked to submit a self-assessment this year. The service had a development plan which we viewed and considered during the inspection.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

Children enjoyed their time in this caring and fun service. There were a selection of activities and resources provided which helped children get busy from entering the service. Children were met by staff as the school day ended. They left the school excited to tell out of school club staff about their day. Staff understood children needed time to run around, play and socialise. They aided this by having children immediately access the outdoor space at the end of the school day.

Children were building social skills as they played alongside each other in team games and quieter activities. There were games of football with older children supporting the younger ones to get involved and table-top games for those looking for more sedate activities. We could see many friendships being developed and nurtured through the playtime. Children enjoyed each others company and staff were supportive at helping children interact with each other and resolve any issues.

Children had access to water throughout the session, providing for their wellbeing. Snack was provided daily and the menu had been developed in consultation with the children. However, we found this was not always providing healthier choices. In order to further support children's health and wellbeing, snack menu development should be considered taking account of good practice documents such as: 'Setting the Table'.

Personal plans were in place for each child, and were reviewed and updated as required. This provided staff with information about how to meet children's needs.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The service was provided with the premises and grounds of Heriot Primary School. Children were familiar with the school and grounds and were confident about the environment. They knew the materials and resources available to them, and the service made good use of the outdoor learning hut within the school grounds. Children were familiar with the grounds and staff were confident at allowing children time to find the right activity or resource for them.

Staff were aware of what children enjoyed and helped children to think about and find what they wished to play with. During our time in the garden we saw children playing ball games together, and others finding quiet areas to play with smaller resources. Children enjoyed the mixed age play and undertook activities together. They played football, went bug hunting in the garden area and did some drawing.

Children sat together to eat snack, and this encouraged a lot of conversation. They used this time to share opinions about choices available and negotiate changes. Children could be better involved in preparing and serving their own snack, further promoting independence and developing confidence.

Children made choices on what they wanted to do. They confidently shared their ideas and suggestions to staff, and we saw staff respond quickly by providing materials and resources requested or where they could see they may enhance the play. For example: children in the garden looking at insects were directed to resources which would help them explore further.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

There had been significant changes within the staff group since the last inspection with the loss of two members of staff and the promotion of one other. The providers had worked well with the newly appointed manager and others to ensure that there was a consistency within the staff group by recruiting and appointing adults who were familiar with the children to work within the service.

Children had warm and positive relationships with the staff. Children's emotional wellbeing was supported as the staff were happy to join in and play with children, as well as being quick to provide comfort and reassurance whenever needed. Staff knew the children, their families and the area very well, and used this knowledge to provide activities and resources which they knew the children enjoyed. There were many conversations with children about local events and activities they involved themselves in. This helped children feel respected and valued as it showed them staff wanted to know about them.

Children welcomed staff into their play and some were excited to see support/relief staff, enjoying their time with them. There was laughs and giggles throughout the day and staff worked well to support children's interests by providing them with fun and interesting things to do. They had developed ways in which they could involve children in sharing ideas and suggestions. They should now work with the children to help them make positive choices for example in relation to snack menus.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

A new manager had been appointed since the last inspection. The manager had worked within the service for some time and was familiar with the management committee (providers) and children bring some continuity for children in a time of change.

The manager was working well with the management committee and had worked together to meet areas for improvement within the organisational development plan. The committee and manager were working well through a time of change and had made progress on the recommendations made in the last inspection. There was still work to be undertaken in developing robust quality assurance processes which could be shared between manager and committee. This would ensure that children and their families benefitted from a culture of continuous improvement. (Health and Social Care Standards 4.19)

We reviewed recruitment and found information to support the safer recruitment of staff in most cases. One file did not have disclosure information included, however, this member of staff no longer works within the service. To provide confidence that all people who care for children have been appropriately and safely recruited all references, including PVG's checks (Protecting Vulnerable Group) should be in place prior to employment, and a record of such kept on file. (Health and Social Care Standards 4.24).

Whilst permanent staff were appropriately registered with the Scottish Social Services Council (SSSC) and this was supported by the management committee, we found support (relief) staff who had been with the service for over six months had not been aware of the need to register. The providers should make themselves familiar with the requirements of the SSSC and should ensure all staff are registered appropriately. We asked the service to do this at the last inspection, and although dealt with at the time, now they require to take further action to ensure all staff, including relief staff, are supported to make the relevant applications.

The providers should also update recruitment procedures to ensure that this becomes part of any recruitment and induction process.

A requirement is made.

## Requirements

### Number of requirements: 1

1. To safeguard people who use the service, the recruitment and induction process within should ensure staff members are registered appropriately with Scottish Social Services Council within the stated timeframe.

Ref: Social Care and Social Work Improvement Scotland, Scottish Statutory Instruments SSI 2011/210 9 Fitness of employees.

This is also in order to meet Health and Social Care Standard 3.14 which 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".

Timescales: we recommend the written procedure (within recruitment or induction procedures) should be updated by 15 October 2019 and all staff (who require to be) are appropriately registered by 31 December 2019.

## Recommendations

### Number of recommendations: 0

**Grade:** 3 - adequate

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

### Previous requirements

#### Requirement 1

To safeguard people who use the service, staff members must be registered with Scottish Social Services Council within the stated timeframe. The service must ensure that all staff employed are appropriately registered with SSSC and this registration is up to date.

Ref: Social Care and Social Work Improvement Scotland, Scottish Statutory Instruments SSI 2011/210 9 Fitness of employees.

To be completed by Friday 17 August 2018.

**This requirement was made on 6 August 2018.**

#### Action taken on previous requirement

Although the providers had taken action to ensure that previous staff SSSC registration had been updated, and they were supporting the new manager to make the necessary change to their registration we found that relief staff had not been registered within the required timeframe.

A further requirement was made: see: Management and Leadership.

**Not met**

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

### Previous recommendations

#### Recommendation 1

To further promote the development and improvement of the service and outcomes for children the providers should develop their quality assurance processes and improvement plans.

Ref: Health and Social Care Standards

4 – I have confidence in the organisation providing my care and support.

4.19 – I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

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

**This recommendation was made on 6 August 2018.**

## Action taken on previous recommendation

An improvement plan was now in place assisting the committee and staff to work through changes and make improvements throughout the service.

The manager continue to monitor practice informally, however, formal discussions between staff and the chairperson was helping to provide opportunities to discuss and agree on service development.

## Recommendation 2

The provider should develop clear procedures for reviewing any long-term medication that is administered to children within the club. The procedures for administration of long-term medication should be clearly outlined within the service's 'administration of medication policy'.

Ref: Health and Social Care Standards

4 - I have confidence in the organisation providing my care and support.

4.27 I experience high quality care and support because people have the necessary information and resources.

**This recommendation was made on 6 August 2018.**

## Action taken on previous recommendation

The policy has now been updated to reflect best practice. Appropriate medication permissions forms were now in place. As they had not been required by the service we were unable to observe any completed documents during this inspection. Processes were clear and information recorded would meet what is required to contribute to the safe administration of medication.

## 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	
13 Jun 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
25 Oct 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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