

Venchie Children And Young People's Project Day Care of Children

Niddrie Adventure Playground
61 Niddrie Mains Terrace
Edinburgh
EH16 4NX

Telephone: 01316299546

Type of inspection:

Unannounced

Completed on:

8 August 2019

Service provided by:

Venchie Children and Young People's
Project

Service provider number:

SP2003003109

Service no:

CS2003013332

About the service we inspected

Venchie Children and Young People's Project (known as the service throughout this report) registered with the Care Inspectorate in April 2011, having transferred the previous registration from the Care Commission. The service is able to operate during term time on Monday to Friday between the hours of 7:30 am and 9 pm. During school holidays the service shall operate from 10:00 am to 6 pm. During term time, a maximum of 30 children aged from primary school age to 16 years and during school holidays, a maximum of 70 children aged from primary school age to 16 years.

The service runs a daily breakfast club and each afternoon there is a club for individual ages of children. The service provides a holiday club during the school holidays.

The service is based in the Niddrie area of Edinburgh. The building is a single story unit with a variety of spaces, including two large rooms, a kitchen area, computer room, toilets and an office space. The service has a large outdoor space which consists of an astro-turfed pitch, play park area, additional swing area to the side and some areas of open space. The outdoor space can be accessed by the public both during the time the service operates and outwith these times.

The aim of the service is:

"to support families with children and to provide safe, stimulating surroundings for the children using the service." This was a follow-up inspection to check if the requirements had been met since our last inspection, which we completed on Tuesday 7 May 2019.

How we inspected the service

Two Care Inspectorate inspectors visited the service on Wednesday 31 July 2019 and Thursday 1 August 2019. The service was operating its playscheme at this time. We met with the manager and chairperson of the committee on Thursday 8 August 2019 to provide feedback on the inspection.

At this visit, we spent time discussing the requirements and recommendations made at the last inspection with the manager and staff. We talked to children, parents and staff. We reviewed information in relation to the requirements and recommendations. We discussed any developments and progress the service had made since the last inspection.

Taking the views of people using the service into account

On the first day of the inspection there were 48 children attending the service. We spoke with a number of children to seek their views and hear about their experiences at the service. We observed children in their play and observed their use of the facilities and activities on offer.

Some of the comments from children included:

"I get to play a lot."

"I like to go on the trips."

"I don't like the jaggy bits under the climbing frame."

"We like the Venchie because it is so much fun."

"I like to play with my friends."

"I can do tricks on the climbing frame."

"Love playing outside but I like art stuff too."

"I love the club. Really liked the breakfast club but I don't come anymore."

Taking carers' views into account

We spoke with six parents during the visits. All parents were positive about the service and valued the opportunities their children had at the service. Some of their comments included:

"Really good, valuable childcare. Even though we used the play scheme last year - all our details were updated."

"My child loves it - it is really helpful for parents who are working."

"This is the first time we have used the service and they love it".

"The kids love it and it has been really positive."

"They (the children) are always really busy and they don't want to leave at the end of the day."

One parent shared that attending the club had had a positive impact on their child's social and emotional development. This parent commented on their child's increased confidence.

One parent told us that they were provided with good feedback at the end of each session.

Three parents confirmed that they had been asked to supply key information to the service in relation to their child's care needs.

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

Previous requirements

Requirement 1

The provider must ensure that children are protected. By 14 June 2019, the provider must ensure the manager and staff team have a clear understanding of child protection and the safeguarding of children. The provider must implement an effective procedure to manage, record and report on all child protection concerns. The provider should review the service's policy to ensure it gives management, staff, parents and children clear guidance on how child protection concerns will be dealt with at the service.

This is in order to comply with,

Health and Social Care Standard 3.20: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' and Health and Social Care Standard 3.14 '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.'

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

This requirement was made on 14 June 2019.

Action taken on previous requirement

The manager and staff had revisited the service arrangements and procedures for child protection. The child protection policy had been reviewed to include a flow chart, which had clear steps on what action should be taken to manage, record and report on child protection concerns.

Safeguarding folders had been implemented and children's information were stored in an organised and secure way. This meant information was stored confidentially, whilst being easily accessible when required. The service had developed a recording system that allowed actions, including any follow-up actions to be recorded and monitored. Staff were now clear on how child protection concerns should be dealt with within the service. As the system was relatively new the service were still embedding this approach at the time of inspection.

We discussed with the service that to continually support and maintain children's safety and wellbeing; the manager, staff and the committee should continue to embed and consolidate the child protection procedures to ensure a consistent and effective approach. They should ensure that the system in place is consistently used to protect and safeguard all children. This would include reporting and recording any concerns that the service become aware of both within the sessions children attend and the wider community. We discussed how introducing chronologies to this system would further support them to ensure information was effectively recorded, reported and managed as part of their on-going approach to child protection and safeguarding.

Met - within timescales

Requirement 2

The provider must ensure that children's health, welfare and safety needs are met. By 28 June 2019, the provider must ensure that each child has a personal plan that clearly sets out how their needs will be met, including recording any individual strategies of support to be implemented. The provider must ensure that personal plans are reviewed at least every six month or sooner if required. The provider must ensure that the manager has an overview of children's personal plans and carries out appropriate checks to ensure children's needs are being met in line with the information set out within their personal plan.

This is in order to comply with,

Health and Social Care Standard 1.15 '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.' and Health and Social Care Standard 1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

Regulation 5 (2)(a)(b)(c)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations (SSI 2011/210).

This requirement was made on 14 June 2019.

Action taken on previous requirement

Children's registration forms, which contribute to planning for children's needs had been updated, amended and reviewed. They now contained key information that the service needed to keep children safe, healthy and respected. The service had gathered appropriate information about children's needs such as allergies and medical care. This information had been appropriately recorded and shared meaning staff were able to act upon this information to support children. For example, information about allergies was available for those staff and volunteers carrying out food preparation and supporting mealtimes. Children's personal plans also contained appropriate information about how any medical needs should be met, (also see requirement three). This meant staff could promote children's health needs and keep them safe. The service had ensured any gaps in

information, for example missing emergency contact details were no longer present within children's personal plans. Parents confirmed that staff had discussed their children's care needs with them and where more information had been required staff had sought this from parents. An 'all about me' sheet had been devised for children to complete that would allow them to share some of their interests and needs with the staff team. This had not yet been implemented but the service planned to incorporate this into the children's personal plans.

Staff were using group planning sheets to record aspects of children's care that required next steps or planned strategies of support. We discussed with the service how developing a more individualised system for recording strategies of support would further support the development of children's personal plans. During the inspection, the manager discussed that the service had begun exploring some other personal plan formats to consider further developments. We discussed how developing a format where they could effectively record strategies of support individually for children would be beneficial.

Whilst the service have met the requirement we discussed how further progress could be made in relation to children's personal plans so they are a holistic tool to support children's care and support throughout their time at the service. The service should ensure that the personal plans include children's views on their care needs and preferences.

Met - within timescales

Requirement 3

The provider must ensure that children's health and medical needs are met in a safe and effective way. By 28 June 2019, the provider must improve the management of medication within the service. In order to achieve this the provider must

- have a system in place to ensure any medication required is available for children using the service,
- maintain records of all medication received into the service, administered and returned to the person,
- ensure there is a clear policy in place relating to the management of medication in the service.

This is in order to comply with,

Health and Social Care Standard 1.24 'Any treatment or intervention that I experience is safe and effective.'

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulation 19 (3)(j) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI2002/114).

This requirement was made on 14 June 2019.

Action taken on previous requirement

The service had reviewed the medication procedure and policy for the service in line with best practice guidance. Children's health care needs were met in a safe and effective way as the service now had medication for children who required it. The service had developed an improved system for the storage of medication as it was now held in a secure cabinet with each item of medication being stored within its own individual zip bag.

Medication paperwork and recording had been reviewed and updated to include the appropriate information in line with best practice guidance. For example, parents confirmed that they had given their child the first dose of any medication that had been supplied to the service for the child. During feedback, we discussed the policy and made some suggestions for areas of development. We were confident the service would consider these as part of their on-going approach.

Met - within timescales

Requirement 4

The provider must ensure that children are safe and take effective steps to minimise risks in the environment. By 18 June 2019, the provider must implement appropriate and effective checking of the outdoor spaces used by children. In order to achieve this the provider must:

- ensure effective and meaningful risk assessments are followed to ensure any risks and hazards are identified and minimised,
- ensure that daily checks are carried out prior to children using the outdoor spaces,
- ensure there are clear and effective procedures for staff in relation to the management and reporting of risks and incidents.

This is in order to comply with,
Health and Social Care Standard 5.17 'My environment is secure and safe'.

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

This requirement was made on 14 June 2019.

Action taken on previous requirement

The service had implemented improved checks of the outdoor space, so that the environment was safer for children to use. A member of staff took responsibility for daily checks and took action to address issues. Staff now checked areas prior to children using the outdoor spaces. The service had taken action to implement of system for managing maintenance to support issues to be addressed in a timely manner. The service had revisited the risk assessment for the outdoor spaces to better consider what risks might be present and how they could and would minimise these. During the inspection visits, the garden was relatively free of debris and there were no items present that posed a risk to children's health and safety.

We discussed with the service how they might continue to develop the recording system to ensure it made clear how and when action had been taken. We were confident the service would consider these discussions.

Met - within timescales

Requirement 5

The provider must ensure that children are cared for and supported by staff who have been safely recruited. By 18 June 2019, the provider must improve the procedures for the recruitment of staff. The provider must ensure that staff in the service are recruited in line with current best practice guidance. The provider must ensure that all appropriate checks are carried out prior to a person commencing work with children.

This is in order to comply with,

Health and Social Care Standard 4.24 I am confident that people who support and care for me have been appropriately and safely recruited.

Regulation 9 (1) (2) (a)(b)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulation (19)(2) of the Regulation of Care (Requirement as to Care Services) (Scotland) Regulation 2002 (SSI2002/114).

This requirement was made on 14 June 2019.

Action taken on previous requirement

To keep children safe the service worked with the Care Inspectorate following the previous inspection to ensure that satisfactory measures were put in place regarding staff who had been employed prior to checks being carried out. This evidenced a better understanding of the procedures that should be undertaken to ensure staff are safely recruited. No further staff had been recruited since the last inspection, however the service were currently updating staff 'Protection of Vulnerable Groups' checks as a matter of good practice.

Staff recruitment files were now organised to evidence how and when recruitment and induction had taken place. This provided a better overview of the stages of the recruitment process and should allow the manager and provider to be clear on what actions have been completed. We discussed with the manager how having a system in place will provide reassurance that staff are safely recruited and fit to work with children.

The service had updated the recruitment policy which outlined how recruitment would be carried out. During feedback, we discussed with the manager and provider how this might be developed further to better reflect all aspects of the best practice guidance in relation to safer recruitment. This will help ensure that safer recruitment procedures remain robust and help to maintain children's safety.

Met - within timescales

Requirement 6

The provider must ensure that the designated child protection officer has the understanding, skills, knowledge and confidence to effectively safeguard and protect children. By 26 July 2019, the provider must ensure the designated child protection officer has undertaken training and learning to support their role in safeguarding and protecting children. In order to achieve this the provider must:

- ensure the designated child protection officer undertakes training to develop their understanding, skills, knowledge and confidence in relation to their role,
- review the service's child protection policy to ensure it makes clear the role of designated child protection officer and clearly outlines the steps they must take in relation to managing, recording and reporting child protection concerns and safeguarding issues.

This is in order to comply with,

Health and Social Care Standard 3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities and Health and Social Care Standard 3.14 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.

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

This requirement was made on 14 June 2019.

Action taken on previous requirement

The manager spoke confidently about their learning from the course and how this was supporting their practice. The manager noted that they now had a greater understanding of their role and responsibility in reporting concerns. We discussed with the manager how they must ensure information is shared with the relevant agencies and that this decision making is a key aspect of the child protection officer's role. We revisited this at feedback and the manager and provider gave assurance that they would continue to make referrals where appropriate. We discussed with the manager how continuing to revisit the recent training and using other best practice documents would support continued development in relation to skills and confidence. We signposted the manager to further resources and best practice in relation to chronologies.

Following the training the manager had reviewed the child protection policy and developed the flow-chart within the policy to help staff, volunteers, parents and children to understand how child protection concerns would be managed within the service. The policy highlighted what steps the child protection officer or person in charge would take to ensure children were safe and protected.

Met - within timescales

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

Previous recommendations

Recommendation 1

To promote positive experiences for children the provider should ensure that there are enough staff available within each session to effectively and safely support children to use various areas of the service. The manager and provider should ensure staff are effectively supported to consider their deployment and practice so that they have a greater understanding of how to promote children's choices about how and where they want to be in the service.

This is to ensure care and support is consistent with the Health and Social Care standards which state, 'My needs are met by the right number of people' (HSCS 3.15).

This recommendation was made on 14 June 2019.

Action taken on previous recommendation

During this inspection we found that staff were deployed effectively so children were able to move more freely and safely around different areas of the service. For example, there was an arts and crafts table set up where a staff member was available to support children. Staff were appropriately positioned in the garden area and could see where children were playing.

Staff shared that they now discussed deployment and planned activities for the day prior to each session starting so that they were clear on their role for the day.

This recommendation has been met.

Recommendation 2

To promote experiences which are fun, interesting and motivating, staff should access training and learning and use best practice guidance to inform the experiences and activities the service provides.

This is to ensure staffing is consistent with the Health and Social Care Standards which states, '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).

This recommendation was made on 14 June 2019.

Action taken on previous recommendation

The manager planned to review training needs with staff, however as yet staff had not undertaken further training or learning in relation to improving children's play and experiences.

Staff were now aware of the good practice guidance that was available to them. We discussed with the manager how they planned to support staff to use this guidance to develop children's experiences.

During the inspection we found that there was still improvement needed in relation to the experiences provided. We discussed with the manager how developing experiences and activities remained an area for improvement.

We will follow up on this recommendation as part of the next inspection.

Recommendation 3

To promote children's independence, skills and self-esteem staff should develop their practice so that they effectively support children to be more included and independent during daily routines including the preparation, serving and enjoyment of meals.

This is to ensure staffing is consistent with the Health and Social Care Standards which state, '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, learning and creativity' (HSCS 2.27) and 'I take part in daily routines, such as setting up activities and mealtimes, if this is what I want' (HSCS 2.21).

This recommendation was made on 14 June 2019.

Action taken on previous recommendation

During this inspection, we observed the children's lunch time experience. Children were able to select their own food at the table, which provided them with greater opportunities to develop their independence. We found that there remained further opportunities for children's independence, skills and self-esteem to be promoted and supported. The manager discussed some plans that the service had for getting children more involved in the

service. We discussed how developing the staff team's skills and knowledge would also support the development of children's independence, skills and self-esteem.

We will follow this up at the next inspection.

Recommendation 4

In order to ensure that the service develops and improves outcomes for children attending the service, the provider, manager and staff, in consultation with children and parents, should develop an improvement plan and implement effective quality assurance systems.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states: '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 14 June 2019.

Action taken on previous recommendation

Following the last inspection, the provider, manager and staff had developed an improvement plan, which focussed on the recommendations and requirements made by the Care Inspectorate. The improvement plan had supported the service to make improvements (as noted under outstanding requirements). As a result of the immediate improvement plan some quality assurance systems had been introduced that were supporting aspects of the service, for example, the reviewing of personal plans.

Staff were involved in the development of the improvement plan and were aware of the key priorities that they were taking a lead on. We found there was further opportunities for children and parents to be involved in the improvement planning of the service moving forward. The manager discussed developing systems alongside the 'all about me' sheets that would support children to share their views. We discussed with the manager how supporting children to make decisions and choices about their care needs and what they do at the service is an important aspect of children's plans and the service's improvement plan. The manager discussed how they might try different ways of gaining the children's ideas and consider which might work best. We discussed how visiting some other services to gain ideas would help with the on-going improvement agenda within the service.

The manager and provider were realistic about the work required to embed the initial improvements made and develop the service over time. The manager discussed how they were planning to use the improvement plan to continue to work on the recommendations and areas for improvement made by the Care Inspectorate.

We will follow up on this at the next inspection.

Recommendation 5

To promote and maintain children's wellbeing and safety the manager and provider should become familiar with their legislative duty in relation to notifying the Care Inspectorate about specific events that may occur within a regulated care service.

This is to ensure management and leadership is consistent with Health and Social Care Standards which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

This recommendation was made on 14 June 2019.

Action taken on previous recommendation

The manager and provider were now aware of the notification guidance and had made appropriate notifications since the last inspection.

This recommendation has been 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
7 May 2019	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
31 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
1 Dec 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
26 Sep 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
24 Nov 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
14 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Sep 2009	Announced	Care and support	5 - Very good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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