

Abbeyview Kids Club

Day Care of Children

Abbeyview Community Centre
Abbeyview
Dunfermline
KY11 4HA

Telephone: 01383 623158

Type of inspection:

Unannounced

Completed on:

24 October 2019

Service provided by:

Abbeyview Kids Club Limited

Service provider number:

SP2003001564

Service no:

CS2003006917

About the service

The service was registered with the Care Inspectorate on 5 April 2017.

Abbeyview Kids Club is registered to provide a care service to a maximum of 48 children of an age to attend primary school, of whom no more than 5 children aged 12 - 15 years may attend during any one session. From 23 May 2017 to 22 May 2020 inclusive, the care service may be provided to 1 young person with additional support needs until they reach the age of 18 years. This young person is inclusive of the maximum numbers stated in condition 1. Children will have exclusive access to the main hall, small hall, stage and room 2.

The service is provided from the local community centre within the community of Abbeyview close to the local primary school, schools and a park. The areas used consist of a large hall, a kitchen and dining room, small room, stage, office, toilets and a small garden to the rear of the building.

The aims of the service included 'providing a top quality service in a safe, happy and comfortable environment, placing clear emphasis on each child's personal development through play.'

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by 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. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

We spoke directly to 10 children and observed all children's play both indoors and outdoors. Children were busy throughout their time in the service and enjoyed a range of activities and a snack. A sample of children's comments is shown below:

"I like going to kids club, cos you get to play games. They make sure you're safe. Georgia and Tracey make the rules I'd say. The rules are no breaking toys, no shouting and I'd say no shoes on the mat, which is one of their rules."

"We get fruit on Fridays or if you don't like the snack."

"We don't do homework here cos we could lose our books."

"We have age groups for the climbing frame. The tablets are for the primary sevens but we have a DS (Nintendo games machine) and laptops."

"We have a garden, we just plant flowers and take care of them."

"During the holidays we plant sunflower seeds."

"Georgia and Carol teach us how to knit and weave. We sometimes do finger knitting. We do lots of arts and crafts."

"We sew sometimes, Georgia's good at it."

"We go to the fun base, you can make dens and stuff. We can use tables and blankets to make dens in here."

"You need to listen to the staff! No fighting, just play fighting. No back chat. You need to be respectful to the staff. You always need a parent to pick you up."

"We have a book and the staff ask us questions every six months about what we want to learn."

"We know what there is (to play with) because Tracey tells us what there is."

"You can't! (go anywhere to relax), the primary six and seven teenagers get to go up to the fun house. We use the stage. You pick what hall you want to be in and if it's too full you can't go in but sometimes you get to swap."

"You have to wait till the ladies tell us what's in the hall, then say what hall we want to go to. You can swap over when the doors open at 5.30pm."

"We can stay on till end of games unless other people want a turn then its ten minutes."

"No, well sometimes (get to go other places except the park). You can put your hand up and go litter picking or to the garden where we grow flowers. We go to the park sometimes but just sunny days."

We sent 16 Care Standards Questionnaires to the service to distribute to parents, five of which were completed and returned to us. Some of these contained additional comments. These demonstrated a high level of satisfaction with the service. All parents 'strongly agreed' that 'overall, they were happy with the quality of care their child received in this service'. Three of the returned questionnaires included comments which were shared with the manager. A sample of these additional comments are noted below. We also spoke directly to one parent during the inspection who expressed high praise for the service and the support her child had received.

"Everyone at the club knows my child very well and have been a huge support to us during tricky times. My child loves attending and has made very strong links with all staff members and adores adults and children who go there. I feel very comfortable knowing my child is well looked after and excellently provided for."

"The after school club is very welcoming and staff are always very friendly."

"Excellent service. My child loves going."

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

Quality of care and support

Findings from the inspection

There was opportunity for children to learn new skills as staff shared their experience, such as teaching children how to knit and sew. This supported children to learn a life skill.

Regular team games played in the large hall allowed children to enjoy group play contributing to development of friendships and understanding of power relationships. These opportunities along with play in the nearby park allowed children to be active and enjoy vigorous physical exercise, contributing to the development of healthy habits for life.

Children remain hydrated as they brought their own water bottles to the service and accessed these freely as encouraged by staff.

Children enjoyed access to a range of resources which were used meaningfully to enrich and extend their play. This included a range of digital technology and opportunities to enjoy quieter activities such as reading or watching age appropriate DVDs.

The whole snack experience required review as this was a lengthy process where children spent a considerable amount of time waiting to eat together. For example; queuing for handwashing, waiting to be served, waiting to hear what play activities were available. A free flow café style snack with children involved in snack preparation, self serving and clearing away would improve this experience. The menu should also be reviewed to ensure this is nutritiously balanced and appropriate as a snack. This would allow children more choice, responsibility and opportunity to engage with staff in a more meaningful way whilst learning valuable social and life skills.

There was limited opportunity for children to lead their own play and give their views to influence provision which would meet their own needs and interests. This was currently limited to a suggestions box available on the stage. Adult direction of where and when children spend their time contributed to children's frustration and limited their choices. One child was seen to become quite frustrated at having to wait for a game to finish and tidy up to take place before being able to access another area. This was not meeting his needs. Whilst we recognise the need for supervision and safety of children, this needs to be balanced through a risk/benefit assessment to ensure children have more control over how and where they spend their time.

This includes developing children's participation and consultation, along with opportunities for regular evaluation of provision. This would empower children and build their capacity as successful individuals and effective contributors. The recommendation made at the last inspection has been made again.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should consider how to better support children's choice in directing their own play and activities. This is to ensure care and support 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).

Grade: 4 - good

Quality of environment

Findings from the inspection

The environment was clean, warm, spacious and inviting. The children's artwork was displayed, making it an attractive space and giving the children a sense of ownership. The amount of space available allowed children to experience varied play experiences. This included dedicated space (the fun room) for older children which gave children some responsibility as they could access this space unsupervised. This room should now be developed further with children's input to create a more inviting comfortable space for children's enjoyment.

The large variety of resources were varied and suitable for the children present and in good condition contributing to their enjoyment. Comfortable spaces to enjoy television, DVDs or video games contributed to children's home from home experiences. Creative play opportunities were enhanced through weekly access to a loose parts play session delivered in the park by the local authority during better weather. To further enhance this the service should look at how they could develop this provision selves, perhaps using the secure garden space to extend this provision on a more regular basis. This would allow children to further develop their creativity, curiosity and problem solving.

There was accessible storage at the rear of the stage which allowed children to see some of what was available and make decisions and requests.

The service had begun to identify how they could develop community links and were contributing to the local environment through regular litter picks with children. This built children's social responsibility. However, there was scope to develop these links further to allow children to benefit from positive community involvement, enabling them to develop their identity.

Appropriate steps were taken to maintain safe practices within the service. We saw safe food storage and handling which contributed to children's continued positive health.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff spoke respectfully to children during the inspection. Quiet voices and warm, friendly physical responses were evident. They took an interest in children's play and engaged in their chat, supporting positive and affectionate relationships. This approach contributed to the positive and respectful ethos within the service.

Regular individual supervision meetings and weekly team meetings were held which allowed any personal or practice issues to be quickly identified and addressed. This contributed to continued positive experiences for children as staff felt supported and information was shared.

Staff knew the children well and held a good understanding of the needs of children, especially those with additional support requirements. This allowed them to take a consistent approach which was contributing to children's positive experiences.

All staff had attended core training in first aid and basic child protection training which supported safeguarding and the physical wellbeing of children.

We recognised the service was still trying to develop links with other services to support training, however, additional training opportunities need to be extended. We found that staff knowledge of current best practice guidance was also limited. Therefore, opportunities to familiarise and make use of these should be implemented. This includes building more understanding of the 'Health and Social Care Standards', 'Food Matters' and 'Setting the Table' guidance.

During inspection, staff were involved in task orientated work such as serving children which reduced direct interaction with children during snack time. This should be reviewed to allow staff to opportunity to support the social aspect of eating.

Staff deployment should be reviewed to support children's choice and freedom of movement across the play areas. This would support supervision and safety whilst empowering children.

There was scope for staff to take on areas of responsibility as identified in the annual strategic plan. This would build staff's leadership capacity and contribute to successful outcomes for children.

A review of staff files demonstrated that some steps had not been completed to allow confirmation of satisfactory recruitment. As start dates and letters offering employment were missing, we were unable to confirm safe recruitment to ensure staff were identified as fit and suitable to work with children prior to starting their posts. We advised on how to improve this and signposted the manager to the document 'Safer Recruitment, Better Recruitment' available on our website. The requirement made at the previous inspection was made again. See requirement one.

Requirements

Number of requirements: 1

1.
The provider must develop and put into place robust systems for the recruitment of staff, which are detailed and followed carefully by the provider and management. This in order to confirm the fitness and suitability of employees prior to employment. This is in order to comply with the The Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2001/210), Regulation 9 (1) Fitness of employees. Timescale for meeting this requirement within seven days of receipt of this report.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Parents knew who was accountable and overseeing the service, as the manager was present throughout the day. This supported sharing of information and allowed parents to give direct feedback. She also spent time directly involved in the care of children, contributing her opportunity to informally observe practice and children's experiences.

Management and staff regularly attend committee meetings. This allowed opportunity to discuss any issues and access support when required for the continued operation of the service.

Committee members took on a health and safety auditing role to support the ongoing monitoring of different aspects of the service. This contributed to continued safety and wellbeing of staff, visitors and users of the service as it identified and addressed issues quickly.

Storage of important information and general paperwork was disorganised. This led to some confusion when accessing information requested during inspection. Contact with the Care Inspectorate should be maintained to ensure information held is up to date; this includes informing on change of provider (committee members). The provider should consider how to improve organisation of information and ease of access, to support positive practices.

A corporate plan and strategic plan were in place which had highlighted relevant targets for the year which would support improvement. Unfortunately, for some of these the target date had passed to achieve these and work had not yet begun. This included work to develop opportunities for children's participation and consultation. We discussed with the manager about ensuring the plan is 'specific, measurable, achievable, realistic and timed' to ensure successful progress and continuous improvement leading to positive outcomes for children. Systems for self evaluation should therefore be developed and used to inform their improvement planning systems. This should include gathering evidence and monitoring progress against targets. See recommendation one.

We found that basic care plan information was not being reviewed in line with current legislation and reminded the manager this must be completed at least once every six months. In addition, where children had identified additional support needs there was no specific care plan in place. This should be developed to ensure clear protocols are in place to guide staff practice and support children's continued wellbeing. See recommendation two.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1.
The provider should develop self-evaluation and monitoring processes to ensure progress with improvement plans and continuous improvement. This is to ensure care and support is consistent with the Health and Social Care Standard which states that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes."(HSCS 4.19).
2.
The provider should further develop children's personal plans to show how they support them in health, safety and welfare, particularly where there are specific identified needs. They should ensure that all plans are reviewed at least once every six months in consultation with parents and where appropriate, children. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "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" (1.15).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The provider must develop and put into place robust systems for the recruitment of staff, which are detailed and followed carefully by the provider and management. This in order to confirm the fitness and suitability of employees prior to employment. This is in order to comply with the The Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2001/210), Regulation 9 (1) Fitness of employees. Timescale for meeting this requirement within seven days of receipt of this report.

This requirement was made on 25 June 2018.

Action taken on previous requirement

Although we recognised there had been some work carried out to address this requirement, this was not yet providing confirmation of safe recruitment as relevant information was missing. This requirement is therefore not met and has been made again.

Not met

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

Previous recommendations

Recommendation 1

The service should consider how to better support children's choice in directing their own play and activities. This is to ensure care and support 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).

This recommendation was made on 25 June 2018.

Action taken on previous recommendation

Although the consultation box had been made more accessible to children, this was not yet having a positive impact on children's choice. Provision and where and when children spent their child was still very much adult directed. There was scope to empower children more through a more child led approach. This recommendation was not met and has been made again.

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
25 Jun 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership Not assessed
8 May 2017	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
9 May 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
17 May 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
12 Jul 2012	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
2 Jun 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
7 May 2008	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.