

## **Skelmorlie After School Club** **Day Care of Children**

Skelmorlie Primary School  
Innes Park Road  
Skelmorlie  
PA17 5BA

Telephone: 01475 520997

**Type of inspection:**

Unannounced

**Completed on:**

21 January 2020

**Service provided by:**

Skelmorlie After School Club a Scottish  
Charitable Organisation

**Service provider number:**

SP2013012010

**Service no:**

CS2013315006

## About the service

This service registered with the Care Inspectorate on 20 August 2013. Skelmorlie After School Club operates from Skelmorlie Primary School, Skelmorlie, North Ayrshire. The service is registered to provide a care service to a maximum of 20 children who are attending Primary School and Secondary School up to the age of 16 years old.

Areas of the building children can access include the dining room and after school club room. Children can also access outdoor play within the school playground. The service is provided by a voluntary management committee made up of parents whose children use the service. A manager is employed who is responsible for the day-to-day running of the club.

A full statement of aims is available from the service. During the inspection nine children attended the service.

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 the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. 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 to children during our visit to the club. They told us that they enjoyed the club, that they liked staff and had friends in the group. During our visit children were, on the whole, engaged in the resources provided for them to take part in.

Before the inspection we asked the service to give out six care service questionnaires to a sample of parents using the service. Two completed questionnaires were returned to us all of which indicated that parents were very happy with the service provided.

## Self assessment

No self assessment was requested as part of this inspection. We comment on the process of self-evaluation in this report.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

The friendly staff team were focused on creating a fun, happy environment for children. We found staff knew children well, and had a genuine regard for all of the children in their care. We saw the relationships between staff, children and their parents were respectful, kind and nurturing. Children were encouraged to make and maintain friendships with their peers, and children of differing ages played well together. Children were generally happy and confident. They appeared relaxed in the company of each other and the adults caring for them.

During the session, children were provided with a snack and drink. Children were consulted on what snacks they wanted for future dates, this was confirmed by the children, parents and the paperwork we viewed. When chatting with children they told us that they were consulted on what games and activities were provided, and that they could request specific toys or activities.

Effective arrangements were in place to communicate with parents. Staff took time to exchange information as parents arrived to collect their children.

During the inspection, and due to the limited evidence available we concluded that experiences of children needed improved. Activities and resources should be better planned to provide more appropriate and varied play experiences which offer challenge, stimulation and depth and which reflect the interests of all children attending the service. This was a recommendation at the last inspection. (See recommendation 1).

We found that personal plans did not contain enough information to help staff effectively meet the needs of the individual children. Not all plans had been updated with parents within the six month review period, in line with legislation. Updating these plans and spending time with parents, understanding any changes to children's needs, will ensure that their wellbeing would be effectively supported by the service. (See recommendation 2).

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. Planned activities and resources should be provided to meet the needs of each child.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: "my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials." (HSCS 1.31)

2. The provider and management should develop systems to demonstrate that children's care and support needs are reviewed in consultation with parents, a minimum of once every six months. The service should continue to promote the SHANARRI wellbeing indicators and consider how these can be part of the personal plan reviews.

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The premises were well maintained, clean and safe. The hall and playground provided large areas for the children to play and have fun.

We noted the range of resources available to children did not give them the scope and flexibility to challenge and extend their play. Staff and management should ensure that each child can experience and choose from a balanced range of resources and equipment that are well laid out and presented. (See recommendation 1, within theme Care and Support).

We have signposted the staff to best practice guidance, such as 'My World Outdoors' and 'Our Creative Journey' available on the Care Inspectorate Hub and suggested staff may benefit from looking at Play Scotland and Inspiring Scotland websites. Further improvements could be made to the availability of loose parts both indoors and outdoors.

Staff should consider how to improve displays of children's work, celebrate their achievements and encourage children's curiosity and interest through displays, as during the inspection we noted limited examples of children's work.

Risk assessments had been developed for some aspects of the service. These should now be developed further to provide more detail to support staff in ensuring children's safety. There was also the potential to more regularly update written risk assessments, to reflect changes in the way the service operates and new resources. Risk assessments should be completed in consultation with children, this would help children to learn about being responsible and safe.

Children were involved in assisting staff in preparing a healthy nutritious snack which helped support children's health and wellbeing. This gave children the opportunity to learn about healthy lifestyles.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Staff that were required to be registered with the Scottish Social Services Council (SSSC) were appropriately registered or had applied for registration. The SSSC is responsible for registering people who work in social services and regulating their education and training.

The staff team had varied skills and abilities, but required more training to develop their skills and knowledge of good practice. All staff had attended core training, such as first aid and food hygiene, supporting them to keep children safe and healthy. However, overall limited additional training had been accessed (See recommendation 1).

We found that some staff were unsure about their professional responsibilities of being registered with the Scottish Social Services Council who regulate, support and register social services workers across Scotland. We asked the manager to ensure that all staff understand their roles and responsibilities as social service workers, as well as continue to develop their learning and development opportunities. We asked them to specifically consider training and development to further increase the quality of care and support children experienced in the service (See recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. To ensure children receive high quality care, support and learning experiences the provider should ensure;
  - a. the staff access targeted training and development opportunities that support them to develop the skills and knowledge needed to deliver high quality play and learning experiences; and
  - b. the staff are effectively supported to implement their learning from training and development opportunities to ensure improved outcomes for children.

This ensures care and support is consistent with the Health and Social Care Standards, which state; "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).

2. We recommend that the manager/provider further support staff in understanding their professional roles and responsibilities as Support Workers registered with the Scottish Social Services Council. This should include attending training and development to ensure they maintain the knowledge, skills and experience to provide good outcomes for children. In addition development of their own learning journey known as the 'PRTL'.

This is to ensure care and support is in line with the Health and Social Care Standards which state; "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

The voluntary management committee were supportive of staff and the manager. They provided opportunities for staff to meet on a one-to-one basis, although due to personal circumstances this had not happened as regularly as the committee had planned. The committee provided constructive feedback for individual staff with a view to improve personal performance.

Following the previous inspection some improvements were made to aspects of the service, for example personal plans had been developed for children attending. However, the manager had not maintained these improvements and as a result three recommendations made at the last inspection remain outstanding.

The staff team were open and honest in their discussions with us, showing an ability to reflect and recognise areas for improvement. However, methods of monitoring, evaluating and developing the service were not in place at the time of inspection. The manager had not monitored aspects of playroom practice or documentation and records since the last inspection. Developing a calendar of management tasks, monitoring and evaluation may help the manager to improve efficiency. We discussed how formalising an improvement plan may help to collate areas for development and structure a basis for monitoring and evaluating improvements to children's experiences and outcomes. Referring to websites, such as the Care Inspectorate Hub (<http://hub.careinspectorate.com/>) (See recommendation 1).

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. In order for the service to continually improve they need to have a clear plan for improvement. Using information from self evaluation will identify key areas.

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

**Grade:** 3 - adequate

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

#### Recommendation 1

The manager and staff, in partnership with parents/carers, should ensure that all children have in place a detailed personal plan that sets out how children's health, welfare and safety will be supported. This should be reviewed and evaluated at a minimum of six monthly intervals.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that as a child '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.' (HSCS 1.15) and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011, Regulation 5 Personal Plans.

**This recommendation was made on 24 April 2019.**

#### Action taken on previous recommendation

Although personal plans had been developed since the last inspection, these had not been shared with or implemented by staff. They had not been reviewed in line with legislation. This recommendation has therefore been carried forward.

#### Recommendation 2

Planned activities and resources should be provided to meet the needs of each child.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: "my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials." (HSCS 1.31)

**This recommendation was made on 24 April 2019.**

## Action taken on previous recommendation

During the inspection we requested examples of previous planned activities to assess the quality of the service provided and found limited evidence. We also viewed the activities provided to the children over two days of inspection and found these to be poor. This recommendation has therefore been carried forward.

## Recommendation 3

In order for the service to continually improve they need to have a clear plan for improvement. Using information from self evaluation will identify key areas. This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: '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 24 April 2019.**

## Action taken on previous recommendation

Our findings from this inspection lead us to conclude this recommendation has not been met. This recommendation has therefore been carried forward.

## 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	
19 Mar 2019	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
11 Sep 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 May 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
11 May 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
14 May 2014	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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