

KKC (Woodlands) Day Care of Children

Woodlands Primary School
Queen Street
Carnoustie
DD7 7SU

Telephone: 01241 856590

Type of inspection:

Unannounced

Completed on:

24 January 2020

Service provided by:

KKC

Service provider number:

SP2008009577

Service no:

CS2003002875

About the service

Kinloch Kids Club (KKC) at Woodlands Primary School, Carnoustie, provides a before school, after school and holiday care service to a maximum of 40 children of an age to attend primary school to 14 years. This includes children aged four who have been allocated a place at the school for the summer break prior to the new term.

The service provider is a voluntary group of parents, who form the committee to run Kinloch Kids Club at Woodlands Primary School.

The children who access the service were cared for in the school dining/gym hall and had access to the nursery, library, boardroom as well as the school playgrounds.

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 parent(s) 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. They are often referred to as the SHANARRI wellbeing indicators.

The service has been registered since 1 April 2002.

What people told us

An inspector from the Care Inspectorate carried out an unannounced inspection on 21 and 23 January 2020.

There were 19 children present on the first day and 18 children on the second day of the two day inspection. During the inspection, the children were observed to be welcomed into the setting by staff and involved with their play and learning.

We spoke to children during the inspection. Comments included:

"The club's okay - I get to see my friends I suppose."

"Crisps are our favourite."

"Oh, can I eat now."

"It's boring as I can only play football as there is nothing else to do for me, it's better when some of my mates are here."

"It's good, I like the snacks, especially the vegetables and fruit."

"It can be boring sometimes."

"The arts are probably the best part of the club."

"Snacks are good, we get things like crisps, pancakes, sweets and fruit."

We received seven completed Care Standards Questionnaires (CSQs) from parents and carers. The parents 'strongly agreed' or 'agreed' with the statement 'overall I am happy with the quality of care my child receives.' We also spoke with parents during the inspection.

Discussions with the parents highlighted they were generally happy with the service. Comments from parents included:

"Space can be an issue, however apart from that I think the club is good - my child enjoys it."

"The club is good, we get good information via Facebook/newsletters. The space available could improve."

"Kids enjoy coming, and don't want to leave. I feel space could be better, however understand this is out with the club's control. Children enjoy coming."

"I feel the club is good, and children enjoy coming. However, I feel that the club is penalised by needing to have plans and structure as set by the Care Inspectorate."

Comments from the CSQs included:

"Both my children really enjoy using this service. They really enjoy the amount of free play that they get, just as they would if they were at home. They also enjoy having the input what they can do over the holiday period."

"I believe the introduction of just a little fruit and vegetables is not suitable for the children that are in kids club from 3.20 until 6.00. My child is hungry at pick up time. A homework corner would be a good idea. My child loves the ladies at the kids club and feels happy."

"In my view the primary purpose of the service is to provide a safe environment for my children, out of normal school hours, which they do excellently. I do not expect the KKC to be an educational resource or to provide a curriculum. The KKC is a childminding service."

"I have been very happy with the quality of care that my children have received. As an after school care club, I would not be expecting the KKC to provide a planned and assessed learning environment as this is not the purpose of the club."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection.

We discussed with the manager how to improve their development plan and quality assurance system to enhance the self assessment of the service. This has been reflected within this report.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The quality of care and support was evaluated to be adequate.

Over the course of the inspection, children were observed to be confident and willing to express their views and feelings, which staff respected. Some children talked positively about the club, and we observed some children to be engaged within their play, which was both structured and unstructured. We stressed how the service should consider their rooms set up to inspire children's interest and support children's wellbeing and development. The need for varied play experiences for all children was stated to the provider.

Each child had a registration form and 'All About Me' to support their interests and individual needs. Improving and developing this area will ensure the needs of all children are appropriately assessed and reviewed to ensure the right support, interests and level of care is provided **(see recommendation 1)**.

We recognised at times staff were responsive to children's needs and choices, for example, staff locating certain games or items when requested by the children. We highlighted how children were not empowered and enabled to be as independent as they could have, due to club arrangements and the available space.

The service had a 'suggestion jar' to offer a method of consultation for children. We offered ideas on how this could be developed to include recording and responding to children's suggestions and ideas. Suggestions and ideas should be valued and considered to support the planning, activities and alterations for the setting.

Children had access to a snack during their session. This consisted of yogurts, peperami sticks, cheese strings, fruit and water or juice. We recognised snacks were limited and posed a challenge for the service due to the lack of available and suitable dining space. We encouraged the service to consider the snacks provided to ensure they are healthy and offer a more enjoyable, sociable experience for the children. We signposted them to current healthy eating guidance, which would support their decision-making around snacks.

We reviewed the club's medication systems and procedures. Whilst we found staff to know the children and their needs, the information held in children's files should be expanded and reviewed appropriately to remain updated regarding children's individual needs. We highlighted the importance of reviewing medication and paperwork termly, in line with best practice guidance **(see requirement 1)**.

Requirements

Number of requirements: 1

1. In order to ensure that children get the medical treatment they need, the provider must put in place an effective and timely system to review and update medical protocols.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

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."

This must be complete by 1 April 2020.

Recommendations

Number of recommendations: 1

1. To ensure that children's individual needs and wishes are met, staff should more clearly record children's information, reviewing this regularly with both children and parents.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My personal plan (sometimes referred to as my 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).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The quality of environment was evaluated to be weak. We concluded this based on the spaces, resources and opportunities on offer within the environments where the service operates from.

The environment was clean, safe and child-friendly. Children had access to toilets, natural lighting and appropriate ventilation. On the days of inspection, the service had access to the library, boardroom, outdoors and limited time in the gym hall. We observed children to adapt well to transitions and access available spaces. The service had introduced trolleys to transport items since the last inspection. The current space, rooms and set up for the numbers, interests and needs of children, placed several barriers in the way of the service delivery. The provider should now address the space issues and act upon the previous recommendation, which stressed the need to have ample space to offer a range of play experiences to ensure children's needs are met. This recommendation will be continued **(see recommendation 1)**.

When there is a higher number of service users, the nursery is used to operate the service on certain days. We raised concerns around the quality and suitability of using such spaces for school age children. We highlighted the need for furniture, resources and provision to be comfortable and age appropriate for all children. The provider should ensure the environments accessed are suitably adequate to support children's play and learning, taking account of their age, stage and development **(see requirement 1)**.

Suitable risk assessments were in place to ensure risks were appropriately managed for the activities on offer. Daily checks also supported the identification and management of hazards. Infection control was observed to be good during the inspection, with regular handwashing and cleaning of tables before and after snack, supporting children's health and wellbeing.

Children used the outdoor space to play football and play games. We discussed how the service should consider the use of the local community environment to aid and expand play opportunities for all children. Incorporating such outings would support the opportunity for the children to be curious, creative and direct some of their own play.

Requirements

Number of requirements: 1

1. In order to ensure that children are empowered and supported while using the service, the provider must ensure that the provision and environments used are appropriate. Children should have access to suitable accommodation for the full duration of each session to take account the numbers and ages of the those in attendance at any given time.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "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 can maintain and develop my interests, activities and what matters to me in the way that I like" (HSCS 2.22).

This is in order 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."

This must be complete by 1 April 2020.

Recommendations

Number of recommendations: 1

1. In order to ensure children have access to ample space where a range of play experiences can take place, the service must review the spaces on offer to ensure these are meeting the needs of the children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I have enough physical space to meet my needs and wishes" (HSCS 5.20).

Grade: 2 - weak

Quality of staffing

Findings from the inspection

We found that the quality of staffing was adequate. We concluded this after observing staff practice, reviewing a range of paperwork and looking at training and development opportunities for staff.

Staff were recruited through a satisfactory recruitment procedure, and all staff were appropriately registered with the Scottish Social Services Council (SSSC). Most staff had professional qualifications, and some were working towards one. This supported their knowledge and awareness of current best practice and guidance in early education and childcare. During the inspection we discussed with the management team how they could offer more leadership opportunities to the staff. This would allow all staff members to take responsibility for areas of the club's practice. We would encourage them to explore this further as a team.

We found staff to be open, approachable and happy in their work. The team worked well together, and parents 'strongly agreed' or 'agreed' that staff treated their children fairly and with respect.

Staff knew children and families well, and this was commented on positively by both parents and children we spoke to. Further training was identified as an area of development for the staff to grow and enhance their knowledge. We discussed the need for staff to familiarise themselves with and follow the principles of playwork theory and practice as part of their continuous professional development. This will support an environment which stimulates children's play, maximise children's opportunities and improve their overall experience and outcomes **(see recommendation 1)**.

Staff had received some basic training to update their core skills. These covered areas such as first aid, food hygiene and child protection, which promoted children's safety and health. We discussed how staff should now start reflecting and recording their learning and the impact of training, to support development and next steps of learning.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to support children effectively and improve outcomes, staff should familiarise themselves with play work principles and theory as part of their continuous professional development. This will support staff to be more skilled and support them in their role.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27) and "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 quality of management and leadership was evaluated to be adequate. We concluded this after looking at paperwork, practice and checking monitoring processes.

A voluntary group of parents, who formed the committee, were the providers of the service. They employed a peripatetic manager who oversaw the running of two services within Carnoustie. We spent time with the manager and found the manager to be accepting, honest and demonstrated an awareness of the service.

There were no service aims or objectives which were relevant to the service delivery or which the team adhered to. We highlighted the need to develop clear aims for the service to ensure parents, carers, children and staff understood the role of the service. We previously asked the committee and the manager to create a list of roles and responsibilities. Doing so would establish whether the manager or the committee are responsible for each area. We have continued this recommendation as it is still outstanding (**see recommendation 1**).

The manager and provider should further embed effective quality assurance measures to inform the ongoing improvement of the service. We discussed the impact of focussed monitoring in specific areas to help deliver consistently high-quality outcomes for children. We have continued the recommendation (**see recommendation 2**).

Through discussions, staff highlighted how they felt supported within the service. Staff meetings enabled staff to have the opportunity to discuss club matters. We would encourage the manager to consider the frequency of meetings to enable staff to continue to feel supported and build on their willingness to improve.

The service has a duty of care, in line with their registration with the Care Inspectorate, to inform us of all relevant information in a timeous manner. We outlined the need for relevant committee documents and information to be complete and followed. Overall, the manager and provider need to embed and follow the Health and Social Care Standards (HSCS) within the practice and service delivery whilst providing a day care of children's service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure all committee members, the manager, staff and parents/carers are clear who is responsible for different aspects of the service, the committee should ensure a clear agreement is in place.

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

2. To support the ongoing improvement of the club, it is recommended that the management develop a quality assurance system that is systematic and measurable.

The system should include the regular review of service policies and procedures relevant to the safety, health and wellbeing of children. They should be based on current best practice guidance and legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "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

To ensure all committee members, manager, staff and parents/carers are clear who is responsible for different aspects of the service, the committee should ensure a clear agreement is in place.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 14, Well-managed Service.

This recommendation was made on 24 April 2018.

Action taken on previous recommendation

The committee and the manager have yet to work on this recommendation. As a result this recommendation was continued.

Recommendation 2

To support the ongoing improvement of the club, it is recommended that the management develop a quality assurance system that is systematic and measurable. The system should include the regular review of service policies and procedures relevant to the safety, health and wellbeing of children. They should be based on current best practice guidance and legislation.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 13, Improving the Service and Standard 14, Well-managed Service.

This recommendation was made on 24 April 2018.

Action taken on previous recommendation

The manager had begun developing an annual plan to map out the areas of the service that require to be audited. We were satisfied with the progress the manager had made. The manager asked for some support to further develop her quality assurance processes after the inspection. The manager will arrange to meet with us to discuss this further. We decided to continue this recommendation.

Recommendation 3

In order to ensure children have access to ample space where a range of play experiences can take place, the service must review the spaces on offer to ensure these are meeting the needs of the children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I have enough physical space to meet my needs and wishes" (HSCS 5.20).

This recommendation was made on 17 December 2018.

Action taken on previous recommendation

This recommendation has been continued due to issues around the service accessing suitable spaces.

Recommendation 4

To ensure all committee members, the manager, staff and parents/carers are clear who is responsible for different aspects of the service, the committee should ensure a clear agreement is in place.

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

This recommendation was made on 17 December 2018.

Action taken on previous recommendation

There were still issues around responsibilities. This recommendation is to be continued.

Recommendation 5

To support the ongoing improvement of the club, it is recommended that the management develop a quality assurance system that is systematic and measurable. The system should include the regular review of service policies and procedures relevant to the safety, health and wellbeing of children. They should be based on current best practice guidance and legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "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 17 December 2018.

Action taken on previous recommendation

There was no improvement plan for the inspector to see. This recommendation will be continued.

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
21 Nov 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
29 Mar 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
2 Dec 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
9 Dec 2011	Unannounced	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
15 Dec 2010	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
19 Jan 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 2 - Weak Management and leadership Not assessed
17 Jul 2008	Announced (short notice)	Care and support 4 - Good Environment 4 - Good

Date	Type	Gradings	
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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