

Hazlehead OOSC Day Care of Children

Hazlehead Primary School
Provost Graham Avenue
Aberdeen
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Type of inspection:

Unannounced

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Service provided by:

CLICC Ltd.

Service provider number:

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Service no:

CS2003020276

About the service

Hazlehead Out of School Club registered with the Care Inspectorate on the 1 April 2011.

The club provides a care service to a maximum of 32 school aged children up to the age of 14, within the community wing of Hazlehead primary school. The club is one of several provided by Community Link Childcare (CLICC) which operate throughout Aberdeen city.

Children attending the club within the community wing have the exclusive use of the community room and nursery foyer and have access to the school gym and the outdoor play space.

The service also accommodates a further 24 children at the Education Room in Pets Corner within Hazlehead Park. This is known as 'Trailblazers'. Children attending have the exclusive use of the Education Room, access to the toilets within the building, Pets Corner and Hazlehead Park.

Aims of the service include "children are free to explore new activities and interests with their peers in a safe, relaxed, homely and caring environment".

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is 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 GIRFEC. They are safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

Hazlehead Out of School Club operates from two sites under the same registration.

Throughout this report Hazlehead will relate to the club operating from the primary school. Trailblazers will relate to the club operating from the Education Centre within Hazlehead park.

We observed children throughout all areas of the service and their interactions with the staff.

Children at the Hazlehead club enjoyed a limited choice of activities both indoors and out.

Children attending Trailblazers were fully engaged in a wide variety of experiences indoors and out, from the moment they arrived at club until the time they left.

We spoke with 12 children attending the Hazlehead club. They commented on the activities and experiences:

"There's lots of activities -Valentine's Day we done pots of clay and painted them the next day"

"Done messy play: gloop/shaving foam"

"Someone came in and visited and made truffles - we got them the day after"

"Very fun - good activities"

"Sometimes it gets a bit loud, some of the people disagree and get into arguments"

"Drawing, Jenga, face painting, Connect Four, Uno, chess board games, sometimes we do baking, playdoh, movies"

"Made snowflakes and painted them"

"Do shaving foam - put it on the table and play with it"

When asked if they went outdoors, they commented:

"Used to go out every day but now sometimes we stay inside and go to the gym hall, it's dark. Summer - outside every day. Winter - 3 or 4 days a week outside"

When asked what they did outside, they commented:

"Play football or buzzy off"

"Sometimes we play hide and seek"

"We have a tub with skipping ropes, footballs, badminton set (but not proper badminton"

"I like playing buzzy off outdoors - a lot of outdoors. Sometimes we go the gym hall and the astro in the Summer"

"Outside we run but we don't play on the equipment because it's slippery"

"We go outside sometimes when the weather is nice - it's not very nice weather in Aberdeen!"

When asked what they would like to do, they commented:

"I would like more board games like Cluedo"

"Bake more often - we have baked cookies, made pizza, jelly. Don't get to do this very often - approximately 6 times a year"

"Would like to do science experiments"

Children confirmed that they didn't do science experiments, hadn't made any slime before, and were unable to give examples of any craft they had undertaken at the club.

We spoke with 2 older children who felt they weren't given enough responsibility.

The children commented on their snacks:

"Get cereal and also crackers and cheese so many times"

"Mainly the coordinators decide what we get to eat for snack but sometimes we get to choose"

"Toast"

"Sometimes we get cookies or pancakes - special treat"

"One time we had waffles, or pancakes or toast"

"Tasty snack"

"Sometimes we make snack like cut up some of the apples or hand out the bowls and spoons"

"We get frubes for snack and cereal"

"Sometimes we do baking- cakes and buns"

Children commented on the staff:

"Good"

"If you want something else out you can just ask"

"At first a lot of people went away because they wanted a new job"

"I get bored sometimes. Tidy up is around 5.10 pm"

"There's new children coming"

We spoke with three children at Trailblazers. They commented:

"I like drawing and painting"

"I like playing with my friends here"

"I like drawing and playing monopoly"

"This club is awesome"

We spoke with two parents whose children attended Hazlehead. They commented:

"Doing a fantastic job"

"Kids are having a great time"

"Staff - they are really nice. Everything is really good here. They are nice and helpful and smiley. Everything is clean".

"Were outside yesterday. Once or twice a week"

"He likes all the snacks"

"We are happy".

We spoke with a further three parents whose children attended Trailblazers. They commented:

"Really good - so much variety - even in the cold weather!"

"So settled - loves it!"

"Sometimes doesn't want to go home!"

"Speaks about all staff"

"Good communication"

"Always organised"

"Feels involved and included"

"Loves After School Club"

"Kids happy to come"

"(The coordinator) is motivated"

"Keyworker system makes children feel part of a smaller group- makes it more personal"

"Good communication - they always reply back"

"When the kids are happy, it speaks volumes"

"Feels different, a better approach"

"When I come in kids are always doing, engaged with different choices"

"Previously lack of nurture and my child didn't want to come"

"Didn't know staff's names - now he does"

"(The coordinator) is great, excellent"

"Loves coming, always outside!"

We sent out 16 Care Standards Questionnaires; 14 parents/carers completed and returned these to us. When asked about the overall quality of care their child received at the service, six parents/carers strongly agreed they were happy, eight agreed. When asked if there was enough space for children to play and get involved in a range of activities, nine parents/carers strongly agreed, five agreed. When asked if staff had worked with them and their child to develop an individual education and support programme, two parents/carers strongly agreed, five agreed, four disagreed with one disagreeing strongly. One parent/carer didn't know.

Comments from parents/carers included:

Trailblazers care standards questionnaires comments:

"Please note this review is based on the club from August 2019. If this form was given to me prior to this date, my review would be extremely different. I am still not 100% confident in the security given the children are in the park etc. However, I have seen a big improvement on this since the start of term".

"Lovely after school club with amazing staff who genuinely care for the children. My child's opinion is listened to and valued. My child looks forward to attending the club and misses it on days when she cannot attend"

"My child thoroughly enjoys the after school club and has done since he started. Very impressed with the coordinator's enthusiasm and keenness to do new activities and things the children want to do. Incorporating outdoor time into after school care is brilliant"

"When looking at the most appropriate childcare to suit around my work, I found it difficult to find out much about Trailblazers online. I think it would be good to have more question and answers about the service including prices online for prospective parents to read. There is a price difference between the school club and Trailblazers. I was advised that there was space at Trailblazers but it wasn't clear if there would have been a space at the school club".

"Early days as we have only been using this service for approx. 4 weeks. The coordinator (main leader) is awesome. Unsure about other staff".

Further comments from the Care Standards Questionnaires included:

"I feel the staff should have more training and knowledge of how to manage disruptive kids and conflict between the kids so it does not affect others".

"I could not be more positive about this childcare provider. My daughter is confident, safe and always full of fun when I pick her up. The staff are fantastic!"

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the improvement plans for the individual sites.

Trailblazer's plan was relevant and targeted their priorities as a new staff team. It was evident good progress was being made.

Hazlehead's plan related to improving children's experiences whilst attending club. However, no progression was evident.

Both improvement plans needed to be more outcome focused.

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	2 - Weak

Quality of care and support

Findings from the inspection

Personal plans were in place for all children.

Hazlehead staff were familiar with children's basic care needs, preferences and personalities. However, they still did not fully understand how to effectively support those children with additional needs throughout their time at the service. This had a negative impact on the quality of children's experiences and outcomes. Personal plans still contained limited and at times, confusing information. Clear guidance and appropriate strategies were not available for staff to follow as the information in children's personal plans did not contain enough detail. Information in the personal plans was not always considered by staff. As a result, these children were not being effectively supported. (See requirement 1)

Trailblazers staff were very knowledgeable about the children in their care, their individual needs and how best to support them during their time at club. Children's personal plans had been reviewed. Staff however, must ensure

reviews are carried out routinely as well as when new information is shared. This will enable staff to give children the right support at the right time.

Overall, both sites now had parental consent in place to administer medication with confirmation that the first dose had been administered at home.

Effective systems were not in place at Hazlehead to ensure medication was safely managed. Medication was not consistently stored appropriately and safely. Individual medical care plans required more information and records for medication administered required to be accurate. An audit of the medication system is required to ensure the children's health, safety and wellbeing. (See requirement 2)

Effective systems were in place at Trailblazers to ensure medication was safely managed and stored. Staff had very good knowledge of those children with additional needs, those requiring medication and needing extra support. However, additional step-by-step information to support and guide staff to take appropriate action when required to do so was not in place and could compromise children's health, safety and wellbeing. (See requirement 2)

The service's child protection policy provided staff guidance to follow should they have concerns about a child.

Hazlehead staff had attended child protection training. However, they still had limited knowledge and understanding of their role and responsibilities in relation to keeping children safe and the systems in place for reporting and recording any concerns. Children as a result were not fully safeguarded. (See recommendation 1.)

Trailblazers staff had attended child protection training and demonstrated a good understanding of child protection and the children's wider world and how that could impact on their well-being. They were familiar with their procedure and clear about their roles in keeping children safe.

Most children appeared to enjoy their time at the Hazlehead service. They interacted and played well together, establishing friendships. Some older children however, felt they weren't given enough responsibility. One child told us how "he got bored sometimes; tidy up is around 5.10 pm."

Children attending Trailblazers were engaged from the moment staff collected them at the primary school. Children's independence, responsibility and leadership skills were encouraged; they were able to follow their own interests and were supported by staff when necessary.

Children at Hazlehead still had limited opportunities to develop their independence and responsibility at snack time. Food and drinks were served to the children. Snack time did not present as a sociable experience as no staff member sat with the children to chat with them about their day. Children described snacks as 'repetitive' and adult-led, offering them limited choice. We highlighted the value of children becoming more involved in planning for snack. Snack for children should be a calm and unhurried experience.

At Trailblazers, snack was well-managed with opportunities for children to develop independence and life skills through their involvement in the preparation of food. 'Rolling snack' gave children the autonomy to manage and plan their time at club. Children were involved in choosing snack options which kept them healthy.

Requirements

Number of requirements: 2

1. To ensure children's care and support meets their needs and is right for them, the provider must develop and implement personal plans that provide comprehensive and detailed information. They must ensure staff use these effectively to meet children's needs by 3 February 2020.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "My care and support meets my needs and is right for me" (HSCS 1.19).

It also complies with Regulation 5 (Personal plans) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

2. To guarantee that children's health needs are met by 3 February 2020, the provider must ensure:

- comprehensive information is recorded that clearly details the health needs of children and how these will be met
- all staff are fully knowledgeable and competent about each child's medical needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me" (HSCS 3.4) and "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14).

It also complies with Regulation 4.1a (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 1

1. To ensure children are kept safe and receive the right support at the right time, the provider should ensure all staff are aware of their roles and responsibilities and have the skills and knowledge needed to effectively safeguard children.

This ensures that care and support is consistent with the Health and Social Care Standards which state that "I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing that I may be unhappy or may be at risk of harm" (HSCS 3.21).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Staff met children at designated points within the school before going to their registered sites.

Children's collection was well-managed at Trailblazers. Staff were responsible for individual groups of children, greeted them warmly and were engaged in relevant conversations. However, staff at Hazlehead appeared less

interested in the children and were not motivated to engage in conversation and keep the children interested and included.

The service was secure, clean and well-maintained.

Children at Hazlehead had access to the community room, the nursery foyer, the gym hall and the outdoor areas. We noted that children and staff had started to make improvements to the environment by making colourful wall displays. However, the layout of the rooms were poor and uninviting. There continued to be limited resources set out for the children and as a result this did not create an interesting and stimulating environment. This impacted on the quality of children's play experiences. More resources, such as loose parts and science activities were needed to generate children's curiosity, imagination, encourage problem solving and creativity. (See recommendation 1)

One child told us, "I feel sometimes they tidy up too early. There's not enough activities to keep going until parents pick up". Management and staff should consider how to deploy staff effectively to ensure that children have enough space and choice to meet their needs and wishes.

Trailblazers' facility had vastly improved since the last inspection. Children experienced a warm, welcoming and fun environment. It was comfortable and bright, with lovely examples of children's artwork displayed. The room was well-laid out with a variety of stimulating and challenging activities to support children's choice and interest. Children had opportunities to care and nurture their pet snails, zoo animals and their growing vegetables and herbs. Children told us they had the daily choice of staying inside or being active outdoors. Head torches added to their fun in the darkness!

Children at both sites enjoyed active and energetic play in the park or the enclosed green and leafy gardens. This supported children's health and wellbeing. Children played chase, buzzy off or football. We saw children attending Trailblazers enjoying time interacting with the zoo animals. Children enthusiastically described making dens and participating in scavenger hunts.

Outdoor opportunities and activities at Hazlehead however, could still be improved to create more stimulating and challenging opportunities for children to explore, such as open-ended resources. (See recommendation 1)

During the inspection all children were happy to play outside. However, consideration had not been given to those children at Hazlehead who might not wish to play outdoors. (See recommendation 1)

A previous recommendation was made in relation to infection control. We found that overall, effective procedures for handwashing were in place. However, we observed a staff member wearing personal protective equipment (PPE) whilst monitoring children's hand washing in the single toilet sinks prior to snack. This practice would not minimise the risk of spreading infection. (See recommendation 2)

Children attending Trailblazers were escorted safely to their site. It was evident that children were included in assessing risk and supported to understand the impact and consequences of risky and unsafe behaviour during play and their time at the service.

Children attending Hazlehead had limited opportunities to assess risk during their time at the service. We discussed with staff how they should support children to make informed and responsible choices and decisions about the risks they take and help them to understand how to keep themselves safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children receive high opportunities and experiences both indoors and out, the provider should improve the quality of children's experiences including:

- providing stimulating and challenging activities
- supporting open-ended play
- maximising opportunities for outdoor play
- reviewing outdoor play procedures and staff deployment.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "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) and "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 open-ended and natural materials" (HSCS 1.32).

'My World Outdoors'

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

'Loose Parts Play - A Toolkit'

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

'Our Creative Journey'

<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

2. In order to limit the spread of infection and keep children healthy and well, the manager and staff should ensure all children follow good hygiene practices.

This is to ensure care and support is consistent with the 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).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

All staff were now appropriately registered with the Scottish Social Services Council (SSSC). We were unable to examine the recruitment information for the new staff member. However, they confirmed having undergone a safe and thorough recruitment and induction. They also confirmed that all checks had been carried out prior to starting in their new role. This contributed to keeping children safe.

Since the last inspection, the service had undergone further staff changes. A new co-ordinator had been

appointed to lead and support the new staff team at Trailblazers and this has been of positive benefit to the children.

At Hazlehead, the co-ordinator had gained a recognised qualification since our last inspection. However, this was not an appropriate qualification for leading the staff team at Hazlehead Out of School Club. They still did not have the necessary knowledge, experience or leadership qualities to carry out the co-ordinator role or to lead an unqualified staff team. As a result, staff were not being well led and children were not effectively supported or offered good quality experiences. (See requirement 1)

All staff had undergone a variety of training to support them in their roles. Some staff had worked with the organisation for some time and had gained an appropriate qualification as well as knowledge and experience.

It was evident that staff at Trailblazers reflected on their training and used this to provide better experiences for children. One parent told us how the club now "Feels different, a better approach".

Hazlehead staff had attended some training to support them to develop their skills and knowledge. However, they had still to implement the learning from this training to ensure it had a positive impact on the quality of children's experiences. Staff still required a deeper understanding of GIRFEC and its purpose as this will better support staff to meet children's individual needs. They had limited understanding of how to promote positive behaviour or effectively support children and their varying and individual needs. Staff were not formally reflecting on their training to support them to develop their practice and improve the quality of children's experiences. (See requirement 1)

Overall, staff interaction with the children was varied. At Hazlehead, there continued to be a lack of good quality interaction and motivation. Generally, staff appeared unresponsive to children's suggestions or ideas. This did not promote a nurturing, respectful or inclusive environment. We asked the management team previously to support staff to develop their confidence and skills to enable them to engage with children in a more respectful and meaningful way. However, this has had limited impact. Management agreed to address this area identified for improvement.

Trailblazers staff were always motivated and fully engaged with children. There was a lot of friendly chat, creating a happy vibe within the club. Staff were happy to participate in games and were equally supportive of giving children the opportunity and responsibility to lead games and activities. Parents were keen to share with us how much the club had improved with the newly appointed staff team. They commented how the club was "Really good with so much variety - even in the cold weather!" Parents felt their children were 'involved and included', 'so settled', with their children 'loving it and not wanting to go home'. Positive comments about the good organisation and communication were also made.

One parent who completed a CSQ commented:

"Had I been able to complete this before the summer it would have been very different. New management have implemented lots of positive changes. My children are now happy to attend and look forward to their time. New leader is very engaged with the children and has been keen to make changes and involve the children. I am now very happy with the service provided and no longer looking to move!"

We observed good communication between staff and parents at the end of the session at both Hazlehead and Trailblazers.

Most children at Hazlehead told us they liked attending the club. They told us: Staff are 'good', 'nice', 'awesome', 'kind', 'caring'.

One child however told us they felt staff were 'A little bit shouty at times, for example, at tidy up time'. We shared this with management as an area for staff development.

Children at Trailblazers spoke enthusiastically about their club. They commented:

"This is the best after school club ever!"

"I like the staff because they are nice to me".

Requirements

Number of requirements: 1

1. To ensure that staff have the knowledge and skills to deliver high quality care, support and experiences, the provider must by 31 March 2020:

- implement a training plan which meets individual training needs and ensures that staff have the knowledge and understanding to effectively carry out their roles
- ensure staff are effectively supported to implement their learning from training and development opportunities to ensure improved outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that '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' (HSS 3.14)

It also complies with Regulation 9 (2) (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

A new co-ordinator who had the day-to-day responsibility of the service had recently been appointed to Trailblazers. She demonstrated good, effective leadership qualities and motivated her staff team. It was evident that Trailblazers staff were committed to doing their best for the children.

Overall, staff were either qualified, working towards a qualification or planning for study. However, we found in some cases staff had undertaken qualifications that were not relevant for their role. One co-ordinator still had insufficient leadership skills or experience to effectively lead the sessions. The provider had failed to take staff skills, knowledge and experience into consideration when deploying staff. This as a result, continued to have a negative impact on the quality of children's experiences. (See requirement 1)

Overall, effective quality assurance systems were still not in place. We found no evidence of the monitoring of staff to gauge the quality of children's experiences, the provision or the service overall. Furthermore, staff had not been supported to effectively evaluate their practice. As a result, effective systems were not in place to

identify whether the needs of individual children were being met. As a result, children's care, medical and individual needs were not fully supported. Staff would benefit from support on how to critically evaluate against nationally recognised indicators. The findings from these should be included in the service's improvement plan. This would support the service to develop and provide high quality experiences for children throughout both services. (See requirement 2)

Improvement plans were in place to support the manager and staff to develop aspects of the service. Trailblazer's plan was relevant and targeted. It was evident good progress was being made to improve the service.

Hazlehead's plan was still however not meaningful or sufficiently focused on the improvements needed within the service.

Both improvement plans should identify how the outcomes as a result of improvements will impact positively on the children.

Requirements

Number of requirements: 2

1. To support high quality care and support for children, the provider must ensure the manager and senior staff have the knowledge, skills and experience required to ensure effective management and leadership of the service by 31 March 2020.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that '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).

It is also in order to comply with Regulations 7 (2) (c) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

2. To ensure children receive high quality childcare and their individual needs are met, the provider must by 31 March 2020, implement:

- an effective quality assurance process that will provide a clear overview of the service
- a process for the manager and provider to effectively monitor the work of each member of staff and the service as a whole
- a process for involving staff in the systematic evaluation of their work and the work of the service.

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

It also complies with Regulation 3 (Principles) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

Requirement 1

To ensure children's care and support meets their needs and is right for them, the provider must develop and implement personal plans that provide comprehensive and detailed information. They must ensure staff use these effectively to meet children's needs by 20 November 2018.

This ensures that care and support is consistent with the Health and Social Care Standards which state "My care and support meets my needs and is right for me" (HSCS 1.19).

It also complies with Regulation 5 (Personal plans) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 January 2019.

Action taken on previous requirement

Personal plans were in place for all children. However, work is still needed with one of the sites in particular. Their plans contained at times, confusing information. Clear guidance and appropriate strategies were not always available for staff to follow as the information in children's plans did not contain enough detail. Staff did also not fully understand how to effectively support children with additional needs.

Further information can be read within the body of the report.

Not met

Requirement 2

To guarantee that children's health needs are met by 20 November 2018, the provider must ensure:

- comprehensive information is recorded that clearly details the health needs of children and how these will be met
- parental consent is in place for all children and that confirmation the first dose of new medication has previously been administered
- all staff are fully knowledgeable and competent about each child's medical needs.

This ensures that care and support is consistent with the Health and Social Care Standards which state "I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me" (HSCS 3.4) and "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14).

It also complies with Regulation 4.1a (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 January 2019.

Action taken on previous requirement

Comprehensive information was not consistently recorded throughout the service that clearly detailed the health needs of children and how these would be met

Parental consent was in place for all children and that confirmation the first dose of new medication has previously been administered

Not all staff were fully knowledgeable and competent about each child's medical needs.

Further information can be read within the body of the report.

Not met

Requirement 3

To ensure that staff have the knowledge and skills to deliver high quality care, support and experiences, the provider must by 31 January 2019:

- implement a training plan which meets individual training needs and ensures that staff have the knowledge and understanding to effectively carry out their roles
- ensure staff are effectively supported to implement their learning from training and development opportunities to ensure improved outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that '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' (HSS 3.14)

It also complies with Regulation 9 (2) (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 January 2019.

Action taken on previous requirement

The provider has not taken appropriate action to ensure staff have the knowledge and skills to deliver high quality care, support and experiences.

Training plans which meets individual training needs and ensures that staff have the knowledge and understanding to effectively carry out their roles had not been developed or implemented.

Staff were not effectively supported to implement their learning from training and development opportunities to ensure improved outcomes for children.

Further information can be read within the body of the report.

Not met

Requirement 4

To ensure children receive high quality childcare and their individual needs are met, the provider must by 31 January 2019, implement:

- an effective quality assurance process that will provide a clear overview of the service
- a process for the manager and provider to effectively monitor the work of each member of staff and the service as a whole
- a process for involving staff in the systematic evaluation of their work and the work of the service

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

It also complies with Regulation 3 (Principles) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 January 2019.

Action taken on previous requirement

An effective quality assurance process that will provide a clear overview of the service had not been implemented.

A process for the manager and provider to effectively monitor the work of each member of staff and the service as a whole was not in place.

A process for involving staff in the systematic evaluation of their work and the work of the service had not been carried out.

Further information can be read within the body of the report

Not met

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

Previous recommendations

Recommendation 1

To ensure children are kept safe and receive the right support at the right time, the provider should ensure all staff are aware of their roles and responsibilities and have the skills and knowledge needed to effectively safeguard children.

This ensures that care and support is consistent with the Health and Social Care Standards which state that "I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing that I may be unhappy or may be at risk of harm" (HSCS 3.21).

This recommendation was made on 30 January 2019.

Action taken on previous recommendation

Hazlehead staff still had limited knowledge and understanding of their role and responsibilities in relation to keeping children safe and the systems in place for reporting and recording any concerns. Children as a result were not fully safeguarded.

This recommendation has not been met and will therefore be restated.

Recommendation 2

To ensure children receive high opportunities and experiences both indoors and out, the provider should improve the quality of children's experiences including:

- providing stimulating and challenging activities
- supporting open-ended play
- maximising opportunities for outdoor play.
- reviewing outdoor play procedures and staff deployment

This ensures care and support is consistent with the Health and Social Care Standards which state that "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) and "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 open-ended and natural materials" (HSCS 1.32).

'My World Outdoors'

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

'Loose Parts Play - A Toolkit'

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

'Our Creative Journey'

<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

This recommendation was made on 30 January 2019.

Action taken on previous recommendation

We observed the environment and resources. One site in particular still needs to provide stimulating and challenging activities, open-ended play, maximise opportunities for outdoor play and review outdoor play procedures and staff deployment.

This recommendation has not been met and will therefore be restated.

Recommendation 3

In order to limit the spread of infection and keep children healthy and well, the manager and staff should ensure all children follow good hand washing practices.

This ensures care and support is consistent with the 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) .

This recommendation was made on 30 January 2019.

Action taken on previous recommendation

We observed hand washing and found that hand washing practices were good.

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
10 Oct 2018	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
15 Nov 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
12 Dec 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
9 Sep 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak
17 May 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good
15 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
17 Mar 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
27 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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

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