

# Happy Feet Kool Kidz Zone Bothwell

## Day Care of Children

Parish Church Centre  
Bothwell Parish Church  
Main Street  
Bothwell  
Glasgow  
G71 8EX

Telephone: 01698 850058

**Type of inspection:**

Unannounced

**Completed on:**

15 January 2020

**Service provided by:**

Bothwell Out of School Care Limited

**Service provider number:**

SP2006008226

**Service no:**

CS2006117565

## About the service

Happy Feet Kool Kids Zone Bothwell is operated by a private provider. The service is registered to provide out of school care to a maximum of 60 children attending primary school and up to age 16 years. (Children who will start primary school in the August term can be cared for by the service from the end of the school term in June through to when they commence primary school in August.)

The service operates between 07:30 to 09:00hrs and 15:00 to 18:00hrs during term-time and 08:00 to 18:00hrs during school holidays. There are currently 106 children accessing the service, with a mixture of attendance patterns.

The out of school care operates from the Parish Church Centre in Bothwell. During operating hours, the service has exclusive use of: The St. Brides Suite, The Games Hall and The Kentigern Room. The three rooms available provide the children with the opportunity to participate in a wide variety of activities. Children also have access to a secure outdoor area.

We check services are meeting the principles of Getting it Right for Every Child (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 parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included. These are often referred to as the SHANARRI wellbeing indicators.

## What people told us

On the first day of the inspection visit there were forty nine children attending the service. On the second visit there were forty seven children present. We observed happy children who were engaged in a range of activities which they enjoyed participating in. We spoke with many of the children who told us they were happy attending the club and what their favourite activities were.

Comments included:

"I like playing with my friends."

"I enjoy going outside to play."

"My favourite thing is playing football."

"Doing arts & crafts is my best thing."

"I like to play in the house corner with my friends."

"I love the yummy snacks."

"Drawing pictures is my favourite thing to do."

"I enjoy coming as there is always lots of fun things to do."

During the inspection process, we seek feedback from parents who use the service via care standards questionnaires.

We sent twenty questionnaires to the service to distribute to parents/carers of children who used the service, four of which were returned before the inspection. We had the opportunity to speak with a further six parents during our visits. Feedback was positive with all parents telling us they were happy with the quality of care their child received. Comments included:

"The staff are really friendly and approachable and my child loves her days at after school care."

"My wife and I are very happy with the staff and care that Happy Feet provide. The staff engage with my children in a pleasant and friendly manner. The whole team at Happy Feet have had a very positive effect on my children."

"Staff at the service are really nice and easy to speak to if you had a concern."

"When my child was a bit unsettled, staff would let me text them to reassure me she was alright. This helped me a great deal."

"I am very happy with the service."

"My child really enjoys attending this service which reassures me."

"I think this is a really good service."

## Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We discussed the improvement plan for the service which demonstrated clear priorities for improving as well as progress made.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Children and staff shared warm, friendly and caring relationships. Staff knew the children they cared for very well. As a result of this children's individual needs were fully met and staff provided support when needed.

Children were welcomed into the service by staff who were pleased to see them and hear about their day at school. Children enjoyed meeting their friends who attended another local school.

Children's personal plans had been reviewed and updated and now contained quality information which enabled staff to provide them with appropriate care and support.

These were reviewed and updated in line with legislation. Children completed an "all about me" which informed staff about the activities they enjoyed doing and their interests.

Information regarding Getting it Right for Every Child (GIRFEC) and the Wellbeing Indicators was displayed for both parents and children to view.

Medical protocols were in place if needed for any children attending the service who required medication. Staff had attended first aid training which would assist them to deal with any medical emergencies.

Staff had attended child protection training and demonstrated a good understanding of how to safeguard the children in their care and record any concerns appropriately.

Snack was a very sociable experience. Staff sat with children, sharing conversations and praising their good manners. Snack menu was healthy and took account of children's ideas and suggestions. Throughout the session, children could freely access water and fresh fruit.

Children's rights were displayed and children had developed their own club rules. Children recently asked the manager if they could have "house teams" within the club. This was agreed and implemented. Children can gain points for a variety of reasons and at the end of the month the team with the most points get a reward. Although this project was not initiated to improve behaviour, the management and staff have noticed children displaying more positive behaviour.

Children had a very clear voice within the service and were fully involved in planning and evaluating activities and purchasing new resources. Their health and wellbeing was very important to staff, who encouraged children to talk about how they were feeling, make good choices and adopt a healthy active lifestyle.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

Children could access three different rooms during their time at the service. This enabled them to experience a wide variety of activities and resources. Mind maps were used to capture children's interests and ideas. Prior to the inspection visit some children had shown an interest in Egypt and wanted to learn more about it. On the first visit children were using modelling clay to make some items used by Egyptians.

This was carried through to the next day when they learned about how they were buried. This project increased children's knowledge of other cultures and traditions.

Resources were displayed to enable children to make choices and self select. This resulted in children feeling responsible, respected and included in decisions about their play.

Children had the opportunity to participate in active play both indoors and outdoors. We observed children having great fun playing football and other team games.

Links with the local community had been established with the service taking part in the annual scarecrow competition. Children visited local shops and had a planting bed in the community garden.

As the service uses shared accommodation, detailed risk assessments were in place. This ensured children's safety. Parental consent was in place to transport children to and from school, with all information relating to the vehicles used displayed for parents to view.

Accidents and incidents were documented and shared with parents. This ensured that parents were kept updated about their child's health and wellbeing.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

Children are cared for by a staff team that is motivated, works and communicates well together. The rapport between staff and children is respectful, friendly and nurturing. Staff speak confidently about their roles and are eager to support children's choices and improve their experiences and outcomes.

Children had the opportunity to share their views about the staff and describe their best quality.

Comments included:

"He is good at everything"

"She is fun"

"She treats us all amazingly well and equal"

"Being responsible"

"She was good at coping with all the holiday trips"

Through our questionnaires parents also praised the staff for their pleasant, approachable manner with the children.

All staff employed within the service had a childcare qualification or were working towards one. They had a range of skills and experiences which ensured that they could meet children's individual needs.

We sampled newly appointed staff recruitment files and found all paperwork to be satisfactory and completed prior to employment commencing.

To further extend staff knowledge and skills, a range of training courses had been attended including subjects such as Autism, Child Protection, Playwork Principles and Food Hygiene.

Regular staff meetings provided opportunities for staff to share ideas, raise concerns and discuss best practice. This resulted in staff feeling valued, included and respected.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

Since the last inspection, the acting manager had implemented a range of improvements which staff and parents agreed had been positive for the children.

Children had more of a voice within the service and were fully involved in planning and evaluating activities and outings. A children's committee had been set up with children's photographs displayed so all children were aware of who to speak to. Committee members had described in their own words what their role and responsibilities were. The committee took their jobs very seriously and wanted to make the service better for everyone.

We reviewed both written and photographic evidence which clearly showed that both children and parents ideas and suggestions had been taken onboard.

The management operated an open door policy for staff, parents and children to discuss any concerns or issues.

As part of the quality assurance systems, monthly staff reviews had recently been introduced. This provided staff and management with the opportunity to set and agree specific targets, review progress made and arrange any training/action required. Both management and staff found this process supportive and enabling.

Since the last inspection an Improvement Plan had been introduced which took account of staff, children and parents suggestions, described how these would be actioned and progress made. One area identified for improvement was the outdoor area. We saw children sitting with a staff member using a mind map to plan how they could further develop the garden area and what they would like to see in it.

Another area parents wanted to see developed was a designated homework room and timescale. This has been implemented with staff keeping a note of which children have signed up to do their homework and supervising them in a quiet area to complete this task.

Every week the acting manager sends an email to staff keeping them updated in what happened that week, any concerns, best practice documents, updated policies and following week rota.

The service had a complaints procedure which was contained within their handbook. We requested that a copy of this was displayed on the noticeboard which was implemented immediately.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

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

## Previous requirements

### Requirement 1

The provider must demonstrate that safer recruitment practice is in place. In this instance the provider must undertake and complete PVG and reference checks for all new staff prior to commencement in the service. Where there are exceptional circumstances relating to PVG checks and recruitment matters these must be discussed and agreed with the Care Inspectorate. They must review and develop their safer recruitment practice through the Safer Recruitment Through Better Recruitment document [http://hub.careinspectorate.com/media/428646/safer-recruitment\\_final.pdf](http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf) by 17 May 2019.

This ensures care and support is consistent with the Health and Social Care Standards which state "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

It also complies with Regulation 9(1) -fitness of employees of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

**This requirement was made on 9 April 2019.**

#### Action taken on previous requirement

We check staff recruitment files and found this requirement had been addressed.

**Met - within timescales**

## Requirement 2

In order to ensure that personal plans for each child contain the required information as detailed in legislation, the service must put these in place by 17 May 2019.

This ensures care and support is consistent with the Health and Social Care Standards which state that as a child, I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11) and in order to comply with Regulation 5(1)(2)(a)(b)(c)(d) -Personal Plans within the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

**This requirement was made on 9 April 2019.**

#### Action taken on previous requirement

We sampled children's personal plans which demonstrated this requirement had been addressed.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

The provider should ensure that all children have the freedom to access, but not be limited by the environment to, imaginative, creative, role play, explorative and Science, Technology, Engineering and Mathematics (S.T.E.M) resources experiences indoors and outdoors on a daily basis.

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

**This recommendation was made on 9 April 2019.**



## Action taken on previous recommendation

The service had reviewed and extended their resources to ensure children had the opportunity to participate in a wide range of activities which stimulated their creativity and curiosity.

## Recommendation 2

The provider should consider staff accessing further training, including but not limited to:

- Playwork Principles
- Child Protection
- Attachment/ Adverse Childhood Experiences (ACE's)

using best practice documents to improve and develop their existing skills, facilitate challenging experiences and improve the quality of information being recorded.

This ensures 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).

**This recommendation was made on 9 April 2019.**

## Action taken on previous recommendation

Staff had extended their knowledge and understanding by attending training on these subjects.

## 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
		4 - Good
		Staffing
		3 - Adequate
		Management and leadership
		3 - Adequate

Date	Type	Gradings	
21 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
16 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 5 - Very good
12 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
3 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
21 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.