

# Lainshaw Lions Day Care of Children

The Centre  
7 Standalane  
Stewarton  
Kilmarnock  
KA3 5BG

Telephone: 07891 865521

**Type of inspection:**

Unannounced

**Completed on:**

5 March 2020

**Service provided by:**

Lainshaw Lions

**Service provider number:**

SP2007009193

**Service no:**

CS2007156565

## About the service

Lainshaw Lions was previously registered with the Care Commission and transferred registration to the Care Inspectorate in April 2011.

The service operates from The Centre, Standalane, located in Stewarton, Kilmarnock. The service is provided by a Co-operative management scheme.

Aims of the service include: "Offer play and educational opportunities that are both fun and challenging. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff".

The service provides an after school and holiday care service to a maximum of 50 children from three years to those attending primary school only, of whom there will be no more than 24 children from three years to those not yet attending primary school.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

## What people told us

Prior to inspection, we sent 15 care standards questionnaires to the manager to distribute to parents using the service. We received nine completed questionnaires prior to this inspection. The respondents to our questionnaire agreed that they were happy with the quality of care provided by the service. Comments made included;

"I am very happy with the care given to my child"

"This service has been invaluable to me. The staff go out of their way to help in any way they can. Excellent service!"

"Lainshaw Lions is an invaluable service in our community, I don't know how we'd cope childcare wise without them. All the staff are lovely and obviously care for the children, they are always welcoming of feedback"

"An excellent service which I cannot praise highly enough"

"Lainshaw Lions is an amazing service. My son absolutely loves going to Lions and he adores all of the friendly staff. There is a great variety of activities for the children to play with and during holiday time there are so many good trips planned".

## Self assessment

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

## 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

We saw that the children were welcomed on arrival and staff had time to listen and chat with the children and their families at both arrival and departure times.

Children were observed to be having fun and they enjoyed attending the service. Throughout our inspection we observed staff interacting well with children. Children approached staff with ease, seeking support and help when required, staff responded appropriately.

During this inspection we sampled children's written personal plans. We found that the service had put a lot of work into creating children's personal plans. However we found them to be over complicated and have suggested that they streamline them. We found some gaps in the information recorded. For example start dates should be added to all plans and information on partner agencies should be included in the initial plan. (Recommendation 1).

The service had protocols in place to ensure the safeguarding of children. The manager and staff were aware of basic child protection procedures and were confident that they knew what to do if they had a child protection concern.

During this inspection we found the children's snack time experiences to be relaxed and sociable. We have asked the manager and staff team to provide drinking water throughout the session which is easily accessible to children.

We looked at the systems in place to ensure safe administration of medication. We identified there were gaps in information that the service should record. We also found the service had stored a child's medication without the correct consents to administer it. The management addressed this prior to completion of this inspection. We discussed 'Management of Medication in Daycare and Childminding settings' with the manager. We have asked the manager to update their procedures in line with best practice guidance.

### Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 1

1. Lainshaw Lions should update the format for children's written personal plans and implement a plan for review within a six month period, or before if necessary, involving parents or, where appropriate, children. Plans should take account of all agencies involved with the children.

This is to ensure 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.

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

There were a range of health and safety precautions in place. A combination of risk assessments, checklists and daily visual checks helped staff to ensure that the playrooms and outdoor area were safe and suitable for the age and stage of children using the service.

The nursery has a secure door entry system and staff were vigilant in ensuring only those authorised to enter the building did so. Visitors to the service also signed in and out this meant staff could monitor who was in the service at any given time. We have asked the manager to review the security of the door to the upstairs playroom. The manager said she would do this

During the inspection we looked at how well the service kept children safe through infection control measures. We found the several areas where the service were not always following best practice guidance for infection control. We discussed this with the management team and have asked that they review infection control procedures. The management team told us they would do this.

Observations of the toys and resources accessible to the children during our inspection identified that children would benefit from more natural and open ended resources. This would provide children better opportunity to be challenged, stimulating enquiry, curiosity and creativity. (Recommendation 1).

Management and staff should ensure all accidents and incidents are recorded and shared with parents. Auditing of all records in relation to the environment, resources and individual children to be completed to identify any common patterns. Appropriate action should be taken where required.

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. Resources should be reviewed to include more natural and open ended materials to allow children to develop creative play with opportunity for discovery and exploration.

This is to ensure 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

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

During the inspection we found staff were welcoming, approachable, open and honest throughout the inspection process. Most staff presented as being confident and happy, new team relationships had been established as some staff had recently started within the service.

During this inspection we sampled staff recruitment files. We found that the service had not followed safer recruitment guidelines. We found some staff Scottish Social Service Council registrations were not completed in line with regulations and some staff required an updated PVG to be completed. We discussed our findings with the management team. The management team were able to address some of the areas we identified during our inspection. We discussed expectations that the service will complete a through review of their recruitment procedures and take action to redress any gaps found. (Requirement 1).

We found staff had positive working relationships and were making plans to continue to further develop children's experiences. Children were approaching staff, seeking help and support when required we observed most staff responding appropriately. As a result, we found children to be developing attachments.

Some staff had attended training to support them in their role and improving outcomes for children. Staff should continue to access further training and self-learning to support their on going practice with a focus on improving outcomes for children; this should include increasing their knowledge with regards to current best practice guidance, 'Infection Control', 'Risk Assessments' 'Building the Ambition', 'My World Outdoors', 'Birth to Three' and 'Loose Parts Play' staff should use their SSSC post registration training and learning to record courses undertaken and impact. This would support staff further in their development, to provide a better quality of care and support resulting in improved outcomes for children.

## Requirements

### Number of requirements: 1

1. In order to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am confident that people who support and care for me have been appropriately and safely recruited.' By 25 May 2020 Lainshaw Lions must demonstrate to the Care Inspectorate that:

(a) A provider must not employ a person in the provision of a care service unless that person is fit to be so employed

(b) All members of staff have been recruited following safer recruitment guidelines

This is in order to comply with Regulation 9 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

Regular meetings gave management and staff the opportunity to discuss what was going well and identify areas for improvement. We discussed how management should continue to develop the staff skills and their awareness of 'Health and Social Care Standards' and the current best practice guidance documents available on Care Inspectorate 'Hub'.

We found that the manager and staff team were keen to improve and were committed to developing the service. The management teams hands on approach enabled them to have good relationships with staff. Staff commented that management were approachable and supportive.

During this inspection we found limited evidence of effective monitoring being used within the service. The management should ensure that there are effective procedures in place for monitoring all aspects of the service, including staff practice, recruitment, audits and the safety of the premises (Recommendation 1).

At the last inspection we asked the manager to complete a training plan for staff. We found evidence that staff had undertaken some training however to identify staff professional development needs the manager should develop a training plan. This will support the manager to identify staff training needs taking any action to ensure access. (Recommendation 2).

During this inspection we found limited evidence of effective self evaluation being used to identify areas for improvement within the service. We found that the service had used Plan, Do, Study, Act to self evaluate their service and plan for improvement. However we found that their plans did not focus on the areas within their service that needed improvement. (Recommendation 3).

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 3

1. Lainshaw Lions should develop procedures for monitoring all aspects of the service, including staff practice, recruitment, audits and the safety of the premises.

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

2. Lainshaw Lions should develop a clear training plan that supports professional development and considers what impact this may have on positive outcomes for children in their care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am confident that people are encouraged to be innovative in the way they support and care for me.' HSCS 4.25

3. Lainshaw Lions should use information from self evaluation to develop an annual improvement plan to support the quality assurance processes.

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

### Requirement 1

In order to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am confident that people who support and care for me have been appropriately and safely recruited.' By 7 December 2018 Lainshaw Lions must demonstrate to the Care Inspectorate that:

- (a) A provider must not employ a person in the provision of a care service unless that person is fit to be so employed
- (b) All members of staff have been recruited following safer recruitment guidelines

This is in order to comply with Regulation 9 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 10 January 2019.**

## Action taken on previous requirement

The service did not submit an action plan to Care Inspectorate when requested. During this inspection we sampled staff recruitment files. We found that the service had not carried out followed safer recruitment guidelines. We found some staff Scottish Social Service Council registrations were not completed in line with regulations and some staff required an updated PVG to be completed. We discussed our findings with the management team. During our inspection they were able to address some of the areas we identified. We will repeat this requirement within the body of this report.

**Not met**

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

### Previous recommendations

#### Recommendation 1

The manager should update the format for children's written personal plans and implement a plan for review within a six month period, or before if necessary, involving parents or, where appropriate, children. Plans should take account of all agencies involved with the children.

This is to ensure 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.

**This recommendation was made on 10 January 2019.**

#### Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we sampled children's written personal plans. We found some gaps in the information recorded.

Recommendation is repeated.

#### Recommendation 2

Resources should be reviewed to include more natural and open ended materials to allow children to develop creative play with opportunity for discovery and exploration.

This is to ensure 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 10 January 2019.**



## Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we spoke with the management team who told of some changes to the resources they had introduced and we observed the resources accessible to the children throughout our inspection. We have asked the service to further develop their resources to ensure that children are provided with opportunities for discovery and exploration.

Recommendation is repeated.

## Recommendation 3

The identified child protection co ordinator/co ordinator's should have training that is specific to this role.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' HSCS 3.20

**This recommendation was made on 10 January 2019.**

## Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection the manager told us that she was the child protection co ordinator and that she had applied to attend a two day child protection course.

This recommendation is met.

## Recommendation 4

The service should use information from self evaluation to develop an annual improvement plan to support transparent quality assurance processes.

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 10 January 2019.**

## Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we found that the service had used Plan, Do ,Study, Act to self evaluate their service and plan for improvement. However we found that their plans did not focus on the areas within their service that needed improvement.

Recommendation is repeated.

## Recommendation 5

Staff would benefit from a clear training plan that supports professional development and considers what impact this may have on positive outcomes for children in their care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am confident that people are encouraged to be innovative in the way they support and care for me.' HSCS 4.25

This recommendation was made on 10 January 2019.

## Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we found that most staff had undertaken some training, however the service did not have a training plan in place.

Recommendation is repeated.

## Recommendation 6

Clear roles and responsibilities should be developed for the new manager and senior practitioner. This should be shared with staff children and parents.

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

This recommendation was made on 10 January 2019.

## Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we spoke with the manager and the senior practitioner about their roles within the service. The management team were able to tell us about their roles and had developed written guidance.

Recommendation is met.

## 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
7 Nov 2018	Unannounced	Care and support
		4 - Good
		Environment
		4 - Good
		Staffing
		3 - Adequate
		Management and leadership
		3 - Adequate

Date	Type	Gradings
14 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership
29 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership
14 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership
27 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership
13 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership
5 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership
15 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership
26 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership

Date	Type	Gradings	
10 Sep 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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