

Tulloch After School Club Day Care of Children

Tulloch Primary School
Gillespie Place
Perth
PH1 2QX

Telephone: 01738 472323

Type of inspection:
Unannounced

Completed on:
4 March 2020

Service provided by:
Kari Gourlay

Service provider number:
SP2008969520

Service no:
CS2013321470

About the service

Tulloch After School Club is registered to provide after school care service to a maximum of 40 children of primary school age. The club is privately owned and managed by Kari Gourlay.

Other conditions state that the service will have access to areas of the premises designated by the head teacher. Currently, the service operates from the gym hall within Tulloch Primary School. It provides out of school care to children who attend Tulloch and Goodlyburn Primary Schools.

The school offers children attending the club the use of the gym hall and a small kitchen area for the clubs dedicated use. Access to the school playground and a small patio area is also available. Club members use the school's toilets and hand washing facilities.

The aims of the service are:

- To provide a safe, fun and secure environment
- To provide a quality care, child centred facility
- To encourage a trusting and communicative relationship between children and parents
- To promote positive attitudes between children and treat them as individuals
- Ensure confidence in staff.

We wrote this report following an unannounced inspection carried out by two inspectors on 20 and 21 February 2020. Feedback was given on the 4 March 2020.

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.

What people told us

For this inspection, three parent or carers returned a completed Care Standards Questionnaire (CSQs). The responses from these showed that two strongly agreed and one agreed that they overall, they were happy with the quality of the care their child received in this service.

Additional comments included:

"We like that the service is provided on site, the staff are friendly and our [child] likes being there. We know they are safe and looked after while we are working. Staff teach manners and good behaviour well."

"It is in the dining hall and does not have a very nurturing feel. Room is loud."

"The play is not structured, my [child] liked it when there were two helpers doing their Duke of Edinburgh, they played lots of games with the children."

"Very happy with the care and support and guidance [my child] receives at after school club, staff very cheery and helpful."

"Really happy with the service, value for money. My child enjoys coming and spending time with friends. I like that staff work at the school and keep me informed of things."

On the day of inspection, children were seen to be happy, safe and engaged in a range of play. We found that children were able to play in groups or alone if they chose. Most staff nurtured and supported good relationships, enabling the children to feel valued and respected. Children's comments on the day included.

"You have to go to the start everyone."

"Can I play?"

"We get to use the school gym equipment - lots of things in the store cupboard - balls, skipping ropes, netball, football."

"I like doing bowling skittles."

"Oh no, don't give me that tip, it's too expensive."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. The service had made improvements to their development plan and had begun formalising their quality assurance system.

We discussed with the management team 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	2 - Weak
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

The performance in this quality theme was found to be weak. Particular strengths were seen in the children's opportunities to play and have fun.

Children were supported to achieve and develop by celebrating their successes. Staff were responsive to parents sharing children's hobbies, such as karate, and supporting children to have the time and space to practice their interests. Children's views were found to be actively sought and acted upon within the service. Staff provided children with opportunities to share their feedback and ideas through the use of the

SHANARRI wellbeing indicators. We found this to be a positive way of including children in their services and enabling them to shape their service.

During the inspection, we reviewed medication paperwork and found that improvements were required to ensure practice and procedures were in line with current best practice guidance. This included their recording of long-term medication and administration of medication. We encouraged the service to make use of their existing paperwork to ensure information can be reviewed, recorded and shared. We also highlighted the importance of children and staff knowing where medication is stored in order to safeguard children and access this in the event of an emergency. Further guidance on this can be found on The Hub via <https://hub.careinspectorate.com/>. See requirement 1.

Since the previous inspection, the service had improved its recording and reviewing of children's personal plans. Most children's personal plans were completed in partnership with children, parents and carers. We discussed how to develop these further to include children's individual needs and how these will be met by the service, in line with legislation. See recommendation 1.

Through reviewing current practices and speaking with staff, we found that the provider had not improved child protection procedures. Staff continued to record information in the club book and were unfamiliar with their roles and responsibilities in safeguarding children. We found that staff had not taken part in any professional development in relation to child protection. We advised that this must now be carried out as a priority to ensure children are listened to and taken seriously if they have a concern about their protection and safety. See requirement 2.

Requirements

Number of requirements: 2

1. When requiring medication, children should receive treatment in a safe and effective way. The provider must improve their procedures of care and support to ensure everyone is aware of children's needs, and how to respond in the event of an emergency. This should be in place by the 30 March 2020.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that my care and support is provided in a planned and safe way, including if there is an emergency or unexpected event. (HSCS 4.14)

This is order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation 4 Welfare of Users - (1) a provider must (a) make proper provisions for the health, welfare and safety of service users.

2. Children should be safeguarded from harm by people who know and understand their roles and responsibilities. The manager must improve practice of recording and reporting concerns of abuse, to ensure appropriate procedures are carried out. This requirement must be met by 1 August 2020.

This is in line with the Health and Social Care Standards that state, I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made (HSCS 3.22).

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011, 210 Regulation 4 Welfare of users (1) a

provider must (a) make proper provisions for the health, welfare and safety of service users and (b) provide services in a manner which respects the privacy and dignity of service users.

Recommendations

Number of recommendations: 1

1. Every child must have a tailor made personal care plan that set out how their needs will be met, as well as their wishes and choices. The provide must have this in place for every child attending the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, 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: 2 - weak

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be adequate. Particular strengths were seen in the way children used the space to suit their interests.

Throughout the inspection, children were seen to be content and comfortable within their environment. They had access to a variety of games and toys that were set up following discussions with the staff at the beginning of the session. We found this impacted positively as children were able to have their opinions respected and listened to. We reminded the staff of the importance of being responsive to children's needs and adapting the environment accordingly.

During the inspection, children shared with us that they would like more opportunities to play outside. Staff informed us that, on occasions children could enjoy the use of the Multi Use Games Area (MUGA) to take part in more active play. We discussed the importance of outdoor play on children's health and wellbeing and responding to their feedback. We signposted the provider to guidance available on The Hub to explore how best to facilitate outdoor opportunities for children using the service. See recommendation 1.

Children enjoyed a range of activities, including ball games. At times, staff disrupted children's play to ensure it did not become too risky. We discussed the benefits of positive risk in enabling children to understand the impact of risky or unsafe behaviour and decisions. Staff should empower children to make informed choices and decisions about risks they take. We signposted staff to a variety of guidance available online to support their development of applying a risk benefit approach to children's care.

Children were supported to have snack experiences that promoted positive social interactions. As identified on previous inspections, we would like to see more opportunities for children to have independence and responsibility in their snack experience. We supported staff to consider how best to facilitate this and encouraged them to introduce a free flow style snack. We reminded staff of the importance of providing a healthy, balanced snacks for children's health and wellbeing. Staff were keen to reflect on our suggestions and carry these forward as part of their improvement plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children should be able to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors. Staff should improve children's opportunities to access the outdoors while using the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child, I play outdoors every day and regularly explore a natural (HSCS 1.32) .

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The performance in this quality theme was found to be adequate. Particular strengths were seen in staff positive working relationships.

Children were supported by staff who knew them well. Staff were able to discuss children's individual needs and interests. Children were supported through warm and nurturing interactions that enabled them to feel valued and secure within the service.

Children should experience a high quality of care by people who are competent and skilled. Staff had undertaken a limited amount of training since last inspection. We shared our observations at feedback and highlighted the lack of updated knowledge and practice of the staff team in relation to current best practice guidance. We highlighted the importance of all staff keeping themselves up to date with best practice guidance, reflecting on this to inform their practice and impact positively on outcomes for children. See recommendation 1.

Staff told us they felt supported within their role. The manager was unable to provide us with evidence of staff supervisions as these were carried out informally. We recommended that these should be in place for staff to reflect on areas of practice and identify areas for professional development. We discussed linking this to a training plan for the staff team, which would feed into the overall quality assurance systems within the service. A requirement has been made under the quality of management and leadership.

Staff told us they held regular, informal meetings to discuss relevant matters relating to the service. No minutes were available to review. We asked that staff meetings be reviewed to ensure they are productive and meaningful.

As part of the inspection we reviewed the managers recruitment procedures. We found some inconsistencies in how this was managed, and highlighted improvements needed to ensure it is in line with

current best practice. We also discussed the importance of having a robust induction process to support staff in their new roles.

We signposted the manager to the National Induction Resource available on The Hub
<https://hub.careinspectorate.com/>

We found staff to be motivated to improve. Staff continued to be respectful of each other, creating a positive and nurturing ethos. It was clear that children felt included and respected within the service. Staff worked positively with children to keep their experiences fun and enjoyable.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To impact positively on outcomes for children, staff development should be further developed to take account of current best practice and relevant play theory. The staff training should be audited to measure its effectiveness in developing practice and improving outcomes for children.

This is in line with the Health and Social Care Standards that state, I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The performance in this quality theme was found to be weak.

We found that parents and carers were given regular opportunities to feedback to the service through face to face consultations and questionnaires, for example. This enabled their views and opinions to be sought and acted upon to shape their child's care and experiences.

Policies and procedures were in place and followed current legislation and best practice guidance.

Leadership opportunities were available, however we discussed the importance of providing a clear and consistent approach to ensure all staff were aware of key roles and responsibilities. We highlighted the need for strong, consistent, visual leadership within the nursery to role model best practice for the staff team, in order to improve outcomes for children. See requirement 1.

The service's quality assurance calendar was used to track improvements within the service. Management had worked well to ensure commitments on the calendar were addressed and met. We discussed how this should be further developed to identify areas for development and show what impact changes have had on

children's outcomes. Self-evaluations should be made to ensure changes are right for everyone and enable any next steps to be clearly identified. See recommendation 1.

Children, parents and carers using the service should be confident that the service is well led and managed. There were no quality assurance procedures in place to monitor the standards within the club. We highlighted the importance of this being in place to audit the effectiveness of systems and processes. We discussed the development of an improvement plan and emphasised the importance of this to address the areas of concern identified at this inspection. See requirement 2.

Requirements

Number of requirements: 2

1. Children should benefit from everyone working together to promote consistency and continuity of care. The manager should improve the management and leadership within the service to improve outcomes for children. This requirement should be met by 1 August 2020.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child, I am supported and care for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity. (HSCS 4.17).

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation 4 Welfare of Users - (1) a provider must (a) make proper provisions for the health, welfare and safety of service users.

2. Children should experience a high quality of care and support that protects, respects and empowers them. The manager should improve systems for auditing and reviewing paperwork to ensure the service is well managed. This requirement should be met by 1 August 2020.

This is in line with the Health and Social Care Standards that state, I use a service and organisation that are well led and managed. (HSCS 4.23)

This is in order to comply with The Public Services Reform (Scotland) Act 2010, section 53 Inspections (6) SCSWIS may at any time require a person providing any social service to supply it with any information relating to the service which it considers necessary.

Recommendations

Number of recommendations: 1

1. Children's feedback should be used to shape improvement within the service. Staff should reflect on their improvement plan to measure the impact of any changes made.

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

Grade: 2 - weak

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 that the service develops and improves outcomes for children attending the service, staff must develop an improvement plan and quality assurance processes.

This is to ensure 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 is also necessary to comply with Regulation 4 (1)(a) of the Social Care and Social Work Improvement Scotland Regulations 2011.

Timescale: by 31 January 2019

This requirement was made on 21 January 2019.

Action taken on previous requirement

During the inspection, we found a quality assurance calendar was in place. This should be further developed and embedded as part of the culture of the service. An further area for improvement has been identified and this is reflected within the Quality of Management and Leadership 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 provider should ensure that two members of staff are present at all times when the service is operating.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'My needs are met by the right number of people'. (HSCS 3.15).

This recommendation was made on 21 January 2019.

Action taken on previous recommendation

This recommendation had been met. Registration documents evidence when staff attended the session and children present.

Recommendation 2

Staff should ensure that medication permissions are reviewed termly, following current best practice guidance.

This is to ensure care and experience is consistent with the Health and Social Care Standards that 'I experience high quality of care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

This recommendation was made on 26 March 2020.

Action taken on previous recommendation

During the inspection, we reviewed medication procedures and found paperwork to be reviewed in line with current good practice. A further recommendation has been made, details of which can found in the Quality of Care and Support section of this report.

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 Dec 2018	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
9 Mar 2018	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

Date	Type	Gradings	
18 Jan 2017	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	5 - Very good
		Management and leadership	4 - Good
19 Jan 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
4 Feb 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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