

Towerbank After School Club

Day Care of Children

Towerbank Primary School
Figgate Bank
Portobello
Edinburgh
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Telephone: 07796 597 976

Type of inspection:
Unannounced

Completed on:
10 March 2020

Service provided by:
Towerbank After School Club Limited

Service provider number:
SP2011011392

Service no:
CS2011280480

About the service

Towerbank After School Club is provided by Towerbank After School Club Limited and operates from Towerbank Primary School in Portobello. The service is registered to provide a care service for a maximum of 80 children at any one time of primary school age. At the time of the inspection, the service provided care for children before school, after school and during the school holidays.

We carried out an unannounced inspection of this service on 4 March 2020 and the inspection continued on an announced basis on 5 March 2020. Feedback was given to the manager 10 March 2020.

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), 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(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.

What people told us

There were 65 children present on the first day of inspection. Throughout the inspection children appeared confident and busy during their play. We spoke to two parents during the inspection who spoke very highly of the club and felt staff were approachable.

We sought feedback from parents through Care Standard Questionnaires. We received ten completed forms and found these to be overall positive. The majority of parents either agreed or strongly agreed with the statement "Overall I am happy with the quality of care my child receives in this service." Comments from parents included:

"Overall TASC is a good afterschool club and provides a safe play space for my children after school. New staff doing outdoor games is a positive step. I think they could do more to engage with the children in outdoor play especially. When indoors the space can be loud and noisy for children and a quieter zone would be beneficial. Communication is inconsistent - sometimes it's very good but not always. It tends to focus on holiday club provision over the regular after school club."

"TASC provides an all-inclusive service for kids from P1-P7. The kids get on well. I have one of my kids whose been there from P1-P7 and he really enjoys it. He loves playing with a wide range of kids."

"We've seen really positive improvement in the quality of snacks. Staff are not easily identifiable, e.g. in the playground when there may be other adults such as parents around. A uniform of some sort would help. I would like to see staff interact more with children when they are playing outside. My son really enjoys TASC and seems very happy there."

"Towerbank after school club is a brilliant organisation and an asset to the community. Provides great childcare at an affordable price."

Whilst ensuring anonymity, we shared the feedback with the manager. We were satisfied that the service would take any necessary action and at the time of inspection the staff team were sourcing and agreeing on a uniform.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan information and relevant quality assurance paperwork. There was little evidence of systematic evaluation and quality assurance. This is commented on within the 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

Children were busy, engaged in activities and having fun. Staff were nurturing in their interactions and responded sensitively when children needed support managing their emotions and interactions with their friends. Children showed confidence in asking staff for support if it was needed or if they wanted a staff member to be included in their play.

Children enjoyed a sociable and unhurried snack experience where they could sit and talk with friends and staff. Since the previous inspection the club had reviewed the snack provision in line with best practice and children were able to choose from a variety of healthy options.

Children felt included in the club and told us that they were able to vote on games they played in the gym hall. Children were listened to when they told staff what activities they liked to do and these were included in future activity plans. Parents were kept informed about upcoming events and significant dates through an online system. Staff also kept parents informed of club activities by monthly newsletters which helps them to feel included.

The club were using an online system to register children and gather information about care needs. We found insufficient information had been gathered to effectively to meet children's additional support needs, this meant inconsistent approaches were used by staff. We discussed with the manager about having a stepped approach recorded and shared with all staff to ensure care needs could be met. Children's information was not being reviewed in consultation with parents every six months in line with legislation. (See requirement one).

Some action had been taken to audit medication being held in the club for some recognised medical conditions. However for some children staff were not clear about where medication 'kept with child' was stored or what actions to take should children display signs/symptoms. To ensure children's medical needs can be met effectively the service must develop personal plans which include a description of the condition and the stepped approach to be taken by staff. These should be reviewed in consultation with parents every six months in line with legislation. (See requirement one).

Staff required further training on child protection policies and procedures as there was not clarity about who they should speak if they had concerns or how concerns would be recorded. This meant there was a risk that children may not receive the right support at the right time by the right people. The manager advised us that a new policy had been developed but this had not yet been shared with the staff team. (See recommendation one).

Requirements

Number of requirements: 1

1. The provider must ensure that children's health, welfare and safety needs are met. By 30 September 2020, the provider must ensure that sufficient information is gathered and recorded about each child to develop a personal plan that clearly sets out how their needs will be met. This must include:
 - a) Recording sufficient information about a child to meet care and support needs, medical needs and any individual strategies for support to be implemented
 - b) Ensuring that procedures are in place to enable effective communication and information sharing with staff and other services involved in the care and support of individual children
 - c) Planned review dates at least every six months in consultation with parents or sooner if a child's support needs change.

This is in order to comply with Regulation 5. (1)(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

This is consistent with, Health and Social Care Standard 1.15 '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.' and Health and Social Care Standard 1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

Recommendations

Number of recommendations: 1

1. The provider should ensure that there is a clear policy and procedure in place to safeguard children. The provider should ensure all staff are knowledgeable about their role and responsibility in protecting children from harm.

This is consistent with Health and Social Care Standard 3.20 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'.

Grade: 2 - weak

Quality of environment

Findings from the inspection

Children made use of a spacious hall which was set up to include a large range of activities. They spoke positively about their time at the club and described their favourite things to do. Children were provided

with a free flow play environment which meant they were able to develop independence about where they wanted to play and who they wanted to play with.

Staff responded well to children's interests, for example when children appeared to be feeling energetic staff encouraged and supported outdoor play. The outdoor provision provided child led activities which included loose parts play which helps children to develop curiosity, enquiry and problem solving skills. The club were also able to access the gym hall and music room which allowed children spaces to come together for different group activities.

We acknowledge that there were some activities which provided challenge for children however we asked the staff to consider more choice during craft activities and extend use of natural and open-ended play materials which children to develop imagination.

We found that the service were not maintaining accurate registers. Registers for daily attendance and headcount procedures should be reviewed to ensure they effectively and consistently monitor the total number of children and where they are in the club. This is to ensure children are kept safe. (See recommendation one).

Risk assessment processes and records should be reviewed to ensure all aspects of risk management are recorded and, where necessary, communicated with the appropriate authority. For example, the previous inspection report outlined risk related to unalarmed and unsupervised fire exit doors located near the toilet facility. This will ensure children are kept safe. (See requirement one in Management and Leadership).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children can be appropriately supervised to keep them safe and secure the provider should develop effective registers. These should ensure that staff know where children are and can be kept safe.

This is consistent with Health and Social Care Standard 4.14 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event'.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff were caring and considerate in their interactions with children. This included spending time playing with children which helped to demonstrate that they were valued.

Staff were motivated, committed and spoke positively about their time in the club. They told us that they felt they worked effectively as a team. This included staff having regular informal meetings to plan activities

in the club that children enjoyed. To further enhance children's experience and ensure children's needs could be met, we discussed with the manager about using these opportunities to communicate information about children's individual care in a more systematic way.

Annual appraisals were carried out which allowed staff to discuss areas of strength and development. They were able to access training and they spoke enthusiastically about future training opportunities which they felt would help them in their practice. We saw little evidence that training was having an impact in the club. We discussed with the manager about developing an evaluation system identifying the effectiveness of training and impact on children experiences.

Safer recruitment practice had not been followed in line with best practice. The manager should ensure there is a robust safe recruitment procedure which should include, but not be limited to, Protection of Vulnerable Group (PVG) checks and references being obtained before an employee starts employment. This is to ensure children are kept safe. (See recommendation one)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider must ensure that staff are recruited in a safe and robust process based on professional standards and best practice.

This is consistent with Health and Social Care Standard 4.24 'I am confident that people who support and care for me have been appropriately and safely recruited'.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Senior staff showed a commitment to the club. Since the previous inspection they had reflected and made some changes to improve the service. This included changing the snack provision and introducing an online registration process. Staff meetings were held regularly to support these changes. However a system should be developed to track changes made in the club and how these impact the quality of experience for children and families.

While there was some evidence of consultation with children and parents, the club should develop a systematic process to evaluate this. This will support continuous reflection and improvement based on the Health and Social Care Standards and best practice guidance. This may help children and families to feel included in the development of the club.

A recent staff restructure meant that staff now had clear roles and remits, including leadership responsibility for different aspect of the club. These roles were in the process of being developed and

embedded into everyday practice. Most staff were aware of the need to be registered with a professional body and that they were required to attend training as part of their ongoing professional development. We discussed with the manager that as part of the quality assurance processes all staff must be registered with an appropriate professional body within the required timescale. This is to ensure children receive care from staff who have the appropriate skills and knowledge continuously improve the service.

The service was not operating at the level we would expect so we have graded this theme as weak. Since the previous inspection limited quality assurance processes and records were in place to ensure the health, welfare and safety of children. We found that the service did not have appropriate insurance at the time of inspection. A system should be developed to ensure all aspects of the provision are audited to minimise risk to children. (See requirement one).

Requirements

Number of requirements: 1

1. To ensure that children and parents experience a service which has a culture of continuous improvement the provider must ensure that there are robust and effective quality assurance procedures in place, 30 September 2020. This should include but not be limited to:

- risk assessment and reporting when necessary
- ensuring appropriate insurance documentation is up to date
- ensuring that all staff registered professional body and that applications are progressed and monitored within the appropriate timescale
- developing systematic and rigorous procedures for self-evaluation, auditing and monitoring all areas of the service using local and national guidance and which lead to clear plans for maintaining and improving the service.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 - 3 Principles, 4 (1)(a) Welfare of users and 15 (b) Staffing.

This is consistent with the Health and Social Standards 4.19 I have confidence in the organisation providing my care and support

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

In order to ensure the safety and wellbeing of children, the provider must ensure that by 28 February 2019, where children have any additional/ health needs, the necessary medication and associated documentation/information must be in place and outline how these needs will be supported by staff.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11). It is also necessary to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument) 2011/210, regulation 4 (1) (a).

This requirement was made on 18 January 2019.

Action taken on previous requirement

Following the previous inspection the service submitted an action plan to advise how they would meet this requirement. We acknowledge some action had been taken to audit medication. However we found that there was still insufficient information gathered for signs and symptoms for all children. Where children's registration forms detailed medication 'kept with child' there was insufficient information gathered for where medication was stored, if this was stored safely or if it could be accessed if needed. We have made a further requirement under Care and Support.

Not met

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

Previous recommendations

Recommendation 1

To support children's health and wellbeing needs and ensure that staff have up to date information, children's personal plans should be reviewed and updated a minimum of once every six months in consultation with parents. This should include documenting the stepped approach to be taken by staff to support any individual needs identified. This is to ensure care and support is consistent with the Health and Social Care Standard (HSCS) 1.15 which states 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices'.

This recommendation was made on 18 January 2019.

Action taken on previous recommendation

The development of online registration ensured that each child who needed additional support had an overview of needs recorded. However insufficient information was gathered to detail support strategies. This meant staff were not consistent in their approach for children with any additional support needs. Children's information was not being reviewed in consultation with parents every six months in line with legislation. This recommendation has not been met. A requirement has been made in this report under Care and Support.

Recommendation 2

To improve upon outcomes for children, further quality assurance systems should be developed to assess the quality of the provision in line with best practice. This is to ensure care and support is consistent with the Health and Social Care Standard (HSCS) 4.19 which states I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

This recommendation was made on 18 January 2019.

Action taken on previous recommendation

There was little evidence of quality assurance processes being linked to the Health and Social Care Standards or best practice. This recommendation has not been met. A requirement has been made in this report under Management and Leadership.

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
18 Jan 2019	Unannounced	<div>Care and support</div> <div>3 - Adequate</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>3 - Adequate</div>
2 Feb 2018	Unannounced	<div>Care and support</div> <div>3 - Adequate</div>

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
30 Oct 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
11 Oct 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
29 Sep 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good

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