

Law Out of School Club Day Care of Children

Law Primary School
Haddington Road
North Berwick
EH39 4QZ

Telephone: 01620 893775

Type of inspection:
Unannounced

Completed on:
16 November 2020

Service provided by:
Edinburgh and Lothians out of School
Care Network.

Service provider number:
SP2004006939

Service no:
CS2008189775

About the service

Law Out of School Club, referred to as the club in this report, is one of nine registered services provided by Edinburgh and Lothians out of School Care Network (ELOSCN). The club is registered with the Care Inspectorate to provide a care service to a maximum of 70 children aged entry into primary school up to and including those in first year at secondary school. The club operates during term time and some holiday periods.

The club operate from the dining hall area within Law Primary School. The club had a large hall and separate kitchen and storage area. They have access to the school playground and covered area just outside the main play space.

The organisation have developed a vision for the services they provide. This includes: 'ELOSCN supports children and families in Edinburgh and the Lothians through the development and delivery of quality play provision. Our focus is self-directed, risk assessed play. We aim to provide opportunities for children to have fun and develop through play. We aim to provide the settings, trained staff and when required, the equipment, to allow children their right to play.'

We undertook this inspection using a site visit to the service and virtual methodology which includes the use of technology to inspect services. As part of this process we undertook the following:

A site visit to the club on 12 November 2020

E-mail request for information and e-mail to be sent to parents using the service

Telephone discussions with staff

Telephone discussions with the provider

Telephone discussion with the manager of the service.

The last inspection of this club took place on 27 July 2019. We have visited the club since that time to check compliance with an Improvement Notice which was issued to the provider on 19 December 2019. Further information on the progress the club made to meet the requirements made during the improvement process can be found in this report and on our website. www.careinspectorate.com.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by inspectors from the Care Inspectorate.

What people told us

We spoke to several children during our visit to the service.

Children could talk to us in depth about COVID-19 and procedures which had been put in place by the club to help keep them and others safe.

Children told us that although they had to play in separate groups indoors they had plenty to do. We asked if the club was fun.

Children we spoke to said it was 'really good fun' and that they had 'a good laugh'. We observed children who had good relationships with the staff group and were happy and relaxed in the club.

We asked the manager of the club to issue an e-mail to parents on our behalf. Eight parents responded to the request. Parents were positive about their child's experience in the club saying that they said they had a good range of activities and liked the staff group. They indicated that communication between the club and themselves was positive and that there were several ways in which they could maintain contact.

They said that an improvement to the service could be the addition of an outdoor board or way of displaying information about what their children were doing in the club.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

5 - Very Good

5.1 Children's health and well being are supported and safeguarded during COVID-19.

To ensure that children felt safe and secure in the club staff had developed and imbedded routines. This included splitting children into cohorts, developing handwashing routines and discussing the COVID pandemic with children to find out what they understood and what they needed to know.

Children were cared for by a consistent staff team who could evidence to us that they knew children in their care very well. Interactions between staff and children were respectful, warm and fun. We talked to several children during our visit. They told us that the staff group were kind and 'could be trusted to help.' These warm relationships helped children feel nurtured by the adults who were caring for them.

Improvements had been made to the system for gathering information about individual children. This is known as the personal plan. Enough information about individual children had been gathered by staff to ensure that care and support needs could be met. These plans were regularly updated. We could see that parents had agreed routines which were in place to support some children, this joint approach helped to develop a consistent approach to children's support.

Children told us that some activities had been limited due to COVID but that if they wanted an activity this could be planned for them. The club used a floor book to evidence their more structured activities which were planned along with free choice activities. A mixture of activities had been undertaken some of which helped children develop an understanding of COVID procedures such as handwashing and physical distancing but most of which involved broader play themes such as autumn and Halloween.

5.2 Infection prevention and control practices support a safe environment for children and staff.

The environment was arranged in a way which made the cleaning of play areas and resources effective. We noted that the premises used by the club was very clean and well maintained throughout the session. Staff had a very good understanding of the current national COVID-19 guidance in place to support safe environments and safe care. Staff were vigilant and re-enforced routines consistently and kindly to children explaining in more depth where needed. Good use had been made of activities, displays and discussion to re-enforce the need to follow the COVID guidance.

The way in which children came into the club and began their play evidenced that they were very familiar with being in their cohort groups. Staff had given thought to how these groups were split and good account had been taken of instances or reasons why a child may not want to be in a certain cohort. Where possible choice was accommodated to ensure that children could enjoy their time in the club as much as possible.

Procedures in place for snack supported good infection prevention and control and good practice for healthy eating. Handwashing before snack happened naturally and was well supported by staff who were nearby. Staff used personal protective equipment effectively and followed guidance on physical distancing consistently when preparing snack, caring for children and speaking to parents.

Very good use was made of the outdoor areas during the session. This was to provide the safest possible care for children during the COVID pandemic. The club also used outdoor areas in the local community and

were aware of the need to ensure club children did not mix with others when out on walks or to the local parks.

5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19.

The staffing group in the club was consistent to ensure that staff were familiar with the procedures that were in place. The organisation had ensured that staff received additional training to support them with understanding effective infection prevention and control. Staff we spoke to said that they felt safe in their working environment and were aware of and contributed to the COVID risk assessments which had been carried out. These assessments support good practice to keep staff and children safe in the club.

Through out the period when the club was closed staff had been proactive about their personal development and had accessed a number of Scottish Social Service Council (SSSC) training badges and other on line courses. The organisation had ensured that staff received their annual appraisal and additional mentoring and guidance from the manager of the service to support them through the current changes to childcare practice. This ensured that staff were clear about their role in the club and the organisations expectations of them to promote positive outcomes for the children in their care.

Throughout this time where routines for handwashing and cleaning took a considerable time we observed that staff made these procedures simple and effective. They had still maintained a fun, friendly and interesting environment for children who were observed to enjoy their time in the club.

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

Requirements

Requirement 1

By 30 January 2020 you must ensure that children are protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities. To achieve this you must:

- a) Evidence that the designated child protection co-ordinator, manager and staff team have a clear understanding of child protection and the safeguarding of children; and
- b) You must review the service's policy to ensure it gives management, staff, parents and children clear guidance on how child protection concerns will be dealt with at the service.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (2011/210.)

This requirement was made on 23 July 2019.

Action taken on previous requirement

To help ensure clarity for parents and staff the designated child protection co-ordinator was clearly identified as the Group Manager. To improve understanding and to further protect children in the care of the organisation the co-ordinator and other senior staff had attended child protection training for lead officers. This training was provided by an external provider and included scenarios to check staff's understanding of responsibilities and processes. We spoke to senior managers about their learning and their increased understanding of child protection and safeguarding. They evidenced a greater understanding of incidents where reporting should take place and other professionals that they could consult to gain advice and guidance.

To increase their understanding and competence about child protection and safeguarding staff in the setting had all attended bespoke child protection training. This had been provided by an accredited external trainer. Staff could discuss the organisation's child protection procedure with us, could describe the action they would take and the type of questioning that would be appropriate.

To support staff, clear guidance had been provided through the revised child protection procedure and use of flow charts for easy to follow guidance. The manager was aware of what circumstances would result in referrals and making notifications to the Care Inspectorate, in respect of child protection.

We were confident that all children would be safe and protected by staff should a concern arise.

Met - within timescales

Requirement 2

By 30 January 2020 you must ensure that children's health, welfare and safety needs are met. To achieve this you must:

- a) Develop and implement a system that ensures there is a sufficiency of information gathered about each child to meet their medical, care and support needs and that the information is recorded in each child's personal plan; and
- b) The personal plan must include any individual strategies for support that is to be implemented and must be reviewed at least once in every six-month period; and

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

This requirement was made on 23 July 2019.

Action taken on previous requirement

To help them gather enough information about each child the organisation had re-developed the enrolment and registration system. This included the manager spending time with parents before the child started to go over the registration form and discuss any additional information that might be necessary for the club to meet that child's care and support needs. Up to date information had been gathered for all children, but especially, for those who had additional needs such as medication or health strategies. Sampled files included approaches needed to support children and how these would be followed. These improved procedures assisted staff to meet children's health and wellbeing needs.

To ensure that current and relevant information was used procedures had been implemented the manager had a system to review personal plans within a six-month timescale. This review was noted and agreed with parents to ensure consistent care.

Through discussion, we were confident that they fully understood, and could access if necessary, the information that they needed to enable a personal plan to be put in place and implemented. A system to record important events as a chronology had been developed which would enable them to have an overview of events impacting on a child's experiences.

Met - within timescales

Requirement 3

By 30 January 2020, you must ensure that children and parents have confidence in the people who support them. To achieve this you must:

- a) Evidence that safer recruitment practices are in place and followed consistently; and
- b) Develop and implement an induction system to support staff in their role; and
- c) Develop and implement appraisal and training systems to support the professional development of employees and meet the individual needs of children.

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 23 July 2019.

Action taken on previous requirement

To ensure that children were cared for by suitably recruited staff the organisation had re-developed, and was following, the recruitment and selection procedure. We sampled three files for staff that had started in the organisation since our inspection. A range of checks had been carried out to help the service assess a member of staff suitability for a post.

The manager of the club was able to describe the procedure she would use to ensure that new staff were aware of their and the organisation's expectations. This included giving information they needed to promote their own safety and that of children in their care as part of the induction procedure.

To identify areas of professional development and gauge staff performance a newly established system for appraisals was now in place. We considered that the procedure enabled managers to assess the performance of staff. The manager had received their appraisal and was in the process of carrying out appraisals for the staff in the club. The manager had further developed the appraisal process they used to include interim meetings with staff. These were used to assess how staff were progressing to achieve their goals and support them with their training or gaining their qualifications.

A training calendar had been developed by the organisation to help them plan core training for all staff. This included priorities for training such as child protection and first aid. To broaden staff knowledge and help them support positive outcomes for children, the organisation had begun to include opportunities for professional development such as How Good is our Youth Work, physical play training and life skills courses for the modern apprentices.

Met - within timescales

Requirement 4

By 28 February 2020 you must ensure that children and parents can have confidence in the organisation providing their care and support. To achieve this you must:

- a) Develop and implement an evidence-based system for the evaluation of the service. This system must include the views of parents, children and stakeholders; and
- b) Produce an action plan setting out how improvements within the care service will be achieved.

This is in order to comply with Regulation 3 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (2011/210.)

This requirement was made on 23 July 2019.

Action taken on previous requirement

The manager could identify clearly the priorities for improvement in the club. Views of children were regularly gathered and now used more effectively to influence the service. The manager and staff were actively seeking the views of parents and planned to link them further to specific areas they wished to assess.

The manager had a good understanding of self-evaluation and evidenced how they used Health and Social Care Standards as benchmarks to assess the outcomes for children. This was at an early stage but we assessed the manager had the capacity to use this tool to good effect.

The organisation had provided the manager with the School Aged Children Environment Rating Scale

(SACERS). A start had been made to use the scale and make changes to the children's environment in the club and an action plan developed.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure that children are cared for by staff who are skilled and knowledgeable about current good childcare practice the organisation should assess training, ensure that it is effective and pulled through to practice within the club.

This is consistent with the Health and Social Care Standard 3.14 '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'.

This area for improvement was made on 23 July 2019.

Action taken since then

The opportunities for training had significantly increased since our last inspection. We found that staff had carried out a wide range of training to ensure that they were competent and skilled. This recommendation was met.

Previous area for improvement 2

To ensure that the organisation can accurately assess the quality of the service and develop plans for improvement the group manager and service manager should develop an effective and evidence based system for quality assurance.

This is consistent with the Health and Social Care Standards 4.11 'I experience high quality care and support based on relevant evidence, guidance and best practice' and Health and Social Care Standard 4.19 'I benefit from a culture of continuous improvement, the organisation having robust and transparent quality assurance processes'.

This area for improvement was made on 23 July 2019.

Action taken since then

The manager could identify clearly the priorities for improvement in the club. Views of children were regularly gathered and now used more effectively to influence the service. The manager and staff were actively seeking the views of parents and planned to link them further to specific areas they wished to assess. This recommendation was met.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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