

Hazlehead OOSC Day Care of Children

Hazlehead Primary School
Provost Graham Avenue
Aberdeen
AB15 8HB

Telephone: 07525855538

Type of inspection:
Announced

Completed on:
12 February 2021

Service provided by:
CLICC Ltd.

Service provider number:
SP2003003228

Service no:
CS2003020276

About the service

Hazlehead Out of School Club (OOSC) is provided by Community Link Childcare; a local, not for profit, childcare organisation which provides after school and holiday clubs for children of parents who are living, working and training in Aberdeen city.

The service is registered with the Care Inspectorate to provide a care service to a maximum of 56 school children aged up to the age of 14 years. The service is provided at two bases; Hazlehead Primary School where up to 32 children may be cared for and The Education Room, Pets Corner, Hazlehead Park where up to 24 children may be care for. The latter location is commonly referred to as 'Trailblazers'. The service may operate between the times of 07:30 to 09:00 and 14:45 to 18:00 during term time and 08:00 to 18:00 during in-service days and holidays.

The aims of the service were:

To provide a safe and stimulating environment to enhance children and young people's positive development by providing access to high-quality environments, play resources, experiences and opportunities.

Our vision is to develop high quality innovative and inclusive services within communities, to support children's rights to play. We will access training for staff and support them to utilise these skills for the benefit of the children and young people in our settings.

Playworkers will recognise and uphold the play-work principles, the professional and ethical framework for play-work.

We carried out an announced virtual inspection of Hazlehead Out of School Club (OOSC) between 19 January 2021 and 12 February 2021. This was a focussed inspection to evaluate how well children 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 children experiencing care during the pandemic.

We used telephone and Near Me Technology to talk to the manager, staff and children and to observe the children in the service. We reviewed relevant documentation obtained by email. We also contacted parents by email to offer an opportunity to talk to us and give their views Feedback was given on 12 February 2021.

What people told us

There were 9 primary aged children present during the virtual visit on 02 February 2021. We observed the children generally at snack and as they played. We saw that they were happy and relaxed with their friends and confident in their relationships with staff. With the help of staff we spoke to the children about their experiences at the club. Children told us:

'I like that we get to play. I like to play with paper aeroplanes a lot. I don't think I have to go outside'.

'I like to see my brother and to get snack. I like building with the Jenga blocks and my favourite snacks are cheese-strings and cereal'.

'I like to set up a battle arena with the Skylanders. My favourite snacks are cereals and cheese-strings'.

'I love it! (the club) I like playing with the Barbies and dolls house and this is our super-cat'.

'I like playing with my friends. This is my imaginary unicorn and a house with fairy dust and a ghost'.

Prior to the inspection we emailed parents to offer an opportunity for them to share their views on the club. We received four positive replies. Parents commented:

'How kind staff were to my child, ensuring they were happy and settled at the club'.

'My children enjoy fresh air, are active, happy, enjoy healthy snacks and appropriate activities'.

'Our child was happiest when the clubs merged at Trailblazers. Our child loves the outdoors. I think it is a better facility with a lot more chances to enjoy the outdoors'.

'Our child enjoys playing generally indoors and outdoors. Our child says the staff are nice and they have fun'.

'I am very confident about the competency of the staff, the ratio of children to staff and the management'.

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?	4 - 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?

4 - Good

5.1 Quality indicator 5.1: Children's Health and Wellbeing are supported and safeguarded during the COVID-19 Pandemic.

Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.

We observed that staff had established warm and friendly relationships with the children. Children were relaxed, happy and confident in approaching and talking to staff and asking for things they needed. Staff responded promptly to support children's requests and where they observed a need. In discussion staff were very aware of the children's differing personalities, care and dietary needs and how to meet these. Their knowledge was consistent with the detail recorded in care and personal plans. Staff placed emphasis on supporting children's emotional wellbeing through the pandemic, in particular staff were aware of possible fears and worries of the children of keyworkers. Policies, for example, behaviour management, had been updated to take account of children's changed experiences and enhancing support.

Effective communication with families enables responsive care to support children through changing circumstances.

Parents who shared their views with us had confidence in the management and staff, advising that queries and questions were invited and responded to promptly. The risk assessment and procedures in relation to Covid-19 had been shared with parents, as a result parents felt reassured. 'I am comfortable with the Covid-19 arrangements; all my questions have been answered promptly and comprehensively'.

There was now an emphasis on the activities in the club being child led and children having a voice. Staff had held meetings with children to discuss and document their ideas about routines, activities, and snacks. We suggested that staff ensure that these records are dated in future so that they can be linked to improvements made. Parents described examples of changes being made in the day-to-day provision because of their and their children's feedback, for example, children having more choice about playing indoors or outdoors during bad weather. Staff recognised that they could do more formal evaluations with parents to gather their views.

Quality indicator 5.2: Infection Prevention and Control Practices support a Safe Environment for Children and Staff.

Children are protected as staff take all necessary precautions to prevent the spread of infection.

Prior to re-opening all policies had been systematically reviewed and updated to take account of changes in procedures necessary in the Covid-19 pandemic. Training for staff in relation to the safe opening of the out of school club had been incorporated into the development plan. As a result, staff were fully aware of hygiene and infection control guidance and how to implement approaches within the club. Parents who responded to share their views all agreed that effective procedures were in place to help control the spread of Covid -19, 'A full set of Covid-19 procedures are in place, which I believe are in line with the school and government guidelines'. Approaches reassured parents their children were protected.

The club had worked in partnership with the school to secure different accommodation which allowed for

improved social distancing and ventilation. The Rotunda area was spacious, light and pleasant for the children. There was direct access to the school playground outdoors. We observed the children being cared for in small groups to protect their safety. Groupings were consistent between school and the out of school club, reducing children's contacts.

At the previous inspection we had identified that children's play experiences needed to be more stimulating and challenging. Staff described improvements that had been made including more arts and crafts, a monthly topic and science activities. Outdoor play resources had been improved to encourage children to play outdoors more. The change in space and cleaning routines for Covid-19 had more recently imposed some restrictions on the breadth of activities. We saw that equipment was being managed well and cleaned between different children using it. When Covid-19 restrictions are lifted staff should continue to improve the resources and experiences for children, as identified in the current improvement plan, to ensure they are challenging for the children's age and stage of development.

Staff had access to appropriate facilities to prepare snacks in the community room. Changes had been made to snack routines to minimise the spread of infection. Whole fruit and simplified packaged snacks were being served. The manager and staff should monitor that these continue to meet the new guidance: Healthy eating in schools: guidance 2020 which can be found here: <https://www.gov.scot/publications/healthy-eating-schools-guidance-2020/>

Staff had access to suitable supplies of PPE and were observed to wear masks appropriately and aprons and gloves for snack preparation and service. New cleaning supplies and routines were described and evident in documentation. Clear procedures were in place for isolation if needed and information had been shared with families.

Children were knowledgeable about the Covid-19 Virus. 'It started in China, then people travelled, and it spread all the way around the world'. All talked confidently about washing their hands a lot to keep themselves safe from the virus. We saw that they were aware of social distancing with staff and keeping in their 'bubbles'.

Quality indicator 5.3: Staffing Arrangements are Responsive to the Changing Needs of Children during COVID-19.

Staffing arrangements meet the needs of children and families

At the time of the inspection staffing arrangements were ample for the limited number of keyworker children being cared for. Currently due to opening restrictions some staff were on furlough, however, there are sufficient staff employed for the needs of the club once the children return to school.

Staff were observed to have good relationships and communication as a team contributing to the smooth running and happy atmosphere of the session. Staff deployed themselves flexibly and in response to the needs of the children. They engaged well with children in their play and interacted positively supporting children's sense of achievement and self-esteem.

Staff are well supported and confident.

Staff felt that the club was now more organised. Information was easily accessible to them. They have regular meetings where expectations were clearly explained and they felt better supported. Staff felt they had benefitted from their course work and the training they had received. Observations of their practice and feedback had increased their confidence. They had been supported with taking forward the development

plan and making necessary improvements. The management and staff were well placed to continue to make improvements to children's experiences. The manager had carried out planned quality assurance checks to ensure the efficient day to day running of the club.

Self-evaluation of the service, quality assurance and improvement planning should continue to be developed; involving staff more in evaluating their work and ensuring a greater focus on outcomes for children. The Care Inspectorate guide to self-evaluation and bite size training videos may support staff in developing their skills, these can be found on the Care Inspectorate Hub: <https://hub.careinspectorate.com/media/3783/self-evaluation-for-improvement-your-guide.pdf>
<https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/early-learning-and-childcare-improvement-programme/>

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

Requirements

Requirement 1

To ensure children's care and support meets their needs and is right for them, the provider must develop and implement personal plans that provide comprehensive and detailed information. They must ensure staff use these effectively to meet children's needs by 20 November 2018.

This ensures that care and support is consistent with the Health and Social Care Standards which state "My care and support meets my needs and is right for me" (HSCS 1.19).

It also complies with Regulation 5 (Personal plans) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 January 2019.

Action taken on previous requirement

Action had been taken to address the deficiencies in care plans following the appointment of a new manager and club co-ordinator in February 2020. We obtained 6 care/personal plans for children with a variety of needs. Each was very individual and had sufficient detail about the child's needs and the actions staff should take to support the child. Plans had been reviewed at 6 monthly intervals and changes recorded, or no change indicated. In discussion the club co-ordinator and the member of staff knew the children very well; they were able to describe in detail all the children's needs and the actions they would take to support them.

Met - outwith timescales

Requirement 2

To guarantee that children's health needs are met by 20 November 2018, the provider must ensure:

- comprehensive information is recorded that clearly details the health needs of children and how these will be met
- parental consent is in place for all children and that confirmation the first dose of new medication has previously been administered
- all staff are fully knowledgeable and competent about each child's medical needs.

This ensures that care and support is consistent with the Health and Social Care Standards which state "I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me" (HSCS 3.4) and "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14).

It also complies with Regulation 4.1a (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 January 2019.

Action taken on previous requirement

Action had been taken to address the deficiencies in care plans following the appointment of a new manager and club co-ordinator in February 2020. We obtained 6 care/personal plans for children with a variety of needs, including one with medication. Each was very individual and had sufficient detail about the child's needs and the actions staff should take to support the child. Plans had been reviewed at 6 monthly intervals and changes recorded, or no change indicated. In discussion the club co-ordinator and the member of staff knew the children very well; they were able to describe in detail all the children's needs and the actions they would take to support them.

Met - outwith timescales

Requirement 3

To ensure that staff have the knowledge and skills to deliver high quality care, support and experiences, the provider must by 31 January 2019:

- implement a training plan which meets individual training needs and ensures that staff have the knowledge and understanding to effectively carry out their roles
- ensure staff are effectively supported to implement their learning from training and development opportunities to ensure improved outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states 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' (HSS 3.14)

It also complies with Regulation 9 (2) (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 January 2019.

Action taken on previous requirement

A new manager and co-ordinator had been recruited following the previous inspection. The co-ordinator was nearing completion of a Scottish Vocational Qualification (SVQ) level 3. The member of staff currently working was nearing completion of an SVQ level 2. In discussion all felt they had benefitted from their course work and demonstrated knowledge and skills suitable for their roles.

Training for staff in relation to the safe opening of the out of school club had been incorporated into the development plan. As a result, in discussion staff were fully aware of hygiene and infection control guidance and how to implement approaches within the club.

Staff had completed training in child protection which included recent changes to the law to further protect children. In discussion staff were clear in their understanding of child protection issues, their role and responsibilities. They demonstrated a good awareness of the impact of children's home life on their emotions and bullying issues.

Staff had been made aware of the previous inspection requirements and recommendations and had worked

through these on the development plan to ensure the main issues were addressed. Developing a further training plan was a current aspect of the development plan.

Met - outwith timescales

Requirement 4

To ensure children receive high quality childcare and their individual needs are met, the provider must by 31 January 2019, implement:

- an effective quality assurance process that will provide a clear overview of the service
- a process for the manager and provider to effectively monitor the work of each member of staff and the service as a whole
- a process for involving staff in the systematic evaluation of their work and the work of the service

This ensures that 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 also complies with Regulation 3 (Principles) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 30 January 2019.

Action taken on previous requirement

A development plan had been implemented to address the requirements and recommendations from the previous inspection. The manager had carried out planned quality assurance checks to ensure the efficient day to day running of the club. Regular meetings were held between the manager and staff to share information and review the work of the club. There was scope to further develop quality assurance involving staff more in evaluating their work and ensuring a greater focus on outcomes for children.

Met - outwith timescales

Requirement 5

To support high quality care and support for children, the provider must ensure the manager and senior staff have the knowledge, skills and experience required to ensure effective management and leadership of the service by 31 March 2020.

This is to ensure that 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).

It is also in order to comply complies with Regulations 7 (2) (c) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

This requirement was made on 10 March 2020.

Action taken on previous requirement

A new manager and co-ordinator had been recruited following the previous inspection. The co-ordinator was nearing completion of a Scottish Vocational Qualification (SVQ) level 3. The member of staff currently working was nearing completion of an SVQ level 2. In discussion all felt they had benefitted from their

course work and demonstrated knowledge and skills suitable for their roles.

Training for staff in relation to the safe opening of the out of school club had been incorporated into the development plan. As a result, in discussion staff were fully aware of hygiene and infection control guidance and how to implement approaches within the club.

Staff had completed training in child protection which included recent changes to the law to further protect children. In discussion staff were clear in their understanding of child protection issues, their role and responsibilities. They demonstrated a good awareness of the impact of children's home life on their emotions and bullying issues.

Staff had been made aware of the previous inspection requirements and recommendations and had worked through these on the development plan to ensure the main issues were addressed. Developing a further training plan was a current aspect of the development plan.

Met - outwith 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 children are kept safe and receive the right support at the right time, the provider should ensure all staff are aware of their roles and responsibilities and have the skills and knowledge needed to effectively safeguard children.

This ensures that care and support is consistent with the Health and Social Care Standards which state that "I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing that I may be unhappy or may be at risk of harm" (HSCS 3.21).

This area for improvement was made on 5 December 2019.

Action taken since then

Staff had completed training in child protection which included recent changes to the law to further protect children. In discussion staff were clear in their understanding of child protection issues, their role and responsibilities. They demonstrated a good awareness of the impact of children's home life on their emotions and bullying issues.

The area for improvement was met.

Previous area for improvement 2

To ensure children receive high opportunities and experiences both indoors and out, the provider should improve the quality of children's experiences including:

- providing stimulating and challenging activities
- supporting open-ended play
- maximising opportunities for outdoor play
- reviewing outdoor play procedures and staff deployment.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors" (HSCS 1.25) and "As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including open-ended and natural materials" (HSCS 1.32).

This area for improvement was made on 5 December 2019.

Action taken since then

We heard from the management and staff in the club the steps that had been taken to improve the activities and children's independence in making choices following the previous inspection. Due to the Covid-19 virus infection control procedures and the changes in the spaces the club used some of these improvements had been constrained. However, we saw that children had sufficient activities that interested and absorbed them during the inspection, and we saw that staff were responsive to children's requests for different equipment. Staff, children and parents confirmed that children had plenty of opportunities for outdoor play and were involved in making their own choice to participate. Children had been involved in planning monthly projects they wanted to work on. Staff recognised that there was more that could be done to improve the resources for the children, providing more challenge for their age group.

The area for improvement was met.

Previous area for improvement 3

In order to limit the spread of infection and keep children healthy and well, the manager and staff should ensure all children follow good hygiene practices.

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

This area for improvement was made on 5 December 2019.

Action taken since then

Training for staff in relation to the safe opening of the out of school club had been incorporated into the development plan. As a result, in discussion staff were fully aware of hygiene and infection control guidance and how to implement approaches within the club. Parents confirmed they were confident these approaches had been implemented. We saw appropriate handwashing stations available to the children and staff and children confirmed good handwashing routines.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

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