

Longniddry Out of School Club Day Care of Children

Longniddry Primary School
Kitchener Crescent
Longniddry
Prestonpans
EH32 0LR

Telephone: 01875 853 161

Type of inspection:
Unannounced

Completed on:
22 March 2021

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

Service provider number:
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Service no:
CS2009233779

About the service

Longniddry Out of School Club, referred to as the club in this report, is one of nine 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 45 children at any one time aged from 4 years to 12 years.

The club is based in Longniddry Primary School in the village of Longniddry in East Lothian. The club use the dining area for play activities and use a small kitchen area for storage and the making of snack. The club use the school playground and the local park for regular outdoor play.

Aims for the organisation are in place and reflect the services provided by ELOSCN. Aims include:

'ELOSCN seeks to support children and families to achieve their potential for themselves, their families and their communities through providing play opportunities. ELOSCN's vision for its staff is safety and progression through teamwork and to foster meaningful relationships that will encourage empathy and an understanding of our culture.'

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 16 March 2021
- 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.

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.

What people told us

We spoke to several children during our visit to the club. Children told us that they enjoyed coming to the club and that the staff were fun. Children appeared relaxed and confident in approaching staff to have conversations or to ask for help if needed.

We received feedback from parents who told us that the club staff had been very supportive of children returning to the club following periods of closure. Overall parents were satisfied with the communication from the organisation who had been sending out email activities should the children want to participate.

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

Children were cared for by a consistent staff team who could evidence to us that they knew children in their care well. Sensitive settling-in procedures supported children in getting to know staff members who were new to them. Interactions between staff and children were respectful and warm. Children told us that they were happy to be in the club and that they had fun.

To ensure that children felt safe and secure in the club staff had developed and imbedded routines. This included having designated spaces for children's own belongings, temperature checks and handwashing routines. Staff discussed the COVID pandemic with children to find out what they understood and what they needed to know. Children's views were recorded in the wellbeing book and staff had been responsive in meeting needs which helped children to feel included and valued.

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. However to strengthen this process we have asked the service to involve parents more. This would further ensure personal plans and strategies being used provide consistent care to support children's wellbeing.

Snack time was a positive experience for children where the restrictions that COVID-19 presented around food was being managed well. Staff talked with the children which made it a sociable and pleasant experience where children could feel a sense of belonging in the setting. Staff and children were polite and courteous meaning respectful relationships had been developed. However to ensure the snack options were nutritional and in line with best practice we asked the service to review what was offered to children.

The service made good use of the local park to maximise outdoor time in line with COVID-19 guidance and staff engaged well with children. However we found that this limited the variety of experiences available to children, for example a lack of cosy and nurture spaces. We asked the manager to reflect on opportunities for children's choice and freedom to access both indoor and outdoor provision. This would further support in developing children's independence skills and sense of belonging.

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

The environment was visibly clean and children's health and wellbeing was supported as staff carried out enhanced infection prevention and control practices. Overall staff wore appropriate personal protective equipment (PPE) including the wearing of masks where required, when serving snack and carrying out cleaning routines. This showed some understanding of the COVID-19 national guidance. However staff should be more consistent about mask use when in staff areas to ensure everyone is kept safe.

Cleaning routines were in place and staff were confident about how the environment was kept safe and hygienic. However further detail was needed to identify how resources were to be cleaned and how frequently this should happen in line with current COVID-19 guidance. This would ensure a consistent approach to infection control in the service.

Children appeared familiar and confident in the hand hygiene routines and were able to talk about why the new routines were in place and how this kept them safe. Handwashing happened before and after snack and staff supervised children at times to ensure that this was effective and carried out for an appropriate amount of time. This minimised risks to children's health and hygiene.

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

During this inspection there were appropriate levels of staffing to supervise and support children with the additional COVID-19 measures. We saw staff were able to carry out additional tasks such as enhanced cleaning whilst other staff were available to be with children.

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.

A new manager had recently been appointed. It was evident through our discussions with the manager and the provider, they were committed to making improvements to support positive outcomes for children. We acknowledged that quality assurance systems were being progressed through regular staff meetings, observations of staff practice and reviewing of key documentation including risk assessments. The service should continue to embed this into daily practice to ensure children's experiences are as positive as possible.

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

Requirements

Requirement 1

The provider must ensure that children's health, welfare and safety needs are met. By 30 December 2019, 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 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) Increased understanding and use of chronologies.

This is in order to comply 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.'

Regulation 5. (1)(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

This requirement was made on 11 October 2019.

Action taken on previous requirement

Personal plans and chronologies contain sufficient information and strategies to ensure children's needs are met. Personal plans contain reference to working in partnership with the school. We asked the service to ensure parents are involved in the progress of personal plans to ensure a consistent approach to meeting children's wellbeing needs. We have made this a further area for improvement.

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

Recommendation 1.

To ensure that children's medical needs can be met staff need to ensure that they are familiar with and follow the organisations medication procedures. 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.'

This area for improvement was made on 11 October 2019.

Action taken since then

Medication records detailed the stepped approach necessary to ensure children's needs can be met. A summary sheet gave an overview of children who have medical conditions which was easy to access by staff. We suggested that the service should develop this further to include an overview of signs and symptoms and if medication is located in the club. This would ensure staff can respond quickly should a child require medication.

This recommendation has been met.

Previous area for improvement 2

Recommendation 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 11 October 2019.

Action taken since then

The service had carried out consultation with parents and children and we could identify where the club had evaluated this and taken action to promote continuous improvement. The service should continue to embed quality assurance systems to support their improvement journey.

This recommendation has been met.

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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