

Evergreen Out of School Club Day Care of Children

Liff Primary School
Liff
Dundee
DD2 5NJ

Telephone: 07477 826 147

Type of inspection:
Unannounced

Completed on:
24 June 2021

Service provided by:
Evergreen Out of School Club Ltd

Service provider number:
SP2016012801

Service no:
CS2016350979

About the service

We carried out an unannounced inspection of Evergreen Out of School Club throughout the week of 21 June 2021. This included a short, focused site visit to the service on 21 June 2021. In addition, we used telephone and emails to engage with the manager, staff and parents as part of the scrutiny process. We also assessed relevant documentation we requested from the manager. Feedback was given to the manager on 24 June 2021.

This was a focused 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. The inspection was carried out by an inspector from the Care Inspectorate. Staff and children were very welcoming to our inspector and comfortable in discussion with us during this inspection visit.

Evergreen Out of School Club is registered to provide a care service to a maximum of 30 children of an age to attend Primary School and up to 16 years. The club is provided by Evergreen Out of School Club Ltd and registered with the Care Inspectorate in October 2016.

The aims of the service include to create a welcoming and inclusive environment where each child and their family feel valued and respected. Through offering a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotion and social development. To enable them to become confident, independent, and co-operative individuals.

What people told us

We spoke with the children attending the service as they played outside. They talked about the fun they have at the service.

They told us:

"I enjoy getting to play with my friends and play on the trees".

"I like seeing my friends and coming to club".

"I liked the snack jam and butter".

We left contact details to share with the parents. Three parents had made contact prior to writing this report.

Parents told us:

"I would like to offer feedback on how amazing the club has been at getting back up and running after such difficult times. My child has been so excited to get back and the staff welcomed him back so warmly. They have made changes in-line with restrictions/ procedures etc, but the children have not noticed any negative changes. The activities are outdoors (the benefits of this time of year) and it has been so lovely to see so many kids running happily over to the staff for the after school club at the end of the school day. It is an asset to the school, but my only wish is that they ran a breakfast club too".

"We were really lost without this club during lockdown as we are key workers, so we were delighted when it reopened. The staff made the kids feel immediately at ease and the consistency of the staff in our whole

time of using them has helped with this too. Being able to access the outdoors has been a reassuring factor with covid - when possible, the kids are playing outside and it's lovely to see. There is a nice mix to games and quiet activities on offer. We cannot fault them. The pandemic has thrown challenges at everyone from all directions, and we feel lucky to have this provision at our school with such lovely welcoming staff".

"My children attend the OOSC regularly. I am very satisfied with the way the ladies have ran the club. All of the Covid procedures have been put in place, such as wearing masks in the car by everyone, using outdoor space as much as possible to reduce the risk of transmission, windows are always open if children are inside, and my children tell me that they wash their hands regularly while at 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?	3 - Adequate
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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?

3 - Adequate

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19:

- Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.
- Effective communication with families enables responsive care to support children through changing circumstances.

From the evidence gathered during the inspection, we evaluated the service as adequate under this indicator.

Staff were observed to be warm, welcoming and caring in their interactions with children. Children's emotional wellbeing were considered, and staff were engaging with children in meaningful conversations. Positive and upbeat tones were used with staff taking an interest in children's play, and children were happy and comfortable with the flow of the afternoon. Children and staff had a good relationship and staff knew the children, which supported them feel safe and secure, and enabled a relaxed, social environment.

Staff were aware of the impact of Covid-19 on children and their families. Discussions and activities had taken place to support the changed routines. These supported children settle back into the service after their time away. Children and parents were observed following the services routines and demonstrated an understanding for the implementation of Scottish Government guidance.

To further support children's individual needs and wishes, we discussed with the manager the need for the service to expand individual personal plans. We highlighted how capturing information such as likes, wishes and areas of support would improve outcomes for each individual child. This area of improvement will be continued from the previous inspection.

(See area for improvement 1).

Staff had recently accessed child protection training, however, at the time of the inspection the service could not locate their child protection policy. We were satisfied with the knowledge and actions which management and staff would take, to ensure children were kept free from abuse, harm, or neglect. The manager agreed to resolve the policy matter and align a new policy to the national guidance.

We observed children playing outdoor. At times we saw missed opportunities to better support and stimulate children play due to the limited resources. After a discussion with the manager we were confident that the service would consider these observations and look to further develop children's experiences whilst at club.

We identified some issues around the storage of aerosols, cleaning equipment and infection control during our inspection. When we pointed these out to the manager they were addressed immediately. However, we advised that the manager must make sure systems and checks are in place, so staff are aware of their responsibility to keep children safe from harm.

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.

From the evidence gathered during the inspection, we evaluated the service as adequate under this indicator.

Information had been shared with parents on the reopening of the service, Scottish Government guidance and the changes to routines within the service had been shared prior to the reopening. All staff had undertaken Covid-19, infection control and hand hygiene training and we observed them display training and guidance within their practice.

To maintain a safe environment for children and families, the service had a Covid-19 risk assessment document. We encouraged the service to consider ways in reducing the potential spread of infection, especially when providing care to children who do not attend the same school. We advised the service to review their risk assessment to ensure all mitigations were being followed, in particular for tasks such as pick-ups and when children from different schools are in the same space.

We found toilets and handwashing facilities to be well stocked on soap and handtowels to support infection control. We observed staff highlighting the importance of handwashing to children. Handwashing displays and activities were arranged to support the understanding and awareness of handwashing.

Children played outdoors as much as possible to minimise the risk of spread or transmission of the virus in line with Scottish Government guidance. Resources available at the time of inspection were limited and did not support stimulation, opportunity, imagination, or varied play activities. We recognised that a staff member had undertaken a recent course in the guidance of playwork to support understanding and practice around playwork. The training and impact had, however, yet to be implemented and imbedded within all staff practice. This area of improvement will be continued from the previous inspection.

(See area for improvement 2).

We observed all areas to be visually clean, however, reminded the service the need for better general organisation to further support the management of cleaning and potential opportunities for cross contamination. We asked the service to consider how they can put in place adequate checks and audits of the environment, to ensure all areas and resources are cleaned and items are stored appropriately.

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.
- Staff are well supported and confident.

From the evidence gathered during the inspection, we evaluated the service as adequate under this indicator.

We found staff had a warm, caring approach with the children, who were relaxed and confident around them. Staff had participated in a variety of training opportunities to enhance their knowledge, skills and practice over the last few months.

Staff and management had a willingness to improve and were fully on board with the inspection. Information was provided in a timely manner and staff worked well as a team. Staff outlined how happy they were in their workplace, and this contributed to a positive atmosphere for children. Staff we spoke to said they took responsibility for accessing guidance and updates about Covid-19, not just relying on information shared by the manager.

Staff wore face coverings when needed and were observed adhering to physical distancing guidance. Staff

had undertaken training on their return to work to support their understanding and practice in keeping everyone safe and well. Training included food safety (cross contamination), handwashing, Covid-19 reopening guidance, infection control and child protection. Management and staff should continue to identify professional development opportunities to develop staff knowledge, skills, and practice, which will support overall outcomes for children.

We recognised that the service had been closed for large periods of time and understood how the improvement plan was still at an early stage. We emphasised the importance of management continuing with the services improvement plan. We have continued the requirement from the previous inspection. **(See requirement 1).**

Quality assurance systems were still at a very early stage also and we discussed the continued evaluation and monitoring processes of the service which should be carried out to support the development of identified priorities. We have continued the requirement from the previous inspection. **(See requirement 2).**

Requirements

1. In order to improve outcomes for children, the provider must develop a service improvement plan to address the areas identified at this inspection.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

and in order 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).

2. In order to ensure children's health, safety and wellbeing, the provider must develop and implement a robust quality assurance calendar to monitor all aspects of the club.

This is to ensure 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)

and in order 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).

Areas for improvement

1. To ensure that children's individual needs and wishes are met, staff should more clearly record children's information, reviewing this regularly with both children and parents.

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).

2. In order to support children effectively and positively impact outcomes, staff should familiarise themselves with the playwork principles as part of their continuous professional development.

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 because people have the necessary information and resources.' (HSCS 4.27).

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

Requirements

Requirement 1

In order to ensure children are supported by suitable staff, the provider must ensure that all of the staff and volunteers working in the service are recruited in line with safer recruitment practices, including obtaining satisfactory PVG and references, and maintaining relevant registrations with the Scottish Social Services Council (SSSC) where appropriate. This must be completed by 20 August 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24)

and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9(1)&(2)(b) & 15(a) - Fitness of Employees and Staffing.

This requirement was made on 21 June 2019.

Action taken on previous requirement

The service has created a new safer recruitment policy, which contains staffs checks and confirms those working within the service have been recruited in line with safer recruitment procedures.

Met - within timescales

Requirement 2

In order to improve outcomes for children, the provider must develop a service improvement plan to address the areas identified at this inspection.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

and in order 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 21 June 2019.

Action taken on previous requirement

The service had submitted an action plan on the back of the last inspection. We could identify improvements and see where action has been taken. However, the service needs to further develop a robust

system to embed quality assurance and improve outcomes as outlined with the manager. A further requirement has been made which has been reflected within this report.

Not met

Requirement 3

In order to ensure children's health, safety and wellbeing, the provider must develop and implement a robust quality assurance calendar to monitor all aspects of the club.

This is to ensure 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)

and in order 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 21 June 2019.

Action taken on previous requirement

Due to the service being closed for periods of time, the quality assurance calendar implemented was outdated and not fully implemented. We recognised the service had started to take steps to recommence their quality assurance procedures. A further requirement has been made which has been reflected within this report.

Not met

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's individual needs and wishes are met, staff should more clearly record children's information, reviewing this regularly with both children and parents.

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).

This area for improvement was made on 21 June 2019.

Action taken since then

The service had basic information for children. We outlined where further details are required to ensure the service can meet the individual needs of children. A further area of improvement has been made which has been reflected within this report.

Previous area for improvement 2

In order to deliver safe and effective care, the manager must develop a training plan to monitor staff training and ensure staff are trained, competent and skilled in their roles.

This is to ensure 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).

This area for improvement was made on 21 June 2019.

Action taken since then

Staff had started to reflect on training and record these. We would encourage the service to continue and build upon this process. This area has been met.

Previous area for improvement 3

In order to support children effectively and positively impact outcomes, staff should familiarise themselves with the playwork principles as part of their continuous professional development.

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 because people have the necessary information and resources.' (HSCS 4.27).

This area for improvement was made on 21 June 2019.

Action taken since then

A staff member had attended a training course in play work guidance. However, the impact of this training had yet to be implemented and imbedded into practice throughout the team. A further area of improvement has been made which has been reflected within this report.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
5.1 Children's health and well being are supported and safeguarded during COVID-19	3 - Adequate
5.2 Infection prevention and control practices support a safe environment for children and staff	3 - Adequate
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	3 - Adequate

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