

Childcare Connections – St John Vianney Day Care of Children

Ivanhoe Crescent
Edinburgh
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Type of inspection:
Unannounced

Completed on:
1 June 2021

Service provided by:
Childcare Connections Limited

Service provider number:
SP2003002864

Service no:
CS2003011927

About the service

Childcare Connections - St John Vianney is part of the Childcare Connections Limited group who offer a range of childcare facilities in Edinburgh.

Childcare Connections - St John Vianney is an after school and holiday club run from St John Vianney RC Primary school in Edinburgh. The club currently has use of the club room, gym hall, two playgrounds and sensory room.

Childcare Connection - St John Vianney is registered to provide a care service to a maximum of 32 children at any one time aged from primary school entry to 14 years.

The values and aims are:

"To provide affordable, inclusive and quality childcare to local families, and thus remove one of the main barriers which prevents people taking up training and job opportunities."

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 carried out an onsite inspection on Thursday 27 May 2021. Feedback was given to the manager via an online meeting on Tuesday 1 June 2021.

What people told us

We asked the service to contact parents and pass on the inspectors details to allow parents to provide feedback about the service, however we received no responses. Children were happy and confident in the club and were able to share the experiences which they enjoyed while at 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?	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 very well. Interactions between staff and children were respectful, warm and fun. These warm relationships helped children feel nurtured by the adults who were caring for them.

The service provided had a sensitive and individual approach to children returning or new to the club. This included staff meeting with parents and children virtually prior to starting and a physically distanced meeting outdoors to support children and families with the transition. While staff understood the challenges faced for children with changed routines not all staff could tell us about outside agencies they would contact if they had concerns about a child. We discussed this with the manager who agreed to revisit this with staff. This would ensure that children continue to get the right support at the right time.

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 logged in chronologies. These were in place to support children and this two-way communication helped to develop a consistent approach to children's care and support.

Some activities had been limited due to Covid-19 but staff were responsive to children who requested resources or activities that were not on offer so that children were not missing out on experiences. Children were encouraged to contribute to planning the daily activities. The club used a floor book to evidence their more structured activities which were carried out along with free choice activities, this included comments from children about their experiences. Staff were continuing to develop ways of encouraging children to take part in the planning and evaluation of their experiences.

Due to Covid-19 pandemic children were not able to have their own belongings in the club. Staff had set up individual trays for each child so that they had their own individual drawing pack and area to keep things they were working on in the club. This supported children in feeling valued and a sense of belonging in the club.

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.

Procedures in place for snack supported good infection prevention and control as well as following good practice guidance for healthy eating. Handwashing before snack happened naturally and was well supported by staff who were nearby, this showed that children were confident in carrying out handwashing routines as necessary. Staff used personal protective equipment effectively and followed guidance on physical distancing consistently throughout the session. This included appropriate use of face masks while speaking

to each other or with parents.

Very good use was made of the outdoor area during the session. Children were able to move freely between outdoors and indoors. This was to provide the safest possible care for children during the Covid-19 pandemic by maximising time outdoors in line with current Covid-19 guidance.

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. The service maintained lower than registered numbers to minimise contacts for children and staff. We saw staff were able to carry out additional tasks such as enhanced cleaning whilst other staff were available to be with children. This meant that staff were always available to ensure quality engagement throughout the session.

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-19 risk assessments which had been carried out. These assessments supported good practice to keep staff and children safe in the club.

Throughout the period when the club was closed staff had been proactive about their personal development and had accessed online courses. The service carried out regular staff meetings so they could share important information about club routines and children's care needs. 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.

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

Requirements

Requirement 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, by 17th April 2020. This should include but not be limited to:

- an audit of medication, in line with the organisations policy and procedures
- monitoring of staff practice to ensure regular practice supervision and feedback so staff fully understand and their roles and responsibilities
- 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 to comply with the Health and Social Standards 4.19 I have confidence in the organisation providing my care and support

This requirement was made on 16 December 2019.

Action taken on previous requirement

A systematic medication audit had been implemented in line with the organisations policy. Reviews had been completed with parents within appropriate timescales which ensured medication records were updated with a stepped approach detailed to reflect children's current needs.

The new manager for the after school club, who is also the operations manager for Childcare Connections services, had carried out individual staff reviews and regular staff meetings to provide opportunity for professional discussions and feedback to ensure clarity of roles and remits. Staff had delegated responsibilities which the manager supported with. We observed that the impact of this was that children were being cared for by a staff team who worked and communicated well with each other.

We reviewed the self-evaluation processes in place which included minutes of regular staff meetings, children's floorbooks, medication audit and children's personal plans. Meetings evidenced detailed discussions about quality assurance linked to children's needs and changing routines in line with Covid-19 guidance. These were reflected in children's personal plans. New procedures had been developed to record chronologies so that children's needs could be tracked and next steps planned for. Minutes of meetings also evidenced professional reflection on other best practice documents such as healthy eating guidance, we could see that this had a positive impact on the quality of provision. Manager and senior meetings were also

being held regularly along with the organisations other club managers which allowed for moderating practice and procedures to further support the service's improvement journey.

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's needs are being met the manager and staff team should develop an effective system for reflective practice based on best practice and SSSC Codes of Practice. Staff should be proactive in sourcing and attending training which would improve outcomes for children.

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 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 16 December 2019.

Action taken since then

Staff had accessed appropriate training to support children's wellbeing and needs during the Covid-19 pandemic. Staff had also accessed a range of other online courses such as infection prevention and control and strategies to support children's additional support needs. Team meeting minutes demonstrated that staff were engaging in professional dialogue about driving improvements in the service. This included reflecting on healthy eating guidance and various guidance provided by the local authority. The positive impact of this training was evident during our visit.

This area for improvement 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	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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