

Drumlithie After School Help (D.A.S.H) Day Care of Children

Glenbervie Primary School
School Road
Drumlithie
Stonehaven
AB39 3YS

Telephone: 07718 295 689

Type of inspection:
Unannounced

Completed on:
24 February 2020

Service provided by:
Drumlithie After School Help Ltd

Service provider number:
SP2009010511

Service no:
CS2009230714

About the service

Drumlithie Out of School Club has been registered since February 2010. It is operated by a voluntary group made up of parents. The service is currently registered to provide care to a maximum of 24 primary school age children between the hours of 2:30pm and 6:00pm during term-time. During in-service days and holidays the service is registered to operate between the hours of 8:00am and 6:00pm. The service operates from Glenbervie Primary school in the village of Drumlithie. It is close to local amenities including a shop and park.

The aims of the service include 'to provide out of school and holiday care for children of a primary school age in a safe, happy and comfortable environment placing clear emphasis on the social and educational welfare of each child as an individual.'

The Care Inspectorate check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

We observed the children and saw that they were happy and having lots of fun. We talked to the children who told us they really enjoyed coming to the club. We asked them about their experiences, and they told us:

"It's lots of fun and there's lots of games to play."

"There's lots to do. We can play with the loom bands, iPad and the dinosaurs."

We received five completed questionnaires prior to the inspection. We also spoke to four parents as they dropped off and collected their children. All agreed that they were happy with the overall service provided. One parent commented on children being given sweets and biscuits as treats, another wished for more communication regarding what the children had been doing and two commented on how the children would benefit from more challenge. We looked at these aspects of care as part of the inspection and have included our findings in the report.

Comments from parents included:

"It's a very inclusive group where children are encouraged to look after and help one another."

"I would like more information in the newsletters and more frequent communication."

"There's a lot of creative activities which my child very much enjoys."

"My kids love D.A.S.H although I think there could be more challenge provided for children."

"The staff are lovely and take the time to learn about each child and what they like/dislike. They even help them practice for tests and sports competitions."

"The staff give my child sweets and biscuits sometimes which I don't like."

"My children were made to feel very welcome from their first day at D.A.S.H."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance processes. These demonstrated how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children throughout the club were happy, settled and having fun. They were respected and nurtured as staff interacted with them in an affectionate and caring manner. Staff knew children's personalities and likes and dislikes well and praise was used to support children's confidence and self-esteem.

Parents completed personal information to contribute to children's personal plans prior to their children starting at the club. Personal plans contained limited information to effectively enable staff to meet their wellbeing needs. Where children had additional support needs there was not always enough detail recorded in personal plans. As a result, some staff lacked knowledge and confidence of how to support children's needs. Staff required clear information about symptoms that indicate action may be needed and direction about how to provide the care children may need. All personal information should be reviewed every six months or sooner if required to ensure information was still relevant and up-to-date. **(See requirement 1.)**

Children who required medication within the service had the appropriate permission in place. Medication administration forms were signed by parents to acknowledge medication given. Parents did not confirm that children were given the first dose of any new medicine in line with best practice. For one child who required emergency medication no clear care plan or procedure was in place. As a result, some staff did not feel confident to take appropriate action when required to do so. **(See requirement 1.)**

Staff had attended child protection training and discussed the signs and symptoms of any abuse including recognising the importance in any changes in behaviour. Staff mentioned the importance of keeping records, however, not all significant information had been recorded in chronologies. Some staff were less confident on child protection procedures and their responsibilities. Less experienced staff would benefit from some further training in this area. We suggested the use of scenarios should be included within staff's training for an increased understanding of their roles and responsibilities. **(See requirement 1 under Quality of staffing.)**

Routines were sometimes too structured to encourage children to become involved in their play. During the holiday club all children came together for snack and lunch and this interrupted their play and choices. Children ate their snack quickly to get back to their play. We discussed how children should be encouraged

to make their own choice of when to have snack and provision could be more flexible. (See recommendation 1.)

Parents provided packed lunches and snacks. However, a parent disclosed that staff sometimes provided children with biscuits and sweets. Not all children drank enough liquid throughout the day. We discussed best practice guidance with the manager which would support children and staff to make healthy choices. (See recommendation 1.)

Requirements

Number of requirements: 1

1. In order to ensure each child receives appropriate care and support and their needs are met the provider must by 1 May 2020:

- a. Develop and implement personal plans for children. The plans must reflect children's current needs and provide clear guidance to staff on how they will meet each child's needs.
- b. Ensure children's information and personal plans are developed and reviewed in consultation with parents/carers and other professionals where appropriate, to ensure they are effective and are meeting children's needs.

This is to ensure that 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). 'My needs as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23) and in order to comply with Regulation 5 (Personal Plans) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 1

1. In order to support children to make positive healthy eating choices, learn self-help skills and develop independence and responsibility, the manager and staff should review the snack and lunch routines, improve the nutritional value of snack menu options and ensure that children have access to drinks at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The club operates from the gym hall of Glenbervie Primary School. The club was clean, safe and secure. Staff planned activities for the week ahead based on children's interests. The hall was set up with different areas of play including arts and crafts, technology, quiet area and construction. Staff supported children to direct their own play and children played cooperatively together and also chose to spend time on their own.

The majority of the children's time was free choice and children accessed resources including a Wii, iPad, board games and construction. Resources available to children offered them lots of opportunities to be imaginative and creative including lots of craft activities and a drawing table. Several children commented that they enjoyed the regular craft activities.

Children were supported to be active with good use of outdoor areas. Children accessed the playground where they played on the scooters. Also, the children regularly went to the large community park next to the school where they played on the different apparatus and played football with staff. Staff also discussed how children regularly go to the local woods and visit soft play areas and nearby parks in the holidays supporting them to be physical and healthy.

We found there was no cosy space for children to relax after a busy day. A tent was being used as a possible quiet area for children, however, it did not look inviting. We discussed how the addition of cushions and a rug and perhaps some books would support children who would benefit from some quiet time.

We suggested developing more open-ended resources and challenging free play opportunities to promote children's thinking, investigation and problem solving. Some resources did not always provide enough challenge for children. We discussed how staff should further develop the range of activities and experiences for children to be more developmentally stimulating.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were warm, caring and nurturing towards the children. The staff team worked well together and were respectful of each other. As a result, children experienced a relaxed atmosphere because people worked well together. Parents spoke highly of staff and felt staff were approachable, with any important information shared verbally at pick up and drop off times.

Staff had refreshed their core training such as food hygiene and first aid in the last three years as is recommended best practice. Some staff, however, were not always sure of how to deal with choking and

some were not confident discussing CPR. We discussed children's needs and staff were not aware of what to do in an emergency. This potentially puts children's safety at risk. **(See requirement 1.)**

As part of staff's continuous development, staff were not always keeping up-to-date with best practice guidance. Staff need to become more knowledgeable about best practice documents and use this to build the quality of learning experiences and good outcomes for children.

Staff were also in the early stages of using effective interaction, such as questions and comment to support children's learning. This meant some children were not being adequately challenged and supported to extend their curiosity. Best practice guidance can be found on the Care Inspectorate website.

<https://hub.careinspectorate.com/resources/children-and-young-people/out-of-school-care/>

Since the last inspection the staff recruitment policy had been updated and followed best practice guidance. Appropriate recruitment procedures were in place and staff were registered with the Scottish Social Services Council (SSSC) if required. This helped safeguard children.

We suggested some areas of practice such as child protection and first aid responsibilities be added to new members of staffs inductions to ensure all staff feel more confident in supporting children to be safe and healthy.

Requirements

Number of requirements: 1

1. To ensure that staff have the knowledge and skills to keep children safe and healthy the provider must by 1 May 2020:

- a. implement a training plan which meets individual training needs and which ensures that staff have the knowledge and understanding to effectively carry out their role.
- b. ensure that training impacts positively on the staffs practice and improves outcomes for children.

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 and are able to reflect on their practice and follow their organisational codes' (HSCS 3.14) and in order to comply with Regulation 15 (Staffing) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The manager had completed an appropriate qualification since the last inspection and discussed how she felt more confident in her role after completion of the course. Staff all spoke highly of the manager and were confident to approach for advice if required. She was keen to improve the service and had made some improvements since the last inspection. A parent committee was in place and the manager felt the committee were available and approachable. Regular appraisals of the manager and staff gave them some opportunities to reflect and improve on their practice.

Regular team meetings were in place where staff discussed training needs and children's needs and interests at the meetings. However, not all staff attended team meetings. We suggested this info should be shared with all staff working with children to ensure all staff are knowledgeable about children's wellbeing needs.

Information sharing and communication with parents and children was positive. Regular newsletters were shared with parents online where any club news was detailed. Children were regularly asked for suggestions of snack and activities and outings. Parents and children completed questionnaires. Some responses from questionnaires had been acted upon such as buying new scooters for the club and more educational apps on their iPad. Management should continue to develop opportunities for children to evaluate their experiences and learning and evidence how children's views influence the service.

A previous requirement to introduce quality assurance systems to assess the quality of the service had not fully been addressed yet. As a result, there was no improvement plan in place to provide clear direction for the manager and staff. The manager should work with the committee, parents, children and staff to embed a strong culture of self-evaluation in the service. This should inform the development of a robust improvement plan to help support improvements to the service. The manager and staff should use evaluation systems to identify clear improvement areas, targets and methods of review. **(See reinstated requirement 1.)**

Requirements

Number of requirements: 1

1. To ensure that outcomes for children improve the provider must by 1 June 2020:
 - a. implement robust monitoring and evaluation of the service.
 - b. implement a detailed improvement plan developed following consultation with children, parents and staff. The improvement plan should address all issues identified and set clear targets which will improve outcomes for children.

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 Regulation 3 (Principles) and 4 (Welfare of users) of the Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

Previous requirements

Requirement 1

To ensure the health, welfare and safety and improving outcomes for children the provider, manager and staff must ensure effective management of the service which includes, but not exclusively:

- the implementation and adherence to an appropriate safer recruitment policy and procedure which takes into account current legislation and best practice guidance.

An appropriate policy and procedure to be in place by 28 September 2018. Two references to be obtained by 5 October 2018 for all of the recently employed summer staff.

This is to ensure that care and support is consistent with the Health and Social Care Standard 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 Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011/210 - Regulation 4, Welfare of Users; Regulation 9, Fitness of Employees.

This requirement was made on 19 September 2018.

Action taken on previous requirement

The service had implemented an effective safer recruitment policy. The service was following the policy consistently.

Met - within timescales

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

Previous recommendations

Recommendation 1

To promote the use of correct information when supporting children, staff to ensure they accurately record comprehensive initial information and any subsequent review of information held for each child.

This ensures care and support is consistent with 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 recommendation was made on 19 September 2018.

Action taken on previous recommendation

Staff were now recording more information in children's personal plans, however, not enough significant information was recorded to meet children's needs.

This recommendation has not been met and is renewed in a requirement under Quality of care and support.

Recommendation 2

The provider, manager and staff to ensure they develop and implement quality assurance strategies which regularly and comprehensively assess and improve the overall service including outcomes for children and families.

This ensures that care and support is consistent with Health and Social Care Standard which state that 'I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This recommendation was made on 19 September 2018.

Action taken on previous recommendation

Questionnaires had been shared with parents and children, however, no other actions had been made.

This recommendation has not been met and is renewed in a requirement under Quality of management and leadership.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
1 Aug 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
31 Aug 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	2 - Weak
23 Nov 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	2 - Weak
28 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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