

ABC Kidz Out of School Care Day Care of Children

Newton Mearns Parich Church
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Type of inspection:
Unannounced

Completed on:
16 August 2021

Service provided by:
ABC Kidz Out of School Care Ltd

Service provider number:
SP2019013406

Service no:
CS2019377769

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

ABC Kidz Out of School Care is located within Church accommodation in the Newton Mearns area of Glasgow. The accommodation comprises of one large playroom, kitchen, and small outdoor area. The service is registered to provide a day care of children service to a maximum of 24 school age children.

A full statement of the service's aims and objectives is available from the service.

Two directors operate and provide the service; an inspection was carried out following information received by the Care Inspectorate in relation to an ongoing dispute between providers. Concerns were also raised in relation to compliance with COVID-19 guidelines.

We wrote this report following an unannounced inspection between Tuesday 22 June and Tuesday 10 August 2021. Two inspectors from the Care Inspectorate carried out the inspection. We gave feedback to the provider on Monday, 16 August 2021.

As a result of our initial findings, the service ceased operating from the 5 July 2021 until 27 July 2021, until both providers sought independent advice in relation to the continued operation of the service.

We issued an improvement notice on Wednesday, 7 July 2021, which required providers to make improvements concerning the quality of care and support, staffing, management, and leadership.

The details of the improvement notice can be accessed at [https://www.careinspectorate.com/berengCareservices/html/enforcements/uploadedEnforcements/ABC Kidz Out of School Care_2021383165_07072021_IN1_Redacted.pdf](https://www.careinspectorate.com/berengCareservices/html/enforcements/uploadedEnforcements/ABC%20Kidz%20Out%20of%20School%20Care_2021383165_07072021_IN1_Redacted.pdf) and should be read in conjunction with this report.

A second visit was carried out to complete the inspection of the service by two inspectors on Tuesday 10 August 2021 between 10:00 and 13:30, to monitor staff practice and assess children's care, play and learning experiences. In addition, a review of the areas for improvement identified within the improvement notice were assessed. Areas for improvement were required to be in place by Friday 23 July 2021. Points 1 (a) and (b) of the improvement notice have not been met. The Care Inspectorate continues to liaise with both providers to ascertain the future operation status of the service.

Evidence was gathered using the following methods: onsite visits, discussions with children, parents, staff and one provider. Written records and parent's views of the quality-of-service provision were submitted via email and through telephone conversations.

At the time of the inspection the manager of the service was not present. One provider had taken over interim management responsibilities.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

We check services are meeting the principles of Getting It Right for Every Child (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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included.

What people told us

During the inspection we invited parents to provide feedback.

Overall, parents told us they were satisfied with the level of care their children received.

Some parents told us they were concerned in relation to the dispute between providers.

The care Inspectorate continues to work with providers to ensure the health, safety and welfare of children attending the service.

Self assessment

The self-assessment was not requested prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	1 - Unsatisfactory
Quality of environment	1 - Unsatisfactory
Quality of staffing	1 - Unsatisfactory
Quality of management and leadership	1 - Unsatisfactory

Quality of care and support

Findings from the inspection

Our focus in this inspection area was to establish how well the service met children's care and support needs, including the quality of children's care, play, and learning experiences.

We found that the service was operating at an unsatisfactory standard in this area.

Children presented as being content within the service, however children were not experiencing a balanced programme of activities and opportunities which were planned by staff taking account of local and national guidance for example, Play work principles (skillsactive2005), Our creative journey: Expressive arts within early learning and childcare and other children's services and Out to play: practical guidance for creating outdoor play experiences in early learning and childcare.

Although available, at times there was insufficient resources accessible for children to expand their play and learning experiences. We did, however, observe some children participating in basic play activities. We observed one child create an obstacle course using the open-ended materials provided, however, we saw little or no interaction from staff as they observed the child play, with no extension to the activity. Our observations highlighted many missed opportunities for staff to engage with children to extend their play and learning experiences. We observed that staffs limited knowledge and understanding of early learning and childcare practice impacted on the quality of play and learning experiences available to children.

Training in childcare practice will provide staff with the knowledge and skills to enrich children's play and learning experiences, promote curiosity and enquiry, and provide greater interaction and connections for children through open-ended questioning and discovery.
(See requirement 1).

We found that staff had a limited understanding of their responsibilities to keep children safe and protected. Staff had recently undertaken child protection and safeguarding training. Discussions with staff highlighted that they were unclear of who the child protection co-ordinator for the service was, and what protocols to follow in the event of a child protection or safeguarding concern. (See requirement 2).

Staff had recently undertaken first aid training. We observed one child receive first aid, we found that while the staff reassured and comforted the child, infection control practices did not meet current guidance, including enhanced hand hygiene and the use of appropriate personal protective equipment (PPE). (See requirement 2)

We requested that the provider review children's personal plans prior to reopening the service, we found that personal plans were in place for every child, giving general information in relation to children's care and support. We have asked the provider to continue to review children's personal plan information with parents every six months or sooner if required. This is to ensure children's care and support needs are met and reviewed regularly
(See recommendation 1)

Requirements

Number of requirements: 2

1. By 24 September 2021, the provider must demonstrate that all staff employed by the service have the right skills, knowledge, and experience necessary to meet children's play, learning and developmental needs, and to undertake the work that they are employed to perform. This must include but need not be limited to undertaking an audit of the current skills, knowledge, and experience of staff members. Information obtained from the audit must be used to address any gaps in the skills, knowledge and experience of staff members and be used to deploy staff effectively to meet the individual care, play and learning needs of children.

This is in order to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure care and support is consistent with Health and Social Care Standards, which state: '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).

2. By 24 September 2021, the provider must demonstrate that all staff employed by the service have the right skills and knowledge to ensure the health, safety, and welfare of children. This must include but not be limited to undertaking an audit of staffs knowledge and understanding of the implementation of recent first-aid and child protection and safe guarding training.

This is in order to comply with Regulation 4 (1)(a) Welfare of Service Users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20) 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

Recommendations

Number of recommendations: 1

1. The provider should ensure that all staff are familiar with the content of policies and procedures in relation to the health, safety and welfare of children. This must include, but need not be limited to:

Children's personal plans- including risk assessments
Infection prevention and control practices including COVID -19 mitigations

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

Grade: 1 - unsatisfactory

Quality of environment

Findings from the inspection

Our focus in this inspection area was to establish how well the environment met the needs of children attending the service, including how children accessed outdoor play. We found that the service was operating at an unsatisfactory standard in this area.

We found the kitchen, toilet area and large hall to be clean and well organised. Hand hygiene was being followed by staff and children before preparing food, after playing outdoors, and using the toilet.

Children brought packed lunches from home. We observed children's lunch time experience. Staff sat with children at the lunch table and were observed to have some engaging conversation with them. To further prevent the spread of infection, we suggested that plates are provided rather than children eating directly from their lunch box or table surfaces.

Some COVID-19 mitigation procedures were in place for parents who dropped off and picked up their children at the entrance to the service. Drop off and collection times were an opportunity for staff to speak with parents about their child's day. However, we found that face coverings were not consistently worn by staff or parents. We spoke to the provider about our observations and directed them to the Scottish Governments; Coronavirus (COVID-19): guidance for school age childcare services.

We found that the outdoor area was not safe or secure for children. Inspectors were able to freely access the building by the outdoor play area entrance. We observed children were playing outside unsupervised. We requested that the provider ensure that staff supervise children when outside playing. We asked staff to remove broken glass from the play area, as this was a potential risk to children's safety. We found that there were insufficient risk assessments in place to ensure the safety and welfare of children when playing outdoors and for safe building access. (See requirement 1)

Requirements

Number of requirements: 1

1.
By 10 August 2021, the provider must ensure that children have access to a safe and secure outdoor environment. This must include but need not be limited to undertaking daily checks to ensure that entrance and access areas are secure, that children are supervised when outside playing and that robust risk assessments are in place to ensure debris are cleared from outside play areas prior to children accessing them.

This is in order to comply with Regulation 4 (1)(a) Welfare of Service Users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'My environment is secure and safe.' (HSCS 5.17)

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

Quality of staffing

Findings from the inspection

Our focus in this inspection area was to establish how well staff were recruited to meet the needs of children attending the service. We found that the service was operating at an unsatisfactory standard in this area.

On reviewing the services recruitment procedures, we found staff were engaged as 'volunteers' but undertaking roles and responsibilities of childcare practitioners. In addition, we found that not all staff were registered members of the Protection of Vulnerable Group (PVG) Scheme and registered as practitioners with the regulatory body; the Scottish Social Service Council (SSSC).

To ensure the health, safety and welfare of children attending the service, the provider agreed to cease operation of the service until all staff were registered members of the (PVG) scheme and registered with the (SSSC). The appropriate registration information was provided for all staff prior to the service reopening.

On returning to the service to complete the inspection, we discussed with staff their plans to work towards a relevant childcare qualification as part of their (SSSC) registration requirements. We found that staff were unclear in relation to their plans, and some indicated that it was not their intention to pursue a career in childcare.

Staffing numbers were within ratios, however there was limited flexibility in staffing numbers to provide cover for annual leave, sickness, and incidental cover requirements. The provider confirmed the use of agency staff when required. (See recommendation 1)

Our discussions with staff and observations of childcare practice found that staff were at an early stage in their careers. Although interactions with children presented as friendly, staff were yet to develop confidence when interacting or speaking to children individually or as part of a group, appropriate and supportive language and phrases were not always used. For example, we observed some staff shouting instructions to children from across the hall instead of approaching children and speaking to them quietly and clearly. (See requirement 1)

Requirements

Number of requirements: 1

1. By 24 September 2021, the provider must ensure that staff supervision and continuous professional learning (CPL) procedures are in place to support staff when selecting training and qualifications based on the work they undertake with children. In addition, robust monitoring procedures must be in place to evaluate the effectiveness and impact of training on childcare practice.

This is in order to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure care and support is consistent with Health and Social Care Standards, which state: '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).

Recommendations

Number of recommendations: 1

1.

The provider should ensure that there are sufficient numbers of staff to provide cover for annual leave, sickness, and incidental cover requirements. This is to meet the health, safety and welfare needs of children attending.

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

Grade: 1 - unsatisfactory

Quality of management and leadership

Findings from the inspection

Our focus in this inspection area was to establish how well the service was being managed and led to meet the needs of children attending. We found that the service was operating at an unsatisfactory standard in this area.

Due to a significant breakdown in communication between both providers of the service, an improvement notice was issued by the Care Inspectorate on Wednesday, 7 July 2021. This required that immediate improvements be made in the operation of the service. Although point 2 of the improvement notice was met, the ongoing dispute between directors means that points 1 (a) and (b) of the improvement notice have not been met. The timescale for meeting the points within the improvement notice has been extended to 24 September 2021.
(See requirement 1)

The Care Inspectorate does not have assurance that the service is being managed and led effectively to meet children's health, safety, and welfare needs. The Care Inspectorate has requested that both providers seek independent legal advice in relation to the future operation of the service. It was agreed that updates will be sent to all parents in relation to any changes to service operation. The Care Inspectorate continues to monitor the service to ensure the health, safety and welfare needs of children are met.

Although improvement plans were discussed in relation to the continued development of the service, the current dispute prohibits meaningful planning for improvements in the quality of experiences and outcomes for children attending the service. We found little evidence of effective and robust quality assurance processes to inform change and improve service development. (See requirement 2)

Requirements

Number of requirements: 2

1.
The provider must ensure that by 24 September 2021, they can demonstrate that the service is being managed effectively. This is to meet children's health, safety, and wellbeing needs.

In order to achieve this the provider must ensure that:

(a) The management team must understand and use communication systems effectively. This must include but is not restricted to, adequate procedures and processes in place to ensure that a sufficiency of information is gathered and shared between each other, staff, relevant agencies, and parents.

(b) The manager demonstrates she has the knowledge and skills to run the service to ensure children's health, safety, and well-being needs.

This is in order to comply with Regulation 4 (1)(a) Welfare of Service Users and 15 (a) and (b) Staffing of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure that care, support, and wellbeing is consistent with the Health and Social Care Standards which state: 'I am supported and cared for by a team or more than one organisation, that is well co-ordinated so that I experience consistency and continuity.' (HSCS 4.17) and that 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

2. By 24 September 2021, the provider must ensure that robust quality assurance systems are implemented to support and identify areas for improvement and strengths within the service. Systems must support staff in monitoring and evaluating their own work and the overall work of the service.

This is in order to comply with Regulation 4 (1)(a) Welfare of Service Users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure that the quality of management and leadership 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)

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

Please see Care Inspectorate website (www.careinspectorate.com) for details of enforcement action taken against the service.

Inspection and grading history

This service does not have any prior inspection history or grades.

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