

Abbeyview Kids Club Day Care of Children

Abbeyview Community Centre
Abbeyview
Dunfermline
KY11 4HA

Telephone: 01383 623 158

Type of inspection:
Unannounced

Completed on:
1 September 2021

Service provided by:
Abbeyview Kids Club Limited

Service provider number:
SP2003001564

Service no:
CS2003006917

About the service

Abbeyview Kids Club registered with the Care Inspectorate on 1 April 2002.

The club is registered to provide a care service to a maximum of 48 children of an age to attend primary school, of whom no more than 5 children aged 12 – 15 years may attend during any one session. From 23 May 2017 to 22 May 2020, the care service may be provided to 1 young person with additional support needs until they reach the age of 18 years. This young person is inclusive of the maximum numbers stated in condition 1. Children have exclusive access to the main hall, small hall, stage and room 2. As part of this inspection, we asked the service to renew this registration to ensure the time limit was extended for the young person attending. This was applied for before we concluded the inspection.

The club's aims and objectives include:

"We aim to offer before and after school care and holiday care to children of school age up to 12 years and 5 children between to ages of 12-15 years and one child with additional support needs until their 18th birthday. We aim to offer play and education opportunities that are both fun and challenging. We will promote the dignity, privacy choice, safety, potential and diversity of all users and staff of the club.

The club will promote policies and procedures that promote its aims in practice and will make these known to all staff, parents, children and young people.

The club will meet all relevant legislation applying to it by:-

- The club will provide a balanced range of activities, taking account of the ages, development needs interests and hours and patterns of attendance of each child and young person
- The club will contribute to its local community and will develop links with services and organisations that will assist into in meeting its aims
- The club will operate a self-evaluation scheme a means of ensuring continuous improvement and will involve all staff and users in this process
- The club will encourage parents, children and young people to contribute to the life and work of the club and will promote positive behaviour at all times
- The club will take account of local, national, international and SOSCN guidance in its activities."

We carried out an unannounced inspection of Abbeyview Kids Club from Monday 30 August 2021 to Wednesday 1 September 2021. We completed an on-site visit on Monday 30 August 2021 and continued the inspection using virtual methodology. As part of this process, we undertook the following:

- observations of children's play
- discussions with children
- video call contact with the committee as the provider, the manager and staff
- email contact with parents
- review of written evidence such as personal plans, policies, procedures and risk assessments
- review of communication evidence for families including emails.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality of Care and Support.

We 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 of children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the 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

Thirty-two children were present when we carried out our onsite visit during the inspection. Children were happy, confident and keen to tell us more about their play and what they enjoyed about the club. They liked spending time with staff and told us they enjoyed being able to see friends from other classes in the school they attended. They told us:

"I like spending time outside and going to the park."

"We got new stuff after Covid-19 including skateboards and fidget toys as well."

"We can choose to play with what we want."

"We can ask to have stuff out and we'll get it to play with the next day."

"Staff are really nice and really helpful."

"I can do acrobatics while I'm here. I do gymnastics at home so it's good to practice."

"Staff look after us and they're good fun."

Children also told us that they didn't always get the chance to go outside, if it was raining. They also told us they had to wait for staff to complete certain tasks before being allowed to go outside. They also wanted to have more say over the snack menu and what they had over the week. They asked us whether they would be allowed to go on trips again now that restrictions have eased during the pandemic. They told us:

"We don't go outside if it's really heavy rain."

"We used to go on trips but don't now because of Covid-19."

"It would be good to see our friends from other schools again but we get it that we can't 'cause of Covid-19."

We asked the club to share an email request for feedback from parents and carers at the beginning of the inspection. We heard from nine families and they were generally happy with the experience they were having in the club. They were mostly confident that children were safe and well cared for and appreciated the information that had been shared about the club when they could not visit. They told us:

"Staff have been really accommodating and happy to answer any enquiries I have had."

"My (child) just started using the after school club a couple of weeks ago and already I'm very impressed with how quickly (my child) settled in. (Child) has additional needs but Tracey has been amazing with (my child)."

"We receive frequent communication on what's going on at club and what's planned for future."

"My children love attending the club, not only after school but during holiday provision, and have been known to ask to go on extra days as they enjoy it. The staff are very friendly and approachable, and I have always felt they know my children well. I am confident they are safe and happy in their care."

"I have every confidence that (my children) will be well cared for at the club. They enjoy going there and have learnt new skills such as penny boarding and arts and crafts activities."

"My kids enjoy the vast range of activities that the club offer. They always come home excited to tell me what they have been up to."

"I am very happy with the experience. My child is well cared for, trusts the staff and sometimes it is hard to get them to leave as they want to continue having fun there!"

Some parents felt that they could be more included in developing their child's personal plan and understanding how their child is getting on in the club. They were also keen to have more information about the staff team working with children. There were also comments made about the quality of the snack provided and how this could be improved to be more nutritious and healthy. Their comments included:

"I am looking forward to a time when the children are able to mix again as I feel that's such a bonus with school clubs. Our children get to meet others from local schools."

"We have not had the opportunity to speak or meet with staff in recent months about our children's individual needs but we were given our eldest child's personal development plan to quickly view and sign prior to the summer."

"It would be useful to have more information about activities our children engage in and how they are managing socially within the club and anything we can do resolve any issues or problems."

I'd love to see more of what the children get up to each day, and I think they could possibly use social media to share activities or accomplishments on there."

"I also tend not to know what snack is that day and rely on my child's memory, it'd be great to have a more varied snack and more information on it."

Self assessment

We carried out an assessment of the service's own self evaluation during the pandemic in October 2020. There was sufficient evidence available at that time that the service was operating safely during Covid-19. We looked at the service's self-evaluation and quality assurance processes as part of this inspection and have commented on this under Theme 4 Quality of Management and Leadership.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found that children and families were experiencing a good quality of care and support.

Children confidently explored the play experiences on offer and they could choose where and what they played with. They led some of their own games, working together in a respectful way. There had been some improvement in how children chose their play since the last inspection. Children now need a better balance between freely chosen and organised play experiences so they can realise their potential.

Children felt safe and secure and knew they could ask for help when they needed it. If children were upset, staff sensitively supported them to talk about their feelings and discuss their concerns. This helped children feel understood and valued. To make this approach consistent across the staff team, there should be clear plans in place to support children who find emotional regulation more difficult, if required.

Children's needs were being met, including where they had allergies or additional support needs. Families were confident their children were well looked after. Staff understood how to meet children's needs through the personal plans in place. However, families did not yet influence these plans consistently and the service should consider to help parents feel more included in meeting their child's needs. Children should also be more included in developing their own personal plan in a fun and creative way. This will help them feel respected and valued.

Children enjoyed snack and had some influence over what they ate. The options available did not support children to be healthy and food experiences should be more child led and more closely linked to best practice guidance. Re-introducing fun food experiences would also create opportunities for children to understand the positive impact good nutrition has on their health and wellbeing.

Children were safe and protected due to staff having a good understanding of what to do if they had a concern about any child's care, welfare or wellbeing. Staff knew how to record any significant incidents or concerns they had. As planned, the service should now improve the child protection policy to reflect staff understanding and extend their knowledge.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, we saw staff cleaning the environment frequently and the team had stayed vigilant around easing restrictions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We found that the quality of the environment was good.

Children had some ownership over what they played with and they had been able to influence what was bought with the club budgets. Children had access to a lot of play resources and this was organised in a resource catalogue so they knew what was available in storage areas. Children would benefit from having a wider range of resources which would help them play in different ways, developing different skills. We recommended that the service decide what would always be out for children to play with, for example, a creative and fun arts and crafts area as well as a motivating construction and small world play space. Children would also benefit from having space to rest and relax, if this is what they want. Adding natural materials and interesting objects would encourage children to be more creative, while offering them the chance to understand more about the natural world.

Children enjoyed being outside and played team games together as well as playing on the climbing frames available. They had access to a range of active play experiences in the local community. They had also written to the local councillor for lighting so that they could use these spaces safely in the winter months. Children did not get outside every day and it also took some time for them to get outside after they arrived in the club. Everyone should now work together to find solutions so that children have daily access to outdoor play, regardless of the weather. This would help children have better access to active play and positively support their health and wellbeing.

The environment was safe, clean and well maintained. Risk assessments were detailed and well thought through to recognise most of the main hazards associated with outings and Covid-19, for example. The service was planning to work with children and staff to develop these risk assessments to recognise the benefits of risky play. This would help children have a better understanding about how to keep themselves and others safe, developing key skills for life.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found that staffing was of a good quality.

Children had trusting and caring relationships with staff who had developed their understanding about supporting children's emotional wellbeing. These relationships helped to create a happy, positive and inclusive environment. Children were comfortable in the company of staff and asked to play games with them. Children sometimes helped staff with key tasks, encouraging them to be responsible and respectful.

Children benefitted from some of the new skills staff learned from their training and development. Recent child protection training and courses on supporting children's emotional wellbeing helped to keep children safe and feel valued. Now that staff have an understanding of some of the basics in offering good care and support for children, they should consider how they can focus their learning on improving the quality of children's experiences, including fun and exciting child led play. Focussing on what they want children to achieve will help them to decide on a wider range of learning opportunities and allow them to plan how they will use their learning to implement changes to their practice or to the service.

Staff shared responsibilities during the day to meet children's needs, most of the time. They worked together to support basic routines, including supervising play spaces and managing snack. Some of the tasks carried out by staff could be led by children, which would better meet their needs and support them to feel responsible. Staff should consider how to use their time more effectively to offer both freely chosen and organised play experiences that challenge children to be creative and explore their own ideas.

Recruitment checks made sure that children were being cared for by staff who were appropriate for their roles. The management team made sure that they introduced staff in a structured way which included identifying their strengths and any areas they needed more support with. We recommended that the service look at the Scottish Government's ELC National Induction Resource which would help them to meet the national expectations for starting staff in a new role in early learning and childcare.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership was adequate.

Families appreciated the updates they had been given during the pandemic. They had been asked their views and opinions through questionnaires and felt that any concerns they had were dealt with appropriately. However, there were opportunities for families to be more included in developing the service, for example, in planning how children could have access to outdoor play each day. This would ensure they felt respected and included as well as improving children's experiences.

Children were being offered a better quality of experience as a result of the improvements made since the last inspection, such as giving children more choice over their own play. The improvement plan had offered some support to the team to structure this, however, there were not yet effective systems in place to measure the impact these changes were having on children's outcomes. As a result, some important aspects of practice had not improved sufficiently over time. A more strategic plan for improving quality which is specific, measurable, achievable, realistic and time limited will support the team to improve more quickly. Children should be able to lead on and influence any planned improvements, respecting their rights and supporting them to feel responsible. See recommendation one.

One of the important aspects of practice that had not yet improved sufficiently was the development of children's personal plans. As discussed under Theme 1 Quality of Care and Support, not all families had been included in updating children's personal plans and the approach didn't support children to get fully involved or recognise their achievements. See recommendation two.

Staff felt supported and included in the decisions made in the club. They had begun to lead on improving areas of the service as well as checking that some basic aspects of practice such as medication were in line with current guidance. The manager supported them through annual appraisal meetings that helped them identify their own development needs. We asked the manager to consider how these discussions could link more closely to the planned improvements in the club as well as outcomes for children and families. There should also be a focus on staff developing their skills as professionals, ensuring they develop their practice and offer children consistently high quality care and support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should develop self-evaluation and monitoring processes to ensure progress with improvement plans and continuous improvement.

This is to ensure 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).

2. The provider should further develop children's personal plans to show how they support them in health, safety and welfare, particularly where there are specific identified needs. They should ensure that all plans are reviewed at least once every six months in consultation with parents and where appropriate, children.

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).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The provider must develop and put into place robust systems for the recruitment of staff, which are detailed and followed carefully by the provider and management. This in order to confirm the fitness and suitability of employees prior to employment.

This is in order to comply with the The Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2001/210), Regulation 9 (1) Fitness of employees. Timescale for meeting this requirement within seven days of receipt of this report.

This requirement was made on 5 December 2019.

Action taken on previous requirement

All relevant checks were in place to ensure staff were recruited safely. Systems were in place to ensure this was completed in a clear and consistent way for all staff.

Met - within timescales

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

Previous recommendations

Recommendation 1

The service should consider how to better support children's choice in directing their own play and activities.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state, 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

This recommendation was made on 5 December 2019.

Action taken on previous recommendation

Children were able to choose where they played and what they played with each day. They told us that they could choose the resources available and staff were encouraging them to make these choices. While there was still scope for improvement, sufficient progress had been made to meet the recommendation.

An area for improvement has been identified as part of this inspection to continue developing child led play experiences.

Recommendation 2

The provider should develop self-evaluation and monitoring processes to ensure progress with improvement plans and continuous improvement.

This is to ensure care and support is consistent with the Health and Social Care Standard which states 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 5 December 2019.

Action taken on previous recommendation

We have reported on this under Theme 4 Quality of Management and Leadership. While some progress had been made to be more organised and audit basic aspects of practice, more improvements were needed to ensure this was specific, measurable, achievable, realistic and time limited. We have continued this recommendation as part of this inspection.

Recommendation 3

The provider should further develop children's personal plans to show how they support them in health, safety and welfare, particularly where are specific identified needs. They should ensure that all plans are reviewed at least once every six months in consultation with parents and where appropriate, children.

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" (1.15).

This recommendation was made on 5 December 2019.

Action taken on previous recommendation

Plans to support children with specific additional support needs had been developed and this was helping everyone understand how to meet children's needs. However, updates to personal plans were not happening consistently every 6 months with families. There was also scope to include children more fully in this process by creating a more child friendly approach that motivated children and helped them celebrate their achievements. This recommendation has been continued in this inspection.

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
24 Oct 2019	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
25 Jun 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership Not assessed
8 May 2017	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
9 May 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
17 May 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
12 Jul 2012	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
2 Jun 2010	Unannounced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good Not assessed
7 May 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good

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