

Lainshaw Lions Day Care of Children

The Centre
7 Standalane
Stewarton
Kilmarnock
KA3 5BG

Telephone: 07891 865 521

Type of inspection:
Unannounced

Completed on:
16 December 2021

Service provided by:
Lainshaw Lions

Service provider number:
SP2007009193

Service no:
CS2007156565

About the service

Lainshaw Lions was previously registered with the Care Commission and transferred registration to the Care Inspectorate in April 2011.

The service operates from The Centre, Standalane, located in Stewarton, Kilmarnock. The service is provided by a Co-operative management scheme.

Aims of the service include: "Offer play and educational opportunities that are both fun and challenging. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff"

The service provides an after school and holiday care service to a maximum of 50 children from three years to those attending primary school only, of whom there will be no more than 24 children from three years to those not yet attending primary school.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

We issued an online survey to the service to distribute to parents and carers during the inspection. We received 42 responses. Overall, parents were very happy with the level of care and support their children received at service. They were kept well informed of changes through various means and really liked the social media platform and photographs and felt involved in the service.

Most parents commented positively on how staff engaged with their children. Many parents mentioned the staff's friendly approachable manner. They believed that staff knew their child very well and had built strong relationships with them.

Additional comments are detailed within the body of the report.

Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We found that there were some strengths under this quality theme however, these were compromised by significant weaknesses. Therefore, the quality of care and support has been evaluated as weak.

Overall staff were kind and caring, and we could see most children were happy, settled and having fun, however on occasions some of the youngest children needed comfort and support that was not provided.

Staff need to develop further their understanding of nurture especially for the youngest children. Interactions with children were primarily to change behaviour or manage routines. Some staff were not interacting with children in a meaningful way.

The service made good use of online communication and social media platforms which helped to maintain positive relationships with parents and carers, especially at times when the children were unable to attend the service. This was highlighted as a strength by parents as this enabled them to feel informed and included in their child's care. One parent told us: 'I feel very informed about what the children do during their time at Lainshaw Lions. Mostly I get this information through the daily Facebook posts which I really enjoy to read. I also like the ad hoc photos the staff send of something the children have done that day. Nice to see them involved', while another added 'Excellent. Clear communication at all times. Regular wee updates and pictures via private message (which I have opted into)'.

Staff encouraged children to express their views and preferences which helped children feel included. Prior to implementing suggestions, staff consider any possible barrier and look for ways of overcoming these.

We could see the children's voice throughout, for example we could see children were consulted on planning activities for St. Andrews day, and discussed ways to keep them safe. One parent commented: 'The staff take time to talk to my children individually and take a great interest in talking about things such as school projects'.

During the visit we found that procedures for safe guarding and protecting children were not effective to ensure their safety and welfare. The manager and staff did not have the background information which would support staff in meeting individual children's needs, including custody or kinship arrangements.

We also found not all staff as part of their induction had accessed appropriate child protection training.

Through discussion with staff we concluded that children could also be put at risk by unvetted adults having the use of shared toilets.

We found procedures for collecting children safely from school did not ensure children's welfare, as no missing child procedures were being implemented by staff.

Registers were not effective and did not accurately reflect the numbers of children and adults in attendance.

On numerous occasions the number of children attending exceeded the maximum number allowed, as stated on the services certificate of registration.

As a result of our findings, we issued a letter of serious concern to the provider on 8 December 2021. The serious concern letter highlights a range of immediate improvements linked to requirements one, two, three, and four within this report.

Prior to feedback, supporting documents were provided to us and further discussions took place with the temporary manager to determine if improvements had been made to address all requirements, as outlined within the letter of serious concern.

We were satisfied through discussion with the management team, and viewing updated information, that these requirement had been addressed and met. We will continue to assess this improvement through our future scrutiny activity with the service.

Some information had been gathered on individual children through the registration form and a personal plan, however in some instances necessary information to support staff to meet children's needs and not be sought. Personal plans must be completed for all children and must include detailed information relating to health and any additional support needs including other professionals who are involved with a child. This would ensure staff had all current information to fully meet children's needs. See requirement five.

Snack time was task orientated and there were minimal interactions between children and staff. Children were not offered a choice at snack time and popcorn, which was high in fat content was their only option. Healthy and nutritional snacks should be offered to support children to develop a greater understanding of maintaining healthy lifestyles. See recommendation one.

We identified areas for improvement in respect of infection control procedures in place to support a safe environment for children and staff. Staff should ensure tables used for children during snack or mealtimes are cleaned between each sitting.

Requirements

Number of requirements: 5

1. Due to the severity of the concern you, the provider, must take the following action by Monday 13 December 2021:

You must ensure that staff have the information they require in order to meet every child's needs, this includes background and any custody arrangements that may be in place.

You must ensure that all staff are clear about their role and responsibilities in relation to child protection and safeguarding. We also require by Monday 13 December 2021, an action plan, outlining how you will ensure staff have the up to date knowledge and understanding of local and national child protection policies and procedures, and that procedures are in place to safeguard and protect children.

You are also required to submit a risk assessment for the shared use of the toilets.

This is in order to comply with Regulation 4.1(a), welfare of users- a provider must make proper provision for the health, welfare and safety of service users, of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 and to ensure care and support is consistent with the Health and Social Care Standards, which states: as a child, "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3:20).

2. Due to the severity of the concern you, the provider, must take the following action by Monday 13 December 2021:

You are required to submit a risk assessment in relation to collecting children from school, along with the procedures of what you and your staff would do if a child was missing or has not attended the service. Information relating to a child's absence should only be accepted from a parent/carer of the child. Staff must be fully aware of and implement this procedure as required.

This is in order to comply with Regulation 4.1(a), welfare of users- a provider must make proper provision for the health, welfare and safety of service users, of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011.

3. Due to the severity of the concern you, the provider, must take the following action by Monday 13 December 2021:

You must review your current sign in and out system to ensure all children are accounted for when they are in the care of the service. Staff must ensure children are marked out when they leave the service.

This is in order to comply with Regulation 4.1(a), welfare of users- a provider must make proper provision for the health, welfare and safety of service users, of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011

4.

Due to the severity of the concern you, the provider, must take the following action by Monday 13 December 2021:

You must ensure the service operates within its registered capacity.

This is in order to comply with Regulation 4.1(a), welfare of users - a provider must make proper provision for the health, welfare and safety of service users, of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011

5. To ensure each child's needs are fully met, the provider must ensure that:

- a) each child has a detailed personal plan in place that reflects their background information, their needs and wishes and how they will be effectively supported
- b) all staff have an appropriate understanding of each child's personal plan and uses the detailed information to fully meet their needs

This must be achieved by 28 January 2022.

This is to comply with Regulation 5 (1) (2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 1

1. To support children to build positive relationships with healthy foods and develop their independence and life skills, the provider should involve the children in menu planning, preparing, and serving snack. Children should always be offered a choice of healthy and nutritious snacks.

This ensures care and support is consistent with Health and Social Care Standard 1.33 which states that, "I can choose suitable presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning."

Grade: 2 - weak

Quality of environment

Findings from the inspection

We saw that the premises were visibly clean and well ventilated. The main playroom benefited from some natural light and had direct access to the outside area where in the main children could free flow in and out.

Most children were busy and having fun within the service. This included moving between the indoor and outdoor environment. Children enjoyed being outside and were gaining physical confidence by using the climbing frame and some loose parts materials. When indoors they could participate in painting, drawing, imaginative play and construction. Some natural and open-ended resources were on offer. The service should continue to review children's play experiences to promote deeper learning, creativity and more challenge for children.

Staff washed their hands at the appropriate times and in line with infection prevention and control guidance. Adults within the service maintained the recommended distance from each other. Staff wore personal protective equipment (PPE) when carrying out tasks such as cleaning or dealing with body fluids.

Accidents and incidents were documented, outlining details of the event and actions taken, and the information shared with parents. However we identified some GDPR issues with recording accidents and incidents. We highlighted these with the manager and asked that names, address and details of accident should be recorded.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We found that there were some strengths under this quality theme however, these were compromised by significant weaknesses. Therefore, the quality of staffing has been evaluated as weak.

Staff were kind and caring and had fun with the children when possible. One parent through our consultation survey told us: 'The staff know my children so well and I feel so strongly how well they look after and care for them and know what they like and don't like. My family have gone to Lainshaw Lions for many years now and they know our family so well. We would be so lost without them and really feel the kids have benefited from their time there socially', while another commented 'staff know my children extremely well. I feel that my children are well supported and they in return feel safe and nurtured by all the staff'.

Some of the staff were working towards qualifications and had taken part in a limited amount of other training opportunities. It would be beneficial for a focused training plan to be put in place, which includes increasing staff knowledge of best practice documents.

Staff were friendly, approachable, and participated in the inspection process. They recognised that improvements were necessary to achieve better outcomes for children, and showed a willingness to be involved in the development of the service.

New staff had not benefited from an effective induction programme and existing staff from support and supervision programme. Lack of supervision meant staff did not have the opportunity to reflect on their practice or discuss their professional development needs. We have discussed this with the temporary manager and provided practice materials to support the development of such programmes.

We found that safe recruitment procedures or guidelines when recruiting some new staff members had not been followed. Not all staff had references that were of an acceptable standard or content. When staff are recruited without the correct checks being carried out, this has the potential to put children at risk. We discussed with the manager the importance of following the service recruitment policy in line with 'Safer Recruitment Through Better Recruitment' (See requirement one).

Requirements

Number of requirements: 1

1. By 28 January 2022, the provider must ensure that any future employees are recruited in a safe manner and that all checks are relevant. The provider must ensure that all current staff have appropriate checks carried out and induction checklists completed.

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

This is to comply with The social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, 2011 Scottish Statutory Instrument 2011/210 Regulation 9 Fitness of employees.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

We found that there were major weaknesses in critical aspects of performance which require immediate remedial action to improve experiences and outcomes. Therefore, the quality of management and leadership has been evaluated as weak.

The manager and staff fully engaged in the inspection process and appreciated the guidance and the signposting to various websites and best practice offered by the inspector.

The manager and the staff demonstrated their commitment to the service and were motivated to make improvements to ensure positive outcomes for children.

From our findings during this inspection we have concluded that effective quality assurance systems were not in place. This resulted in gaps to service delivery which impacted negatively on children's experiences and did not meet best practice guidance.

In order to ensure these changes are sustained and effective in promoting better outcomes for children, the manager should move to undertake observations which provide more feedback on the quality of the provision, observations and staff practice. She should continue to develop quality assurance systems and further develop her improvement plan.

See requirement one.

Requirements

Number of requirements: 1

1. The provider must ensure an effective system of quality assurance system is implemented to ensure improved outcomes for children.

To achieve this the provider must:

- a) implement regular and effective support and supervision for all staff.
- b) ensure there is an effective system for monitoring that supports the improvement and development of staff practice and children's experiences.
- c) implement effective plans for maintaining and improving the service.

This must be completed by 28th January 2022.

This is in order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 Principles and Regulation 15 (a) and (b) Staffing.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

Requirement 1

In order to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am confident that people who support and care for me have been appropriately and safely recruited.' By 7 December 2018 Lainshaw Lions must demonstrate to the Care Inspectorate that:

- (a) A provider must not employ a person in the provision of a care service unless that person is fit to be so employed
- (b) All members of staff have been recruited following safer recruitment guidelines

This is in order to comply with Regulation 9 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 10 January 2019.

Action taken on previous requirement

The service did not submit an action plan to Care Inspectorate when requested. During this inspection we sampled staff recruitment files. We found that the service had not carried out followed safer recruitment guidelines. We found some staff Scottish Social Service Council registrations were not completed in line with regulations and some staff required an updated PVG to be completed. We discussed our findings with the management team. During our inspection they were able to address some of the areas we identified.

We will repeat this requirement within the body of this report.

Not met

Requirement 2

In order to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am confident that people who support and care for me have been appropriately and safely recruited.' By 25 May 2020 Lainshaw Lions must demonstrate to the Care Inspectorate that:

- (a) A provider must not employ a person in the provision of a care service unless that person is fit to be so employed
- (b) All members of staff have been recruited following safer recruitment guidelines

This is in order to comply with Regulation 9 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 8 July 2020.

Action taken on previous requirement

As detailed within the body of the report, new staff suitability checks were not sufficiently detailed or relevant to ensure those staffs fitness to be working with young children.

Not met

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

Previous recommendations

Recommendation 1

The manager should update the format for children's written personal plans and implement a plan for review within a six month period, or before if necessary, involving parents or, where appropriate, children. Plans should take account of all agencies involved with the children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 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 10 January 2019.

Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we sampled children's written personal plans. We found some gaps in the information recorded.

Recommendation is repeated.

Recommendation 2

Resources should be reviewed to include more natural and open ended materials to allow children to develop creative play with opportunity for discovery and exploration.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 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 10 January 2019.

Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we spoke with the management team who told of some changes to the resources they had introduced and we observed the resources accessible to the children throughout our inspection. We have asked the service to further develop their resources to ensure that children are provided with opportunities for discovery and exploration.

Recommendation is repeated.

Recommendation 3

The identified child protection co ordinator/co ordinator's should have training that is specific to this role.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' HSCS 3.20

This recommendation was made on 10 January 2019.

Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection the manager told us that she was the child protection co ordinator and that she had applied to attend a two day child protection course.

This recommendation is met.

Recommendation 4

The service should use information from self evaluation to develop an annual improvement plan to support transparent quality assurance processes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: '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 10 January 2019.

Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we found that the service had used Plan, Do ,Study, Act to self evaluate their service and plan for improvement. However we found that their plans did not focus on the areas within their service that needed improvement.

Recommendation is repeated.

Recommendation 5

Staff would benefit from a clear training plan that supports professional development and considers what impact this may have on positive outcomes for children in their care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: I am confident that people are encouraged to be innovative in the way they support and care for me.' HSCS 4.25

This recommendation was made on 10 January 2019.

Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we found that most staff had undertaken some training, however the service did not have a training plan in place.

Recommendation is repeated.

Recommendation 6

Clear roles and responsibilities should be developed for the new manager and senior practitioner. This should be shared with staff children and parents.

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

This recommendation was made on 10 January 2019.

Action taken on previous recommendation

The service did not submit an action to Care Inspectorate when requested. During this inspection we spoke with the manager and the senior practitioner about their roles within the service. The management team were able to tell us about their roles and had developed written guidance.

Recommendation is met.

Recommendation 7

Lainshaw Lions should update the format for children's written personal plans and implement a plan for review within a six month period, or before if necessary, involving parents or, where appropriate, children. Plans should take account of all agencies involved with the children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 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 8 July 2020.

Action taken on previous recommendation

As detailed within the body of the report, personal plans did not contained enough detailed information to meet children's health, welfare and safety needs. Staff did not have information on other agencies involved with some children.

Recommendation 8

Resources should be reviewed to include more natural and open ended materials to allow children to develop creative play with opportunity for discovery and exploration.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 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 8 July 2020.

Action taken on previous recommendation

Some progress had been made to meet this recommendation, however the service should continue to further developed resurces.

Recommendation 9

Lainshaw Lions should develop procedures for monitoring all aspects of the service, including staff practice, recruitment, audits and the safety of the premises.

This is to ensure care and support is consistent with the Health and Social Care Standards which state '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 8 July 2020.

Action taken on previous recommendation

As detailed within the body of the report quality assurance system were not effective. This recommendation has therefore been carried forward.

Recommendation 10

Lainshaw Lions should develop a clear training plan that supports professional development and considers what impact this may have on positive outcomes for children in their care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: 'I am confident that people are encouraged to be innovative in the way they support and care for me.' HSCS 4.25

This recommendation was made on 8 July 2020.

Action taken on previous recommendation

This recommendation had not been met and has been carried forward.

Recommendation 11

Lainshaw Lions should use information from self evaluation to develop an annual improvement plan to support the quality assurance processes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: '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 8 July 2020.

Action taken on previous recommendation

This recommendation had not been met and has been carried forward.

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
5 Mar 2020	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
7 Nov 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
14 Feb 2018	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
29 Aug 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
14 Sep 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
27 Jan 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
13 Feb 2013	Unannounced	Care and support 3 - Adequate Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 3 - Adequate
5 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed 2 - Weak
15 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
26 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
10 Sep 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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