

## Pencaitland After School Club Day Care of Children

Pencaitland After School Club  
Pencaitland Primary School  
The Glebe  
Pencaitland  
EH34 5EZ

Telephone: 01875 341 466

**Type of inspection:**  
Unannounced

**Completed on:**  
13 December 2021

**Service provided by:**  
Edinburgh and Lothians out of School  
Care Network.

**Service provider number:**  
SP2004006939

**Service no:**  
CS2015342406

## About the service

Pencaitland After School Club, referred to as the club in this report, is one of several services provided by Edinburgh and Lothians out of School Care Network (ELOSCN).

The club is registered with the Care Inspectorate to provide a care service to a maximum of 40 children at any one time currently attending Primary School or S1. During the Summer Holiday period care may be provided to children who are in the transition between Nursery and Primary 1 subject to their care needs being fully met. Care can also be provided to children in the transition between Primary and Secondary School during this time. The maximum number of children who can be cared for at any one time must not exceed 40.

The club operate from the primary school in the rural village of Pencaitland in East Lothian. The club have use of a dedicated playroom, kitchen and toilets. They also have additional space in the dining hall and the use of the gym hall.

The organisation have developed a vision for the services they provide. This includes:  
'ELOSCN supports children and families in Edinburgh and the Lothians through the development and delivery of quality play provision.

Our focus is self-directed, risk assessed play. We aim to provide opportunities for children to have fun and develop through play.

We aim to provide the settings, trained staff and when required, the equipment, to allow children their right to play.'

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 Care and Support.

## What people told us

We spoke to some children on the day of our visit to the club. At snack time children told us about the club and what they did there. The relationships between children and the staff team were strong and children were relaxed and comfortable. Children were having fun and there was laughter and chat between children and their friends and children and the staff team.

The club issued an e-mail to parents on our behalf. This enabled us to gather views of parents who use the service. Three parents responded to our request. Parents were positive about the service they received.

## Self assessment

We did not ask the service to submit a self-evaluation for this inspection. We spoke to the manager about self-evaluation processes and comment on this in the theme for 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

Children came happily into the club and were ready to have fun. They were familiar with the procedures for handwashing and hanging up their bags and coats and then ready to get on with the play opportunities provided for them. The familiarity of the routine helped children to feel secure in the club.

Staff had collected a range of information about each child to enable them to meet care and support needs. For some children who needed extra support, there was a good level of ongoing recording which detailed the child's progress. Strategies were shared and agreed with parents as part of collaborative working carried out by staff.

Children benefitted from having relationships with staff who knew them well. Staff talked respectfully and kindly to children and they provided a good level of nurturing care. Some of the conversations between children and staff centred around children's relationships with their friends. Staff were good at encouraging children to be reflective about their own behaviour in these situations. As part of the support for children's behaviour staff had carried out work around having ground rules. These had been developed as a large display designed by children, which gave them ownership of the boundaries they had suggested.

Children told us that they really enjoyed snack and that they had enough to eat at this time. Snack was provided in the dining hall, which was part of the club space. It was a well organised social time for children. They chatted to each other, and staff gave them information about the planned activities which were on offer and any other information that children needed for the session. The snack menu was varied and met healthy eating guidelines, with an occasional treat.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. Staff had a good understanding of the current guidance issued by the Scottish Government and Health Protection Scotland. Staff understood the arrangements for cleaning within the service and worked well with the school staff to ensure that the club room was clean and well maintained. Risk assessments had been undertaken to address areas within the national Covid-19 guidance.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

The club had use of a room in the school. This dedicated room enabled the club to make the space their own using posters and wall displays to give the room a club identity. The room along with the use of the dining area and gym hall provided children with enough space for a range of activities. During our visit children used the main room for activities and the dining area for snack.

Staff understood the importance of physical play for children. They had regular access to the gym hall and the playground for outdoor activities. Outdoor play during winter months was limited due to the lack of light in the playground. The club were planning to provide children with head torches, which was a fun idea to increase outdoor opportunities. When the club operated for longer hours on a Friday, they used local community spaces for walks and outdoor activities. During the times of the holiday club outings further afield were regularly organised.

To ensure that children were cared for safely, the organisation had developed several policies and procedures. These were shared with parents to ensure that they knew the steps the organisation and staff took regarding risk assessments, administration of medication and child protection. Staff had a good working knowledge of the organisations procedures and understood their responsibility to keep children in their care safe.

We discussed the layout and organisation of resources. Although there was ample space for children to play, some improvements could be carried out to provide children with zones for their play. For example, a cosy reading corner or an attractive role play area. There were a range of resources for children to use and they told us that they enjoyed the activities staff arranged for them. Staff now needed to record some of the outcomes of organised activities children did. This would help to evidence the quality of play taking place.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Children were cared for by staff who provided a welcoming and fun environment. Staff were professional in their approach to childcare and understood the significant responsibilities of their role. Children were very relaxed with staff and spoke warmly about them. There was appropriate banter and chat between children

and staff which led to fun and laughter. Staff provided children with positive role models in the way they acted and spoke to each other.

Since our last inspection children had been cared for by staff they knew well. This continuity of care helped to promote relationships and resilience, which had been important for children through the period of Covid-19.

Over the period of Covid-19 the organisation had made it clear to staff that there were training expectations. Links to the Scottish Social Service Council training resources and online training had been provided. It is now important that the staff group widen this training base to include current childhood topics and skills.

Staff held Scottish Social Service Council registration and were aware of the need to continue with their professional development as part of their registration responsibilities. A process for staff appraisal was in place. These had been improved to provide a more collaborative, reflective, and evidence-based procedure. Staff said that the need to be reflective about their practice and the inclusion of targets for training, helped them to focus on their professional development.

Staff worked very well as a small team. During our visit, staff were clear about who was responsible for what. There was clear communication between them both. There was good information sharing on the days when an additional member of staff came to the club. This ensured that they knew the plan for the session and expectations of the manager. Helping to provide positive outcomes for children.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

Since our last inspection improvements had been made to the management structures within the organisation. The structure was now clearly set out as were the roles of those in senior management positions. This was having a positive impact on the management of the club as expectations were now clearer as were the processes for support.

The managing director of the organisation had a good overview of club performance. The manager attended the regular manager meetings. The managers from all the organisations after school clubs attended these meetings. Information was shared from the organisation regarding performance and expectations. Managers shared ideas and experiences and they supported each other in their manager roles. The club manager said that she found these meetings helpful as they were organised and minuted.

She shared information about these meetings with the staff in the club to ensure that they felt part of the wider organisation.

Procedures were in place for auditing and monitoring of the main procedures used in the club. We talked about the need to now develop their own methods for evaluating the experiences for children. We have commented on the need to start this process in previous reports and although some processes have been used, there was not an improvement or action plan to help staff focus on what needs to be done. This is needed to assess the outcomes for children. We have sign posted the manager to the Care Inspectorate bite sized sessions on quality improvement to help them further understand this process. (See recommendation one.)

For the wider organisation a clear improvement plan had been developed by the managing director and the board. All staff had been made aware of this improvement plan to enable them to influence and comment on the improvement of the organisation.

The organisation routinely asked parents for feedback about individual clubs and the wider organisation. This feedback had been used to make improvements where necessary or celebrate success which helped staff feel valued. Including parents in the life of the club had been very difficult through the period of Covid-19. Staff should continue to develop ways to keep parents informed about what was going on in the club.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. In order for children to experience high quality care the senior managers, club manager and staff should develop an evidence based system to assess the quality of the service. From this assessment, which will include views of children and parents, they should identify priorities for improvement and identify how these improvements will be made.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19.)

**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 ensure that children's health, welfare and safety needs are met. By 31 December 2019, the provider must ensure that sufficient information is gathered and recorded about each child to develop a personal plan that clearly sets out how their needs will be met. This must include:

- a) Recording sufficient information about a child to meet care and support needs and any individual strategies for support to be implemented
- b) Ensuring that procedures are in place to enable effective communication and information sharing with staff and other services involved in the care and support of individual children
- c) Increased understanding and use of chronologies.

This is in order to comply with, Health and Social Care Standard 1.15 '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.' and Health and Social Care Standard 1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

Regulation 5. (1)(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

**This requirement was made on 21 October 2019.**

#### Action taken on previous requirement

Improvements had been made to the development of personal plans. The documents used were up to date and gave staff a good overview of each child's needs. Staff had a good system for recording information and an understanding of chronologies.

This requirement was met.

**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 ensure that information was accurately gathered and maintained staff should be familiar with the organisations reporting tools with regards to child protection or child concerns. This is to ensure that

support is based on relevant evidence, guidance and best practice. This is consistent with the Health and Social Care Standards 4.11.

**This recommendation was made on 21 October 2019.**

## Action taken on previous recommendation

Child protection procedures and information for staff had been improved. The manager was aware of appropriate recording procedures.

This recommendation was met.

## Recommendation 2

To ensure that children's health and wellbeing needs are met the manager and staff should develop a clear procedure for sharing information to ensure that children's dietary requirements are met. This is consistent with the Health and Social Care Standards 1.37

**This recommendation was made on 21 October 2019.**

## Action taken on previous recommendation

Appropriate procedures were in place to ensure that children's dietary information was up to date and recorded.

This recommendation was met.

## Recommendation 3

In order to effectively support, monitor and improve staff practice the provider and senior managers should ensure the appraisal procedure includes actions to be taken if a member of staff needs additional support to meet the expectations of the organisation. This should include regular supervision to help staff develop and improve through reflective practice.

This is consistent with the Health and Social Care Standards. Standard 3.14 and Scottish Social Services Council Codes of Practice. Employers 3.5.

**This recommendation was made on 21 October 2019.**

## Action taken on previous recommendation

Staff appraisal systems had been developed. We comment on the appraisal process in the body of this report.

This recommendation was met.

## Recommendation 4

In order for children to experience high quality care the senior managers, club manager and staff should develop an evidence based system to assess the quality of the service. From this assessment, which will include views of children and parents, they should identify priorities for improvement and identify how these improvements will be made.

This is consistent with the Health and Social Care Standards. Standard 4.11 and 4.19.

**This recommendation was made on 21 October 2019.**



**Action taken on previous recommendation**

We comment on self assessment in the body of this report.

This recommendation had not been met

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
6 Sep 2019	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
23 Nov 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 Dec 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
30 Jan 2017	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

Date	Type	Gradings

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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