

# Support, Help and Integration in Perthshire Day Care of Children

Fairview School  
Oakbank Crescent  
Perth  
PH1 1DF

Telephone: 07713 565 120

**Type of inspection:**  
Unannounced

**Completed on:**  
26 November 2021

**Service provided by:**  
Support Help and Integration in  
Perthshire a Scottish Charitable  
Incorporated Organisation

**Service provider number:**  
SP2018013246

**Service no:**  
CS2018371860

## About the service

Support, Help and Integration in Perthshire was registered by the Care Inspectorate on 19 May 2019. The service is registered to provide a day care of children service to a maximum of 60 school aged children up to 18 years of age at any one time.

Support, Help and Integration in Perthshire is a registered charity, which aims to provide support for young people who have additional support needs. They offer a broad range of holiday, after school and weekend activities to support children in developing skills and peer friendships. We inspected the after school club which currently operates from a temporary premises in St Marks church, Letham, Perth.

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 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 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

All children were seen to be happy and content throughout the inspection visit.

We provided the service with an online questionnaire to share with parents of children using the service. We received nine responses. All of those who completed our questionnaire agreed and strongly agreed that they were happy with the quality of care and support their child received while in the service.

Some comments include:

"This service is such a valuable resource to so many families, who struggle with many aspects of daily life, due to the needs of their young person. SHIP takes away the worry of after school care. I know my child is safe and happy when (child) is there, and we would be absolutely lost without the service. The staff and volunteers know all the children extremely well, and the children absolutely love them. My child gets to experience a huge range of activities that they may not otherwise have access to. I cannot praise the staff and volunteers highly enough, and it's clear that the organisation is well run. I knew from my first visit to SHIP after meeting the manager and a few of the staff, that this would be absolutely the right place for my child."

"Just want to say how grateful we are for SHIP. The way my child is looked after really is fantastic & I am always kept up to date via seesaw with what activities (child) is doing - which are many! The staff go above and beyond to accommodate us. Without SHIP (child) would have no social clubs outside of school. Truly life changing."

"I would 100% be lost without SHIP and their services - holiday club and after school club my child loves going and gets to mix with other children and make new friends."

"This is an amazing excellent service that we would be lost without. My child has been attending ship for 7 years and loves it."

"The range of activities they have and the passion the volunteers and staff have for the children."

"It's like family. It's a lifeline to having a break."

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality theme as very good.

Children experienced a relaxed and welcoming atmosphere that supported them to feel safe whilst playing. Children were content and settled during our inspection. Staff knew children very well and were responsive to their physical, emotional and wellbeing needs.

Children experienced kind and sensitive approaches throughout the session. We found interactions were well timed and supported children effectively with daily routines. Where children required support with personal care, interactions throughout were warm, caring, and nurtured children's security and confidence. This contributed to the positive relationships we saw between the children, staff and volunteers.

Effective personal plans were used very well to ensure individual information about children's complex medical needs was shared between home and the service. Thorough and detailed information was sought to ensure that children's needs were met and supported whilst at the service. For example, they had developed overview sheets that allowed for key messages to be shared with staff and volunteers about individual children. The manager and staff team had developed a variety of risk assessments to ensure that children's needs were addressed and met successfully. This contributed to positive outcomes for all children.

Staff demonstrated a very good understanding of child protection policies and procedures. They spoke confidently about what to do if they had any concerns. Chronologies were used effectively to ensure concerns or wellbeing needs were identified and addressed in a timely manner. This contributed to children being kept safe.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff in relation to Covid-19. We saw children being supported to understand the need for good hand hygiene and staff wore masks appropriately. The service was well ventilated.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

We evaluated this quality theme as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

The layout of the service provided good opportunities for children to make choices about where they wanted to play. For example, the gym hall area provided opportunity to be active, run and explore and use larger play equipment. The large hall provided areas for table top activities such as dolls, arts and crafts and sensory play in a tuff tray. We discussed with the management team how these areas could be enhanced to allow children to contribute further to their play experiences with the use of symbols or props, or provide an opportunity for children to give feedback on the activity on offer. We discussed with the management team how introducing loose parts could support children's creativity, inquiry, and imagination. This would also provide further opportunities for children to engage in and lead their own play.

Staff were attuned to the needs of the children and supported them to access the full range of experiences throughout the session. Children were observed to be accessing all areas with ease and confidence. This contributed to children being able to make a choice about where they wanted to play or spend time.

Cosy areas around the main hall provided children with various spaces they could access to relax or have some quiet time away from their peers. We saw children access these areas throughout the session independently or supported by staff. This contributed to children feeling secure and safe in their environment and allowed for choice about where they wanted to spend time.

Children experienced outdoor play in the neighbouring play park. This experience was facilitated well by staff. Regular outdoor experiences contributed to children being active and provided opportunities to engage in their local community.

Adaptations had been made to ensure each child's privacy and dignity had been maintained whilst attending the temporary space. Staff told us that this had been working well for the children and had allowed the personal care to be carried out in a dignified way. This meant that all children could continue to attend the after school club supporting the inclusive ethos of the service.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality theme as very good.

Staff were aspirational and had an enabling attitude which supported children to achieve their potential. The staff team were passionate, motivated, and enthusiastic about their roles and responsibilities and enjoyed caring for and supporting the children.

Before every session, the playleader allocated a staff member or volunteer to a child. This arrangement ensured that continuity of care across the session was effective to support the physical and wellbeing needs of all children. This also contributed to the strong relationships between staff and children which resulted in children who were confident and secure in their time at the service. Staff and volunteers communicated very well across the session; they were proactive in recognising where support was needed for children. They demonstrated how and when to intervene to support children in a sensitive manner to ensure children's needs were met effectively. This resulted in effective supervision and quality engagement with children across the session.

Staff knew children as individuals very well. They were able to recognise cues from children to support and meet their needs effectively. This contributed very well to the positive ethos of the service and resulted in the warm, strong relationships between staff, volunteers and children. One parent told us, "I know my child loves all the staff and considers them his good friends."

An effective induction programme was in place to support new staff and volunteers to the service. The use of a power point provided links to relevant information and the service had created 'how to' documents that enabled clear, concise information to be effectively shared. Staff are supported to develop an understanding of the ethos and culture of the setting. This contributed to skilful and confident staff who were able to meet children's needs very well.

Staff have made very good use of training opportunities that link directly to enhanced outcomes for children attending the service. Training opportunities were linked to children's individual needs and staffs learning needs. For example, Makaton training and training to support behaviour. This contributed to the skilful and well-trained staff that maximised opportunities for the children attending.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

We evaluated this quality theme as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

The management team and committee demonstrated strong leadership and clear vision for the service. The management team engaged well during the inspection process, taking on advice and support, which demonstrated a commitment to improvement.

Staff described feeling well supported by the manager and an ethos of respect was apparent within the service. This meant that the staff were motivated to develop their own practice that of the organisation. Informal support and supervision was undertaken, staff told us that these opportunities allowed for them to reflect on their professional development. We discussed with the manager how these meetings should be more formalised to ensure that any actions identified are addressed and reviewed. This would continue to further support staff in achieving improved outcomes for children.

A centre improvement plan was in place that detailed broad priorities for improvement. These had been reviewed with actions identified and addressed. This supported the service to effectively review and reflect on priorities, resulting in improved outcomes for children.

The manager had undertaken self-evaluation which supported reflection of service provision. We discussed with the management team how self-evaluation could be improved by using the Quality Framework, information can be found here: <https://hub.careinspectorate.com/media/4465/a-quality-framework-for-daycare-of-children-childminding-and-school-aged-childcare.pdf>. This would support effective self-evaluation and promote a continued cycle of reflection, ensuring continued improved outcomes for children.

Monitoring of the setting had been undertaken by the manager, this included group observations. We discussed with the management team how they could further develop their quality assurance processes to be more focussed. For example, monitoring of environment, interactions, and experiences on offer. This would allow observations to be more focussed and support identifying areas for development within the service more effectively.

The management team and staff should continue to embed systems in place to ensure they are robust and allow for a steady pace of change and sustained improvements, ensuring improved outcomes for children.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 4 - good

**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](http://www.careinspectorate.com).

## Enforcement

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

## Inspection and grading history

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

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.