

## Safe Til Six Club Day Care of Children

The Salvation Army  
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**Type of inspection:**  
Unannounced

**Completed on:**  
10 March 2022

**Service provided by:**  
Salvation Army

**Service provider number:**  
SP2004005634

**Service no:**  
CS2003011482

## About the service

Safe Til Six Club operates from the Salvation Army building in the town of Falkirk. It provides out of school care and is registered to provide care for 50 school aged children. The service registered with the Care Inspectorate on 1 April 2011.

The service is situated close to local parks, shops and primary schools. Children have access to two large playrooms, a canteen area, toilets and an enclosed outside area.

This was an unannounced inspection visit of Safe Til Six Club, which took place on Wednesday 2 March 2022 between 14:30 and 18:00. We used virtual technology and emails to gather further information and review documents. We provided feedback using video call on Thursday 10 March 2022.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with children in the service
- spoke with one parent on the telephone and reviewed emails from two families
- spoke with staff and management
- observed practice and staff interactions with children
- reviewed documents.

## What people told us

We spoke with children during the visit and observed their play inside and outdoors. Several children were comfortable approaching and speaking with us to share their experiences in the club. Children shared differing opinions with some enjoying the variety of activities available. Some children did not feel like their interests could be enjoyed at the club and they did not feel their opinions were valued. This meant they presented as unsettled and disengaged.

We sent our details to the manager to send to parents to seek their views. We received the views of two parents over email and we spoke with one parent on the telephone. Parents were satisfied with the quality of care and support provided to children. Parents would like more communication from the club to allow them to feel more informed and included in their child's experiences.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their priorities for development which are in line with findings from this inspection.

## From this inspection we graded this service as:

Quality of care and support	1 - Unsatisfactory
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	1 - Unsatisfactory

## What the service does well

Some staff engaged positively with children through warm interactions. For example, some staff were respectful and attentive to children and interacted with them during play activities. This supported those children to feel respected and valued.

Children had access to an outdoor play space and some equipment such as badminton rackets, footballs and hula hoops. This supported children's wellbeing and physical development.

Well planned procedures were in place to support children when being collected from school. For example, children were confident where they should meet after school and procedures to follow when arriving at the club such as washing their hands. This supported children to feel safe and secure.

Allowing unstructured activities supported most children to develop their creativity and imagination. Children had access to resources and were free to choose what they played with during their time in the service. This supported some children's social and emotional development.

Snack time was a sociable experience with some healthy choices such as fruit or water. Children had time to develop positive peer relationships as the snack experience meant they could spend time chatting with their friends.

The consistent staff team were committed to delivering a service and improving their practice. Through discussion staff told us they were keen to take on learning and development opportunities to ensure more positive outcomes for children.

## What the service could do better

We were concerned to find children were not always treated with respect and staff were not always responsive to their care and support needs. Some observations would suggest that not all children were treated with dignity and respect. We heard the use of raised voices by staff who spoke to children in a negative manner. Children were not valued, and their rights were not being respected which resulted in poor quality of experiences and outcomes for children. See recommendation one.

Whilst children had some access to outdoor play, we were concerned that they did not have much choice in when this took place. Staff led the routines of the day meaning children's play was interrupted as they all had to sit together at snack, even if they did not wish to eat. The service needs to explore how they enable children to choose where they spend their time. The opportunities for children need to be more responsive to ensure children's individual interests and choices were taken into consideration.

Significant improvements were needed to ensure personal plans recorded children's needs, rights and choices. Children were not effectively supported as personal plans did not record these or any support strategies. Parents were not routinely included in updating children's plans, meaning there was a risk information could be out of date. This meant there was potential children's health and wellbeing could be compromised as staff did not have the right information to meet their needs. The provider must meet their responsibility to ensure personal plans enhance children's experiences and outcomes. This would allow children to be better supported to achieve and fulfil their potential. See requirement one.

Children were at risk because of poor medication practice within the setting. For example, medication was stored in children's bags and the service did not have the appropriate paperwork to keep children safe. Significant improvements must be made to the management of medication to ensure that children are safe. See requirement two.

Working relationships between the management team and staff had broken down. Staff told us they did not feel valued or respected in the service. The provider should take action to ensure the team are supported to work together in a positive way. This would ensure children experience care in a service which has a warm atmosphere with people who can build trusting relationships.

Children were not effectively safeguarded as the staff and management team were not fully aware of the child protection procedures for the service. We were concerned that some staff did not understand their roles and responsibilities for safeguarding children. The provider must ensure the manager and staff undertake appropriate child protection training. This will support staff's confidence and understanding and ensure all children were adequately protected and safe. See requirement three.

We were concerned about the management and leadership of the service. Policies could not be located during the inspection. This meant staff did not have access to the information needed to guide their practice and effectively support children. The service must ensure that the Salvation Army policies and procedures are reviewed and developed to ensure they are specific to the service. These should take account of current Scottish legislation and regulations. This would inform and support staff to practice in a consistent and safe way. See requirement four.

Recruitment procedures did not support staff to understand their roles and responsibilities. We advised the service to refer to best practice guidance to review their recruitment procedures and develop job profiles. The qualified practitioners in the service had been appropriately registered with the Scottish Social Services Council (SSSC), however two volunteers who worked in the service had not been. The provider must take appropriate action to ensure that all staff, including volunteers are registered appropriately with the SSSC. This would ensure that the right people with the right skills and values were safely recruited into the service to safeguard children.

The service had failed to notify us about some important events, such as accidents and incidents in the service. They did not follow policy and procedure to take appropriate action in response to the incidents. The service must submit notifications for important information and significant events promptly and within required timescales to enable us to respond and provide support. This would ensure the service are supported to provide responsive care for children. See requirement five.

Quality assurance processes were not in place to monitor practice and support improvement. Inconsistencies in practice were not fully identified and an insufficient program of self-evaluation meant that areas for improvement were not identified. Quality assurance and self-evaluation processes should be developed in genuine partnership with all stakeholders to ensure they are fully involved in the process of assessing and improving the quality of the service. This would ensure children, families and staff are meaningfully involved and can benefit from a service committed to continuous improvement. See requirement six.

## Requirements

### Number of requirements: 6

1. By 30 June 2022, the provider must ensure the specific needs, wishes and choices of children and their families, are reflected in their personal care plans.

To do this the provider must, at a minimum:

- a) review and revise personal plans with children and their families
- b) consider any circumstances which may affect a child's learning and development journey and identify specific strategies to support progress.
- c) ensure staff are fully informed of this information to support appropriate interactions to help children achieve their full potential
- d) review and update at least once in every six month period or sooner if there are any changes to a child's care, welfare or safety.

This is to comply with Regulation 5(1)(2)(a)(b)(c)(d) (Personal Plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My future care and support needs are anticipated as part of my assessment' (HSCS 1.14).

2. By 8 April 2022, the provider must ensure children's health and wellbeing is protected by reviewing their medication procedures.

To do this, the provider must, at a minimum:

- a) ensure the manager and staff are aware of any medication being brought into the service
- b) ensure medication is appropriately stored to reduce the risk of children accessing medication unsupervised
- c) ensure robust plans and risk assessments are in place for the administration of medication.

This is to comply with Regulation (4)(1)(a) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

3. By 30 June 2022, the provider must ensure all staff undertake child protection training to ensure children are kept safe and protected from harm. The provider must, at a minimum:

- a) ensure that staff have the confidence, skills and understanding in child protection so that children's health, safety and wellbeing needs are met
- b) ensure a clear policy and easily accessible procedures are in place.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement

Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

4. By 30 June 2022, the provider must ensure policies and procedures specific to Safe Til Six Club are developed and being used effectively.

This includes but is not limited to the following policies and procedures:

- recruit
- medication
- staff supervision and appraisal
- complaints
- accidents and incidents
- child protection
- collection of children
- grievance
- children's rights
- positive behaviour support and self-regulation

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

5. By 30 June 2022, the provider must support the health, safety and wellbeing of children and families by ensuring that appropriate notifications are made to relevant bodies about significant events.

This includes but is not limited to, making appropriate notifications to the Care Inspectorate, the Scottish Social Services Council, Environmental Health and other agencies about issues such as staff conduct, change of manager, infection prevention and control practices and child protection concerns.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

6. By 31 July 2022, the provider must support continuous improvement of the service.

To do this, the provider must, at a minimum:

- a) develop self-evaluation, quality assurance and monitoring systems in line with best practice

- b) involve and include the views of staff, children, and families in the self-evaluation of the service
- c) ensure that systems are developed to effectively monitor staff practice, understanding and interactions.

This is to comply with Regulation 3 (Principles) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2100/210).

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).

## Recommendations

**Number of recommendations: 1**

1. To support children's emotional wellbeing, the provider should ensure all staff access training or development opportunities appropriate to their role and apply their new learning in practice. This should include, but not limited to, developing positive, respectful, and nurturing relationships with children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

## 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).

## 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.

### Inspection and grading history

Date	Type	Gradings	
8 Aug 2019	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Jul 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Jul 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	3 - Adequate
8 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
24 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
17 Aug 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
25 Feb 2010	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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