

Happy Hours Out Of School Club Day Care of Children

Ardler Complex
Turnberry Avenue
Dundee
DD2 3TP

Telephone: 07526490655

Type of inspection:
Unannounced

Completed on:
12 April 2022

Service provided by:
Happy Hours Out Of School Club

Service provider number:
SP2003000121

Service no:
CS2003000710

About the service we inspected

Happy Hours Out of School Club is located in the Ardler area of Dundee. A voluntary group of parents form the management committee that provide the service. The after-school service operates from the urban Ardler Community Complex, which is close to local amenities and public transport. Children are able to access a number of rooms within the complex to meet their needs. They also have access to the playgroup of the neighbouring school, St. Fergus Primary School, for outdoor play. The breakfast club is based in St. Mary's Community Church Hall.

This day-care service is registered to provide care to a maximum of 74 children at one time of primary school age to 12 years, of whom no more than 24 may attend a before-school service, known as breakfast club. Other conditions unique to the service are that the service may also operate from the following premises: St. Mary's Community Church Hall, 37 St. Kilda Rd, Dundee, DD3 9ND.

How we inspected the service

We carried out a follow up inspection with an onsite visit on 12 April 2022 in response to requirements and areas for improvement made during our previous inspection, which took place in January 2022. An inspector carried out the onsite inspection visit and provided feedback to the manager on 12 April 2022.

Taking the views of people using the service into account

Children were seen to be happy and having fun. They were supported well by staff who had set up a range of games and activities for them to engage in and have fun. This enabled children to feel valued and respected.

Taking carers' views into account

We reviewed how the service collected parents views and used these to inform their practice. They had consulted with parents on children's snack options at the club. This promoted an inclusive service that respected people's views. We did not consult with parents or carers as part of the inspection.

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

Previous requirements

Requirement 1

By 18 March 2022, children should receive treatment in a safe and effective way. The provider must improve their storage of medication to ensure it is accessible in an emergency and out of reach of children.

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 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24); and 'My environment is secure and safe' (HSCS 5.17).

This requirement was made on 18 March 2022.

Action taken on previous requirement

The manager was confident in procedures and was able to demonstrate how children were kept safe. Medication was securely stored in a cupboard in the hallway. The manager told us that emergency treatments, such as Epi Pens, were able to be stored securely within the youth café, as this was closer to children. This supported children to receive emergency medication as soon as possible, when required. We advised that it should be made clear to children and staff where different medications are stored, to avoid delay in administration of medication when required. The manager agreed to review this with staff, to ensure they were clear on their roles and responsibilities.

Improvements had also been made to the organisation of medication. Smaller boxes were used to store children's medication individually. Each box contained relevant information to children's health and provided clear instructions for the administration of medication. The manager told us the smaller boxes improved staff's ability to manage medication and made them easier to carry when on outings. This requirement has been met.

Met - within timescales

Requirement 2

By 18 March 2022, children must be appropriately nourished. The provider must ensure staff provide children with sufficient healthy and nutritious snacks.

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 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning' (HSCS 1.33).

This requirement was made on 18 March 2022.

Action taken on previous requirement

Children were consulted on what types of foods and snacks they would want to have at their club. Staff supported children to develop a better understanding of healthy foods. Changes to snack had promoted healthier choices, which now included a more balanced selection of food. Waffles and pancakes were also included however, the manager told us they check the nutritional values are in line with healthy eating guidance before serving these to children. All snacks are served with a selection of fruit or vegetables on the side. The manager was keen to keep snack under review to minimise food waste and ensure children enjoy the food on offer. We highlighted the benefits of children being given more independence with the preparation of snack. The manager agreed to take this forward.

Met - within timescales

Requirement 3

By 18 March 2022, children should have access to a safe environment. The provider must ensure staff carry out effective risk assessments, so that they are aware of potentially unsafe situations.

This is to comply with Regulation 4 (1)(a) and (b) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'My environment is safe and secure' (HSCS 5.17).

This requirement was made on 18 March 2022.

Action taken on previous requirement

The manager had introduced new measures to improve children's safety. These included, but were not limited to, checklists for staff to improve supervision of children and tote bags filled with essential items to support better organisation. These were in the early stages of implementation and had not yet been fully embedded into practice. Risk assessments required updating to include new procedures, to ensure staff were familiar with their roles and responsibilities. This requirement has not been met.

Not met

Requirement 4

By 18 March 2022, children must be cared for in a safe and hygienic environment. The provider must ensure that, as a minimum:

- a) sufficient measures, such as enhanced hygiene and cleaning practices are carried out to protect those using the service
- b) Effective monitoring of staff practice must be carried out to ensure effective implementation of procedures in relation to infection prevention and control.

This is to comply with Regulation 4(1)(a) and (b) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

This requirement was made on 18 March 2022.

Action taken on previous requirement

The environment was found to be clean and tidy. Cleaning schedules and checklists were used by staff to ensure enhanced hygiene and cleaning practices were carried out.

The manager had ensured she audited cleaning sheets to ensure cleaning practices were to an adequate standard. She reflected on the changes made and told us she was happy with the new procedures put into place. This requirement has been met.

Met - within timescales**Requirement 5**

By 4 April 2022, to ensure children receive high quality care and experiences, the provider should improve staff practice. Improvements could include, at a minimum:

- a) each staff member's training needs should be assessed and appropriate training and development opportunities provided
- b) staff should be effectively supported to implement their learning from training and development opportunities, to improve practice and outcomes for children
- c) staff should receive a robust induction process that takes account of varying levels of knowledge and understanding
- d) effective systems should be put in place to assess the impact of training, development and induction processes.

This is to comply with Regulation 15(b) and (i) (Staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on practice and follow their professional and organisational codes' (HSCS 3.14).

This requirement was made on 18 March 2022.

Action taken on previous requirement

Staff had begun to explore their professional development with the manager. Core training from the local authority had been assigned to all staff to carry out. Individual training had yet to be identified in order to improve staff practice and raise standards within the service. The manager had worked collaboratively with staff to establish their vision and aims for the club. They planned to review the progress of these goals, including what impact can be seen in children's outcomes, in three months. This requirement has not been met, as the manager and staff team require more time to implement training and review impact.

The induction resource was used to improve staff recruitment. The manager used extracts from the resource to create an induction programme for staff. We advised that the induction pack would be best used in its entirety, as staff could access links and additional resources within it. Feedback from staff was positive on the induction design, as it allowed them time to reflect on their roles and responsibilities. We highlighted to the manager that staff should be encouraged to have ownership of their induction and continuous professional development.

Not met

Requirement 6

By 18 March 2022, the committee must submit information to the Care Inspectorate in line with their registration requirements. This includes, but is not limited to, change of committees or associations notification so that proper checks can be carried out to ensure individuals are suitable to work with children.

This is to comply with Regulation 6(1) (Fitness of Provider) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I use a service and organisation that are well led and managed' (HSCS 4.23); and 'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24).

This requirement was made on 18 March 2022.

Action taken on previous requirement

All relevant notifications have been submitted to us. Therefore, this requirement has been met.

Met - within timescales

Requirement 7

By 4 April 2022, the provider must ensure improvements are made that have a positive impact on the outcomes for children. This includes developing an effective and robust quality assurance process. The provider must, at a minimum:

- a) put clear and effective plans in place for maintaining and improving the service that reflect the needs of children and families using it
- b) undertake effective monitoring and auditing to ensure areas for development are identified and addressed promptly.

This is to comply with Regulation 4 (1)(a) and (b) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that 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).

This requirement was made on 18 March 2022.

Action taken on previous requirement

The manager had put together a quality assurance calendar that had begun to outline plans for auditing and monitoring practice. We identified additional items that should also be included within the calendar to promote improvements within the service. Systems had been put into place for the monitoring of care plans, although these were in the early stages of implementation. The manager agreed to continue to build on the quality assurance processes to raise standards within the service.

Not met

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

Previous recommendations

Recommendation 1

Children would benefit from staff developing their understanding and practice in relation to child protection. We recommend that the manager, at a minimum:

- a) regularly carries out evaluations of staff knowledge and understanding of child protection to ensure training needs are identified, and practice is up to date
- b) develops chronologies and use these to support staff to identify and address wellbeing concerns.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'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 18 March 2022.

Action taken on previous recommendation

The manager had yet to carry out evaluations of staff knowledge and understanding of child protection. However, we found that supervisions had been used to highlight good practice to staff. We supported the manager to include open ended questions with staff, to evaluate their understanding and where further training may be required.

Chronologies had been developed, however these lacked detail, for example, what action is to be taken and timescales for review. The manager had access to the guidance and agreed to use this to improve chronologies. She told us staff were aware of the chronologies and planned in house training to support staff to use them effectively as a safeguarding tool.

This recommendation has 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.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
31 Jan 2022	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
10 Sep 2021	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
3 Dec 2019	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
2 Jul 2019	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
21 May 2019	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
20 Apr 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
22 Apr 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
18 Jan 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
23 Jul 2015	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
4 Jul 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
1 Aug 2013	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
28 May 2013	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
3 Oct 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
10 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Sep 2008	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	2 - Weak

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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