

Venchie Children And Young People's Project Day Care of Children

Niddrie Adventure Playground
61 Niddrie Mains Terrace
Edinburgh
EH16 4NX

Telephone: 01316 299 546

Type of inspection:
Unannounced

Completed on:
25 May 2022

Service provided by:
Venchie Children and Young People's
Project

Service provider number:
SP2003003109

Service no:
CS2003013332

About the service

Venchie Children and Young People's Project (known as the service throughout this report) provides an out of school care service.

The conditions of registration are:

1. To provide a care service to a maximum of 30 children and young people of primary and secondary school age at any one time during term time. During school holidays a maximum of 70 children and young people of primary and secondary school age may be cared for at any one time,
2. Facilities to be provided are a breakfast club, an after school club and a holiday club,
3. The manager will ensure that sufficient staff are available to reflect the numbers and needs of any child or young person within any group. Each session will be supervised by a minimum of two adults.

The service is based in a residential area of Craigmillar, South Edinburgh. The building is a single-story unit with a variety of rooms including two large play spaces, a kitchen area, computer room, toilets and an office space. The service has a large outdoor space which consists of a football pitch, play park, nature garden and some areas of open space.

We carried out an unannounced inspection which took place on Tuesday 17 May 2022 between 14:00 and 17:15 and Thursday 19 May 2022 between 07:50 and 09:15. We concluded the inspection using virtual technology. Feedback was given to the manager on Wednesday 25 May 2022. Two inspectors carried out the inspection.

To prepare for the inspection we reviewed information about the 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 evaluations we:

- gathered feedback from three parents and spoke with children throughout the site visits,
- spoke with the manager, staff and chairperson,
- observed practice and the daily life of the service,
- reviewed documents.

What people told us

Children told us they enjoyed attending the service and valued the time they spent with their peers. Children said they were able to make choices about their play. Children presented as relaxed and confident during their interactions with staff and inspectors.

We received feedback from three parents. All three shared positive experiences of the service and said they were happy with the care and support their children received at the service. Positive feedback was given about relationships between children, staff and parents and the range of experiences their children had when attending. Parents also shared they felt the service had a welcoming and supportive ethos.

Self assessment

We did not ask the service to complete a self-assessment in advance of this inspection. We considered the approach to self-evaluation and improvement within the theme of Management and Leadership. Outstanding requirements and recommendations were also assessed. These took account of the service's approach to self-evaluation and improvement planning.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We evaluated care and support as adequate, where strengths only just outweighed weaknesses.

Children were confident with the routines and experiences provided. This meant they were relaxed in the home from home environment. Staff supported children through warm and friendly interactions. This contributed to children feeling included and respected. For example, staff asked about children's health and about how they were. This engagement fostered respect and promoted a sense of nurture. Children expressed enthusiasm as they chatted to staff about their daily lives.

Children had meaningful opportunities to express their ideas through a balance of creative experiences that promoted their imagination and creative skills. For example, painting, drawing, role play, construction and music were all offered throughout the session. Session evaluations supported staff to evaluate children's interests and plan for experiences. There remained some missed opportunities to support and develop children's play and ideas. For example, children were showing an interest in 'knights and castles' play but during the inspection staff did not provide resources or have discussions with children to further enhance this play experience. To build on the range and depth of experiences, the management team and staff should continue to reflect on the quality of play and consider if all play types and interests are supported.

Staff knew children's needs and preferences well. However, this level of knowledge was not always reflected in personal plans. To enable staff to consistently meet children's needs, personal plans should continue to develop to ensure they include all needs, and how the service will support these needs. Improvements had been made to the reviewing of personal plans alongside parents. This allowed for the sharing of information between staff and parents, giving continuity to children.

Snack was a social experience where children could chat with friends whilst eating at their own pace. They had opportunities to relax and eat at an unhurried pace. To promote life skills and independence the service should improve the opportunities children have to be involved in the mealtime experience. For example, helping to prepare their snacks. Furthermore, food choices did not always reflect best practice. For example, diluting juice and hotdogs are not recommended as regular snacks for children but were offered to children

on the day of the inspection. Staff should support children to make healthy choices by understanding and following good practice to guide them in their approach to menu planning. (See recommendation one).

The service kept children safe through to an effective collection and drop-off procedure. Staff monitored which children were attending groups and followed this up with parents. To further ensure children's wellbeing, we discussed with the manager the importance of tracking when children may stop attending groups and ensure the service record and share this information with other agencies where required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order for children to develop healthy eating habits for their current and future health, the service should promote children's independence and life skills during mealtimes. Staff should use good practice guidance to support children to partake in the development of healthy menu planning.

This is to ensure care and support is consistent with Health and Social Care Standards which state 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' and (HSCS 1.33) and 'If appropriate, I can choose to make my own meals, snacks and drinks, with support if I need it, and can choose to grow, cook and eat my own food where possible' (1.38).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We evaluated environment as adequate, where strengths only just outweighed weaknesses.

Children were able to make independent choices about how and where they played. Since the last inspection, the service had improved the layout of the space and the range of resources available to children. This improvement was supporting children to make choices and have a greater balance of experiences. Children had some opportunities to explore open-ended materials, for example at the sand area and with a small selection of loose parts in the garden area. We signposted the manager and staff back to key guidance such as Loose Parts Play Toolkit (Play Scotland, 2019) and Our Creative Journey (Care Inspectorate, 2018). Loose parts can support children to explore play through open-ended materials that provide a breadth of possibilities. These documents can be accessed at: <https://www.playscotland.org/loose-parts-play-toolkit/> and <https://hub.careinspectorate.com/media/1572/our-creative-journey.pdf>.

Fun and varied opportunities for active play, both indoors and outside helped promote children's health and wellbeing. Children participated in sports such as football and enjoyed the playpark area within the garden. They had access to soft play within the spacious hall. These experiences promoted children's physical development and gave them a positive sense of wellbeing.

Effective infection control measures were supporting a clean and safe environment. Regular handwashing and frequent cleaning of the service helped to minimise the spread of any infection. Some areas of the service were tired and would benefit from refreshing. This would help maintain a welcoming and inviting space for children and young people.

Risks assessments supported staff to consider children's safety and wellbeing. The documents took account of the risks and outlined key mitigations. This supported staff to create a safer environment. Whilst the garden area was safe for children to explore, at times members of the community came into the space whilst children were present. This presented some potential risks to children, for example from people walking dogs. To ensure children's safety is maximised, the manager and committee should continue to work on solutions to manage this situation. For example, we discussed improving the signage to explain the use of the space and why its use by the community may at times need to be limited. This is to ensure staff can safely manage the space and focus on those children who are in their care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We evaluated staffing as adequate, where strengths only just outweighed weaknesses.

Since the last inspection, the manager had continued to develop a programme of staff supervision and the monitoring of practice. Supervision sessions helped staff to reflect on recent training, alongside exploring aspects of their work and practice. There remained further opportunities to develop the use of supervision. For example, to support accountability and progress, the manager should ensure any previous agreed actions and goals are discussed and reflected on as part of the next session. This process could support staff to further develop as reflective and confident practitioners.

Staff training had improved since the last inspection. Staff respected children and young people's needs and as a result sought training in relation to their wellbeing. Learning had enhanced staff understanding of how to support children's conversations. This resulted in children feeling respected and included. Core training such as 'safe management of medication' enabled staff to understand their role in keeping children safe.

Children invited staff into their play. This showed the establishment of positive relationships. Staff consulted with children about their interests and planned activities. As a result, children were engaged and having fun. Whilst there had been positive improvements in the provision of play, staff would benefit from more learning to further support their practice and children's experiences. Training in relation to 'loose parts' and 'outdoor play' had supported staff to plan interesting and fun experiences. However, staff remained less confident in

relation to other types of play and how to support these. This meant there remained some missed opportunities to enhance children's play and learning. During this inspection, we continued to signpost the manager and staff to resources about play to enable them to build further on the recent improvements.

Regular team meetings enabled staff to discuss the service and children's needs. This supported staff to provide consistent care. Team meetings also provided a space for the staff and manager to explore good practice. For example, the team had accessed 'bite-size improvement videos' available at <https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/early-learning-and-childcare-improvement-programme/>. This learning had helped staff to maintain safe medication practices.

Early work exploring 'A quality framework for daycare of children, childminding and school-aged childcare' (Care Inspectorate, 2022) was beginning to support improved approaches to self-evaluation. This can be accessed at: <https://www.careinspectorate.com/images/documents/6578/QF ELC - revised May 2022.pdf>. Using the document staff had identified what was working well, and where they could make improvements. This use of good practice was helping to promote a culture of reflection, which over time can support improved outcomes for children and families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We evaluated management and leadership as adequate, where strengths only just outweighed weaknesses.

The service improvement plan had progressed since the last inspection. The Health and Social Care Standards (Scottish Government 2017) were used to consider the improvements in relation to outcomes for children. This allowed the service to benchmark improvements against good practice. To further enhance outcomes for children, we discussed with the manager how the improvement plan could continue to be developed. For example, when considering an area for development the plan should identify any training needs and outline how these will be met. This would support the service to continue to focus on what is required to successfully achieve the improvement outcome.

Monitoring of staff practice had developed since the last inspection. The manager had a format that supported them to provide feedback to staff about the quality of their practice. However, inspection findings showed there remained areas of development in practice across the staff team. Therefore, the manager should further build on the approaches to monitoring and supporting staff practice. To ensure all staff are supported to develop, the manager should embed a consistent and meaningful approach to staff practice observations. This would include a system to ensure all staff have an opportunity to experience monitoring

observations.

Children and families benefitted from the service actively seeking their views and considering how their feedback could inform improvements. One parent said, "They (the service) are always open to ideas". Through a questionnaire parents and children were enabled to reflect on their experiences of the holiday provision. This practice supported the service to build a culture of feedback and improvement.

The service had a complaints policy in place which informed children, families, and staff about how to make a complaint. We reviewed a recent complaints investigation undertaken by the manager. Whilst the complaint did not compromise children's wellbeing or safety, we found the procedure for investigating and managing the complaint was not robust. This compromised the provider's ability to ensure concerns were heard, explored, and resolved in a transparent and consistent way. To ensure children, families and staff have any complaints investigated properly the provider should work with the manager to develop a clear and shared understanding of how complaints will be managed (recommendation 1).

There was potential on one occasion for a child's wellbeing to be compromised as the manager had not shared information with relevant agencies. The manager must ensure they share relevant information to promote children's wellbeing. The manager should seek support when they may be unsure if the issue requires referral or not. This would be the expectation in a service that is well led and managed. To support ongoing improvements in the leadership and management of the service, there should be an enhanced approach to support and supervision for the manager. The committee should continue to ensure they have further involvement in the work of the manager. This would support transparency, ensure the manager is supported and allow the committee to highlight any areas of development in the leadership of the service. Whilst some improvements had been made within leadership and management there remained a need to ensure the service is consistently well-led and managed (requirement 1).

Requirements

Number of requirements: 1

1. Children and families should experience a service that is well led and managed.

By 3 September 2021, the provider must ensure that the manager has an effective and robust overview of all aspects of the children's care and support needs. The provider must ensure the manager is effectively managing all aspects of the service relating to the regulated care of children.

In order to achieve this the provider must adhere to the following:

- a) The manager must have the sufficient time and appropriate knowledge to effectively understand the needs of all children attending and effectively manage the aspects of the service relating to the regulated care of children.
- b) The provider must ensure the manager and staff provide regular information to the provider (the committee) regarding the management of children's care and aspects of the service relating to the regulated care of children.
- c) Where tasks and roles are delegated the manager and provider must have processes in place to quality assure these tasks and roles. This would include taking appropriate actions to improve the delivery and management of the service as required.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 3, 4 (1)(a).

**An extension to this timescale has been agreed of 28 October 2022.
This requirement was made on 6 August 2021.**

Recommendations

Number of recommendations: 1

1. To ensure children, families, and staff have their complaints investigated fully, the provider should work with the manager to develop a shared understanding of how complaints should be managed. This should include but not be limited to:

- The development of a robust and transparent system to record and investigate complaints
- Review the complaints policy to ensure it reflects any revised procedure
- Communicate the policy to staff, parents and children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'I know how, and can be helped, to make a complaint or raise a concern about my care and support (HSCS 4.20) and 'I use a service and organisation which are well led and managed' (HSCS 4.23).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

Children and parents must experience a service that has a culture of continuous improvement so that they experience consistently positive outcomes.

By 5 November 2021, the provider must ensure that children and parents experience a service that has a culture of continuous improvement with a focused and dynamic improvement plan that identifies key priorities. Robust and effective quality assurance systems must be in place to monitor and sustain positive experiences for children across all aspects of the service.

In order to achieve this the provider must adhere to the following:

a) the service improvement plan should be developed so that it provides a clear and robust plan for how the service will improve. This would include the steps that will be taken, set out key staff members with specific areas of responsibility and have clearly identified outcomes to be achieved within meaningful timescales.

- b) Ensure the manager has a sufficient understanding of the service and how staff are carrying out their work.
- c) ensure effective systems for self-evaluation, auditing and monitoring are implemented for all areas of the service. These systems should be aligned to best practice guidance to support the manager and staff to drive forward and sustain improvements.
- d) ensure staff are appropriately supported to engage in meaningful and relevant learning and development experiences and ensure there are systems in place to share and discuss best practice, for example team meetings.
- e) ensure there is an effective system for monitoring staff practice that supports the improvement and development of staff practice and children's experiences.

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

This is to ensure care and support is consistent with the Health & Social Care Standards which state that 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (4.19).

An extension to this timescale had been agreed of 11 March 2022.

This requirement was made on 6 August 2021.

Action taken on previous requirement

The service had continued to develop the improvement plan, so that it addressed key areas. It included what action has been taken and the outcome. Staff were beginning to use self-evaluation to inform future improvements. This was improving children's experiences, for example in relation to aspects of wellbeing and the play environment.

The manager had an improved overview of the service. This was supporting the development of the service and shared understanding across the team of the improvements needed.

Auditing of the quality of the service and the monitoring of staff practice was still being embedded. However, the service had made improvements since the last inspection. For example, the use of staff observation had been further developed. Through the inspection findings we concluded that the service were developing effective systems for self-evaluation, monitoring and auditing. Whilst there remained opportunities to improve and develop further the service had a clear plan for taking forward the improvement journey.

Staff training and the implementation of learning had improved. The service had identified where training was needed and sought opportunities to address these practice areas. Throughout the inspection, we highlighted the importance of continuing with the initial positive work to ensure a culture of continuous improvement continues to be implemented and embedded.

Met - within timescales

Requirement 2

Children and families should experience a service that is well led and managed.

By 3 September 2021, the provider must ensure that the manager has an effective and robust overview of all aspects of the children's care and support needs. The provider must ensure the manager is effectively managing all aspects of the service relating to the regulated care of children.

In order to achieve this the provider must adhere to the following:

- a) The manager must have the sufficient time and appropriate knowledge to effectively understand the needs of all children attending and effectively manage the aspects of the service relating to the regulated care of children.
- b) The provider must ensure the manager and staff provide regular information to the provider (the committee) regarding the management of children's care and aspects of the service relating to the regulated care of children.
- c) where tasks and roles are delegated the manager and provider must have processes in place to quality assure these tasks and roles. This would include taking appropriate actions to improve the delivery and management of the service as required.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 3, 4 (1)(a).

An extension to this timescale had been agreed of 11 March 2022.

This requirement was made on 6 August 2021.

Action taken on previous requirement

Whilst further progress had been made in relation to this requirement, inspection findings showed that there remained a need to continue to develop the management committee's (the provider) approach to ensuring the service is well-led and managed.

The management committee met with the manager at various intervals. This supported discussion regarding the development of the service and enabled the management committee to offer support. Some committee members were readily available to provide practical support to the staff and manager. However, we found involvement from the management committee should continue to improve. For example, they were not actively involved in the management of a complaint as they had not been provided with sufficient information. The management committee should also be provided with information about children, particularly where the manager may need support to make decisions about any required actions. We discussed how improving the agenda for committee meetings and developing a shared understanding of the committees' role could help develop a focus on how the committee can support positive outcomes for children and families.

Findings did show that the manager had an improved overview of the service and of children attending. Regular team meetings, evaluations of sessions and staff supervision had supported the manager to build their knowledge of the children and their needs. This had led to improvements in the management of children's needs and experiences. For example, the manager was able to guide staff in relation to developments needed within the play environment as this had been discussed during team meetings.

Through regular discussions, the manager and staff had developed a clearer understanding of staff roles. Where responsibilities were devolved the manager had implemented some quality assurance processes, such as cross checks and staff discussions to support a better overview. These processes were enabling the manager to better support staff and highlight any actions required. These processes should continue to be built upon and developed to ensure continued improvements are made in the management of staff and their responsibilities.

Although improvements were made, these need to be embedded into culture and practice. This requirement was not met and will be reinstated with a new timescale of 28 October 2022.

Not met

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

Previous recommendations

Recommendation 1

To support children's play experiences staff should develop their understanding of quality play environments and review the role of the adult in supporting play interests. Staff should review and develop play experiences in line with best practice guidance relating to play for school-aged children.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states, 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials (HSCS 1.32) and I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

This recommendation was made on 6 August 2021.

Action taken on previous recommendation

Staff had developed their understanding of play experiences and how to promote these. This was evidenced through the more meaningful range of resources and the engagement staff had. We recognised this positive improvement, whilst discussing the importance of continuing to support staff to develop their skills and knowledge.

Children's play experiences had developed following further staff training. For example, staff shared how learning from recent outdoor training had enhanced open-ended resources in the garden. Staff were enthused and interested in their new learning. We encouraged staff to continue with their plans to implement what they had learned in different aspects of the play experience.

Staff understood the importance of children having choice and autonomy in their play. Children were more involved in directing their play and the resources available to them. Reflecting on and evaluating experiences helped staff to improve what was on offer as they could see how children were choosing to spend their time.

The service was beginning to use good practice guidance to explore play and improve outcomes for children. We discussed how continuing to use good practice documents will be important so they can build on the initial positive work.

This recommendation has been met.

Recommendation 2

To support a consistent and robust approach to effective infection prevention and control the manager and staff team should regularly review the COVID-19 risk assessment to ensure it reflects current guidance and provides key information for staff on the risks identified and the actions they must take to minimise and control these risks.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states, 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This recommendation was made on 6 August 2021.

Action taken on previous recommendation

A Covid-19 risk assessment and operational plan had been created for each group and was updated in March 2022. These up-to-date documents identified the various risks associated to aspects of the service and outlined mitigations to reduce these. For example, it included the use of regular handwashing and touchpoint cleaning. The premises were well ventilated during our visit. The service continued to use outdoor play to limited to spread of any airborne infections.

This recommendation has 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
6 Dec 2021	Unannounced	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
6 Aug 2021	Unannounced	Care and support Environment Staffing Management and leadership 2 - Weak 2 - Weak 2 - Weak 2 - Weak
8 Aug 2019	Unannounced	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
7 May 2019	Unannounced	Care and support Environment Staffing Management and leadership 2 - Weak 2 - Weak 2 - Weak 2 - Weak
31 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
1 Dec 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 4 - Good 4 - Good
26 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 4 - Good 4 - Good 4 - Good
24 Nov 2011	Unannounced	Care and support Environment Staffing 5 - Very good Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
14 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
30 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate 4 - Good 4 - Good
27 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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