

Orchard Brae Holiday Club

Day Care of Children

Orchard Brae School
Howes Road
Aberdeen
AB16 7RW

Telephone: 01224 788950

Type of inspection:
Unannounced

Completed on:
19 July 2022

Service provided by:
Aberdeen City Council

Service provider number:
SP2003000349

Service no:
CS2017355980

About the service

Orchard Brae Holiday Club is registered by the Care Inspectorate to provide a care service to a maximum of 15 school age children at any one time. The service operates during school holiday periods.

Orchard Brae Holiday Club was set up to provide day care for children with complex needs. The service aims to provide children and families in Aberdeen access to high quality learning experiences that holistically meet their developmental needs within local communities. The service provides children with a safe, happy, caring and stimulating environment in which to develop their individual skills and talents.

The holiday club operates from Orchard Brae School. The areas used within the school are the Crathes Wing - Classrooms 8 and 9, the main hall, soft play room, sensory room, swimming pool, trampoline room. Other areas of the school may be used subject to availability and risk assessments being carried out. They also had access to the outdoor play area surrounding the school.

About the inspection

This was an unannounced inspection which took place on Tuesday 19th July 2022 between 9:45 and 13:15. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with eight people using the service
- reviewed feedback from parents
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Children and young people experienced extremely warm, caring and nurturing support from all staff.
- Children and young people were all very happy and were engaged and having fun taking part in various activities both indoors and outdoors.
- Children and young people's choices were supported well through a balance of planned and spontaneous play experiences and resources.
- Positive relationships with families supported continuity of care and effective partnerships.
- There were very clear personal plans in place which reflected children and young people's individual care and wellbeing needs.
- The indoor and outdoor environments were clean, bright and welcoming and of a high quality.
- Quality assurance processes need to be embedded to secure sustained improvements across the service.
- Staff were highly motivated to provide a service of a very high standard.
- Staff were extremely flexible and supported each other and worked well as a team.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

| | |
|--|---------------|
| How good is our care, play and learning? | 5 - Very Good |
| How good is our setting? | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| How good is our staff team? | 5 - Very Good |

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

5 - Very Good

We evaluated this key question as very good where several strengths impacted positively on outcomes for children and young people and clearly outweighed areas for improvement.

1.1 - Nurturing care & support

Children and young people were very happy, settled and had lots of fun. They experienced warm, caring and nurturing approaches to their personal care and learning needs. This contributed to them feeling safe and secure. Children and young people were made to feel included by staff who were calm, respectful and skilled in building trusting relationships. Cuddles, hugs and time spent with children and young people meant they felt safe, valued and loved. Children and young people were supported to communicate in a way that met their individual needs and preferences which promoted an inclusive environment. Staff ensured children and young people's privacy and dignity when supporting them with personal care.

To support children and young people to be happy and confident, staff had effectively used personal plans to enhance individualised care, support and learning opportunities. Personal plans provided detailed information, including strategies and next steps to support individual children and young people. This information was used consistently and effectively by staff. Staff knew their individual care and support needs, personalities and preferences very well. Activities and experiences were responsive and planned to meet the needs and interests of the individual children and young people.

There was a strong commitment to work in partnership with families and other professionals when developing personal plans and support strategies. This ensured that children and young people received the appropriate levels of care and support whilst still being able to have fun at the holiday club. There was daily communication with families at drop off and collection time.

Children and young people experienced a calm, relaxed and sociable snack time. Where possible, children and young people were encouraged to be independent. Staff were focused on the children and young people during this time and provided very good levels of individualised support and supervision. Staff were very sensitive in their approach, chatting and offering encouragement which promoted close attachments and supported language and communication skills.

1.3 Play and Learning

Children and young people benefitted from a high-quality play and learning environment, both indoors and outdoors. They were provided with play and learning opportunities that impacted positively on their development, health, wellbeing and happiness. As a holiday club, one of the main priorities was for the children and young people to relax and have fun in a safe environment.

Children and young people were supported to learn and develop through their play. They experienced both spontaneous and planned play experiences and were supported in leading their play and learning and were able to make choices. Children and young people were offered stimulating and interesting experiences which promoted curiosity and imagination. Staff were skilful in their interactions which supported children and young people to develop their play and learning.

We saw children and young people having lots of fun, smiling, and laughing as they took part in a wide range of activities, including sensory play, water play, singing, making pizzas, bouncing in the trampoline room, playing on scooters and swinging as high as they could on the swing. Their successes and achievements were recognised and celebrated, helping them develop a sense of pride, build resilience and support their self-esteem.

At the end of each session, the staff team all completed a review of the day for the individual child or young people they were supporting. They highlighted what the child or young person had enjoyed and any progress or achievements. This information was shared with the whole staff and management team and was used to plan for future activities and sessions. The managers explained that identifying clear next steps for the individual children and young people was something they were developing.

How good is our setting?

5 - Very Good

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

2.2 Children experience high quality facilities

The accommodation used by the playscheme was the purpose-built school that most of the children and young people attended during term time. Being in a familiar setting assisted them to feel safe and secure. Children and young people benefitted from an inviting and welcoming, safe and secure environment with a calm and positive atmosphere. As a building designed specifically for children and young people with additional support needs, it contained a range of high quality resources, thoughtfully laid out, supported children's needs and play experiences. The rooms used were bright, spacious and well ventilated.

Ensuring a healthy and safe environment was a priority for the managers and the staff team. There was a system to report any repairs and damaged items were promptly replaced. Infection prevention and control practices minimised the potential spread of infection. There were appropriate risk assessments in place which promoted the safety of the children and the young people as well as daily checks of the premises.

The rooms used were well resourced and carefully set out. The children and young people were supported to make decisions throughout the session about where they wanted to play. There was good space available for those children and young people who required specialist equipment to assist with their mobility. We saw children and young people who explored happily and were engaged in their play. Consideration had been given to the variety of activities and experiences on offer to stimulate their curiosity and imagination.

Children and young people enjoyed free flow access between the indoor and outdoor play areas as well as into the sensory room, soft play area and trampoline room. They were encouraged by staff to make decisions throughout the session about where they wanted to play and what activities they wanted to take part in.

The outdoor area offered children a stimulating space where they could comfortably engage with a variety of resources. It offered challenge and opportunities to support more energetic physical and risky play. Being outdoors was very popular with all the children and young people. There was lots of smiles and laughter both from the children and young people and the staff supporting them as they enjoyed the opportunity.

How good is our leadership?

5 - Very Good

We found significant strengths in supporting positive outcomes for children and young people, with very few areas for improvement, therefore we evaluated this key question as very good.

3.1 Quality assurance and improvement are led well

There were clear visions, values and aims for the service which was shared by the managers, staff and the families. Children and young people benefitted from a culture of continuous improvement. Effective policies, procedures and quality assurance processes were in place to support the development and improvement of the service. The managers and staff were all enthusiastic and committed to the ongoing development of the service to secure positive outcomes for the children and young people.

Listening to the children and the young people and their families was a priority for the managers. They recognised the benefits of involving them in the ongoing evaluation process. As well as giving daily informal feedback, families were also invited to give their views, comments and suggestions at the end of the holiday club. This feedback influenced the planning for future holiday clubs. Parents commented on how the service had very much taken into account any ideas or suggestions they might have, as to how to improve the service.

Staff were also very much involved in the evaluation process. The staff group met at the start and end of each session and were able to give any feedback or suggestions they might have about the service and outcomes for children and young people and their families. The managers were very visible throughout the session, worked with staff and offered good levels of support. Effective communication and positive relationships between staff and the managers meant all staff were kept informed about what was happening in the service.

How good is our staff team?

5 - Very Good

We found significant strengths in supporting positive outcomes for children and young people, with very few areas for improvement, therefore we evaluated this key question as very good. and outcomes for children and young people.

4.3 Staff deployment

The staff were extremely caring, skilled, dedicated and nurturing. The majority of the staff who worked at the service also held permanent posts at schools and nurseries for children and young people with additional support needs. As a result they had accessed relevant training and had very good knowledge, skills and experience.

There was a strong positive ethos within the service. All the staff were enthusiastic, passionate and committed to providing a positive experience for the children and young people in their care. They were very warm, friendly and sensitive in their approach and demonstrated positive team working which promoted a happy and secure environment for children and young people. They respected children and young people's rights, they encouraged children and young people to have a voice and showed them that their views were valued and important.

There was a very high staff to child and young person ratio. There was also an extra member of staff available to assist where necessary and to minimise the impact on children and young people while staff had their breaks. Staff were deployed in a way that reflected the needs of children and young people attending. Prior to the start of the holiday club, time was taken to assess the individual staff's skills and experience to ensure that they were appropriately matched to the right child or young person. This ensured that children and young people were being cared for by the person most suited to deliver the right care and support and ensured they experienced positive outcomes.

Although the staff did not normally work together, they worked extremely well as a team where their differing skills and knowledge complimented one another and resulted in quality interactions with the children and young people. They communicated well with each other, were flexible and worked together to ensure effective supervision and quality engagement with children and young people across the session. Transitions were seamless and well planned with children being comfortable about what was happening next.

Parents and carers who responded to our questionnaire were extremely positive about the staff, and feedback we received included:

- "The staff are all very friendly and competent, and I feel happy that they have all the relevant training and experience required to safely and confidently care for my child".
- "My daughter receives great care from the staff and are great with her, know her well and know what she likes/dislikes and are great at encouraging her to do things out of her comfort zone and working out ways to get her to do these".
- "Fantastic staff" and "Amazing staff".

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

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|--|---------------|
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| 1.3 Play and learning | 5 - Very Good |
| How good is our setting? | 5 - Very Good |
| 2.2 Children experience high quality facilities | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| 3.1 Quality assurance and improvement are led well | 5 - Very Good |
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| 4.3 Staff deployment | 5 - Very Good |

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