

Craiglockhart After School Club

Day Care of Children

Craiglockhart Primary School
90 Ashley Terrace
Edinburgh
EH11 1RG

Telephone: 01313 379 214

Type of inspection:
Unannounced

Completed on:
26 January 2023

Service provided by:
Craiglockhart After School Club

Service provider number:
SP2003002895

Service no:
CS2003011990

About the service

Craiglockhart After School Club is situated within Craiglockhart Primary School. The service has access to a number of rooms across the school building.

The conditions of registration state:

1. The care service shall be provided to a maximum of 112 children at any one time of primary school age.

Any other conditions unique to the service:

2. The manager is not included in the adult: child ratio. Staff must be employed in sufficient numbers to provide effective support and supervision to children as they move around the various play rooms and outdoor areas.

About the inspection

This was an unannounced follow up inspection which took place on Monday 23 January 2023 between 15:00 and 18:00 and Tuesday 24 January 2023 between 15:00 and 18:00. The inspection was carried out by one inspector from the Care Inspectorate.

This was a follow up inspection to assess the progress on the one requirement and three areas for improvement made at the last inspection.

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 many children using the service and 15 parents
- spoke with staff and the management team
- observed practice and daily life
- reviewed documents.

Key messages

At the last inspection, one requirement was made in relation to ensuring children's health, welfare and safety needs were met through effective personal planning. While some improvements had been made, the requirement was not fully met. We have restated the requirement at this inspection.

Some improvements had been made in relation to children's personal plans. Communication and information sharing between staff had improved. This enabled staff to be more engaged with and responsive to children's needs. However, further work was needed to ensure all children had personal plans that gathered sufficient information to help staff plan for their care and support needs. For some children their personal plan had not been reviewed within the expected timescales.

At the last inspection, three areas of improvement had been made. One area for improvement had been met. Two areas for improvement were restated.

To support ongoing improvement, further work was needed to improve quality assurance processes.

To improve the quality of children's play experiences, further work was needed in relation to developing the resources and experiences provided.

Children were protected as staff had improved their knowledge and understanding in relation to identifying, recording and reporting of child protection concerns.

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

Requirements

Requirement 1

By 06 May 2022, the provider must ensure that children's health, welfare and safety needs are met. The provider must ensure that sufficient information is gathered and recorded about all children as part of their personal plan, clearly setting out their individual needs and how these will be met. This will ensure staff plan children's care based on up to date and reliable information.

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

- a) record sufficient information about children in order to meet their individual care and support needs.
- b) ensure that procedures are in place to enable effective communication and information sharing with staff so that they know children's needs and how to provide consistent care and support.
- c) ensure planned review dates are carried out at least once every six months in consultation with parents or sooner if a child's support needs change.

This is to comply with Regulation 5(1)(2) (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 Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This requirement was made on 8 April 2022.

Action taken on previous requirement

The service had put an action plan in place to manage the improvements and had made good progress in ensuring staff were more knowledgeable about children's needs and how best to support them. However, further work was needed to ensure effective personal planning approaches fully supported children's health, safety and welfare.

The service had made some improvements to the way information was gathered and used to support children's health, safety, and welfare. Enrolment forms gathered key details and some of this information was used to develop support plans for some children. The support plans in place helped staff understand what strategies were needed to effectively support children's health, wellbeing, and safety.

Particular improvements had been made to the ways in which the service recorded and shared information about children's medical needs. This included clear instructions on how to safely identify if a child needed the medication and how it should be administered. This supported staff to respond to individual children's needs safely and promptly. The service had worked in partnership with parents to review and update information relating to children's health care needs and medication. Staff could confidently talk about children's individual health care needs, where medication was stored and how to safely administer this. This contributed to children's health and wellbeing while in the service. Children and parents felt confident that staff were able to respond to medical needs and provide children with the right support.

The effective sharing of information and improvements in staff knowledge was supporting children's safety and welfare. This aspect of the requirement had progressed well. Staff had a better understanding of how to support most children. Team meetings, updated information sheets and daily check-ins allowed staff to share information with each other. These processes also allowed the manager to monitor staff knowledge and understanding relating to children's personal plans.

While some progress had been made, for some children their information and needs had not always been recorded and reviewed within the required timescales. This meant there was potential for changes to be missed or gaps in care to arise. For example, within one enrolment form parents had highlighted a type of behaviour that a child sometimes displayed. However, no plan was in place to reflect and support this. Staff were not aware of this behaviour. There remained some missed opportunities to effectively plan for and support a few children as this type of information was at times not recognised.

As part of the inspection, we signposted the service to the document 'Guide for providers on personal planning: early learning and childcare' (Care Inspectorate, 2021) and highlighted to the manager that a child's personal plan includes all the documents and information the service holds and uses to plan for care. The personal plan should be a holistic working document/s that reflects the child's current needs and the strategies of support in place to meet these needs.

Although some progress had been made, concerns remained in relation to children's personal plans and the information the service had to support children.

We have restated this requirement with a new timescale of 7 April 2023.

Not met

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should ensure that quality assurance processes are developed and implemented. These should be evidenced based, identify areas for improvements and have clear plans to develop the service and improve outcomes for children.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) 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 area for improvement was made on 8 April 2022.

Action taken since then

The service had put an action plan in place to manage improvements and develop the approach to quality assurance. However, further work was needed to ensure quality assurance was embedded.

The management team had worked hard to develop a culture where making improvements was embraced. Most staff were able to share what work had been undertaken and what improvements were still needed. For example, staff were aware that children still needed more comfortable spaces to relax.

Early progress had been made in developing quality assurance processes relating to children's personal plans. This work was ongoing but further work was needed to ensure all required improvements were made in relation to children's personal plans.

Other quality assurance processes were also in the early stages of being embedded. For example, a system had been put in place to monitor and manage children's medication and health care needs. As a result of this system the management of children's health care needs had improved. Other areas of the service now needed effective quality assurance to ensure the overall quality of care and experiences improved. For example, staff were warm and kind but further work was needed to effectively monitor and support staff practice. This is to enhance levels of engagement and develop staff skills so that children have experiences that are as positive as possible. The management team shared some plans to implement staff observations and tailored support through role modelling opportunities.

The service had put an action plan in place to address improvements. The action plan was task focused and developed around the issues identified at the last inspection. While this was a positive approach, some of this work was at an early stage and some outcomes for children still needed to improve. For example, the quality of the environment remained a concern, as some areas did not provide children with a range of interesting and motivating experiences.

Work was at an early stage in relation to the service effectively using good practice guidance to develop the service and benchmark the quality of children's experiences. To ensure improvements are made and sustained, attention should be given to the use of good practice to effectively plan for improvements and measure progress.

Evaluations of experiences had been carried out with children. This was supporting children to feel listened to and also helped the management team and staff to understand children's needs and interests. Early work to gather children's views and feedback should be further developed to help inform ongoing improvements.

This area for improvement had not been met and will be restated.

Previous area for improvement 2

The provider should ensure that staff are confident and competent in identifying, recording and reporting of child protection concerns. This will help to ensure all staff are knowledgeable about their role and responsibility and protect children from further harm.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) 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 area for improvement was made on 8 April 2022.

Action taken since then

Children were protected as staff were confident in identifying potential forms of abuse and harm. They understood abuse types and the spectrum of protection concerns children may experience. This was an improvement since the last inspection.

Children were protected as staff were clear on their different roles in relation to child protection. They were aware of who child protection concerns should be reported to and could identify the child protection officer / s for the service. Staff were clear what they would do if they felt concerns were not being effectively managed or taken seriously. This was an improvement since the last inspection.

Team meeting discussions, staff training and scenario discussions had been undertaken to support staff to develop their knowledge and confidence. These interventions also helped develop a shared understanding of how to protect children from harm.

This area for improvement had been met.

Previous area for improvement 3

The provider should improve how staff interact with and support children's play, learning and development. This should include, at a minimum, enhancing staff skills and knowledge in providing a well presented and well resourced play environment which provides choice and challenge for children.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that '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 1.31).

This area for improvement was made on 8 April 2022.

Action taken since then

The service had taken some action to develop the approach to promoting and supporting children's play, learning and development. However, further work was needed to ensure children had consistently well presented and well resourced play environments.

Staff interactions were kind, warm and fun. Children responded positively to the support and engagement staff provided. For example, when a child fell they experienced a warm hug that respected their need for comfort. However, children would benefit from staff further developing their skills in supporting play and interactions. For example, when some children displayed more boisterous play types staff found it difficult to support children using respectful and engaging strategies. Further work was needed to enhance the interactions of staff.

There had been some improvements in the environment as small cushioned areas had been introduced into some of the larger spaces. These provided children with spaces to relax and get together. However, further work was needed to make these inviting and encourage their use.

While some progress had been made, children's play would still benefit from staff improving their skills in resourcing and developing the environment. A number of core experiences such as art and crafts, construction and reading areas were available. These enabled children to be creative and have fun. However, other spaces were under resourced. For example, children did not have access to a range of open-ended natural materials that can promote curiosity and problem solving. Outdoor resources were limited to a few loose parts and some ball games. Children became frustrated as there was not enough loose parts to effectively extend and enhance their play ideas.

Many children relied heavily on screen time with some spending long periods on the games consoles, while other stood watching. To provide a more diverse range of technological resources the service should review the use of computer consoles and consider how to best support children's use of these devices.

Many children and parents told us they felt the range of experiences were good and many children were engaged in their play. While some of the inspection observations saw children were busy and happy, for some children they were less engaged. One child told us they did feel there could be more resources and experiences as they were sometimes bored. Some parents suggested activities such as dance and baking could be more readily available. A greater range of experiences could support children to learn new skills and be creative.

The management team and staff were receptive to making further improvements and were identifying areas they could focus on. For example, the introduction of more loose parts play. To support ongoing improvements we signposted the service to many good practice documents, including 'Our Creative Journey' (Care Inspectorate, 2017), 'Loose Parts Play: A toolkit' (Inspiring Scotland, 2019) and 'A quality framework for day care of children, childminding and school aged childcare' (Care Inspectorate, 2022).

This area for improvement had not been met and will be restated.

Complaints

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

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