

Cowdenbeath After School Club Day Care of Children

Maxwell Community Centre
70 Stenhouse Street
COWDENBEATH
KY49DD

Telephone: 07587337666

Type of inspection:
Unannounced

Completed on:
19 April 2023

Service provided by:
Cowdenbeath After School Club
Management Committee

Service provider number:
SP2003001686

Service no:
CS2003007735

About the service

Cowdenbeath after school club provides a day care of children's service to a maximum of 40 children of an age to attend primary school. Children who attend are picked up from three local primary schools. They also offer care during holidays and in-service days.

The service is located in a community centre in Cowdenbeath. The service has sole use of a large room and children have access to an enclosed outdoor space. The service can access the gym hall within the community centre. There are a number of local amenities close by such as parks, shops and library.

About the inspection

This was an unannounced inspection which took place on Tuesday 18 April 2023 between 14:45 and 17:45. We returned on Wednesday 19 April 2023 between 15:15 and 16:45 and provided feedback at the end of the second visit. 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 throughout the inspection year. To inform our evaluation we:

- spoke with several children in the service
- spoke with three families on the day of the inspection and reviewed comments received through an electronic form, from five families
- spoke with the manager, staff, and a committee member
- observed practice and staff interactions with children
- reviewed documents.

Key messages

- Most children experienced warm and caring interactions which helped them feel cared for and valued.
- Parents valued the service and spoke very positively about the staff and their children's experiences.
- Personal planning should continue to be developed, to ensure children's wellbeing needs are fully considered and met.
- Children would benefit from improvements to the play resources to provide challenge and extend play opportunities.
- Risk assessments needed to be further developed to ensure children's safety and wellbeing is protected.
- Quality assurance and monitoring processes should be introduced, to identify areas for improvement and support ongoing developments.
- Staff should be supported to undertake training to promote compassionate and responsive care, to support children's emotional wellbeing.

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?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

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

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

Quality Indicator 1.1 - Nurturing care and support

Children enjoyed their time in the club and there were some caring and nurturing approaches by staff. One parent told us, "The club provide a very good and needed service in our area. The staff are friendly and my child is happy there".

Personal plans had been developed for children, which recorded important registration details, and information about their likes and preferences. Children's needs were not always met as there was not enough understanding and resources to support their emotional wellbeing. We discussed how to further develop plans to ensure they are meaningful, working documents, with increased involvement from children. Strategies to support individual children had been identified, but these were not yet clearly understood and followed by all staff. Children and their families should be fully involved in the assessment of strategies to ensure their needs, wishes and choices are being met. The service agreed to review these to ensure personal plans enhanced children's experiences and outcomes and promoted consistent staff practice. This requirement was identified at the previous inspection and has not been fully met, therefore it has been carried forward. (See requirement 1).

Children enjoyed a snack time experience that offered opportunities for them to socialise with friends. Children chose what they wanted to eat and served themselves. Some staff sat with children which strengthened relationships and allowed for role modelling of important social skills and interaction. This showed staff valued the time spent with children. We discussed ways children's independence could be further enhanced by being more involved in the planning and preparation of snacks.

Staff had recently completed first aid training which provided them with the skills and knowledge to help promote children's health, safety and wellbeing. There were no children requiring medication to be administered at the time of the inspection, but systems for recording medication were in place. This included parental permissions and records of administration. We asked the service to ensure the times and dosage instructions required were clearly recorded and signed by parents, as well as recording the times and dosage of any medication administered. This would ensure there were clear instructions of the administration requirements and allow for children to receive the right medication at the right time.

Quality indicator 1.3 - Play and learning

Children could choose where they spent their time as there was free flow access to the enclosed outside space. Children's play took account of some of their ideas and suggestions as they were asked throughout the session what they would like to play with. This allowed children to follow their own interests and lead their play.

Children had access to a variety of board games, drawing and craft materials, and sports equipment for outdoors. We found there was not enough resources to provide stimulating and challenging activities that promoted children's individual interests. The service should ensure opportunities are available for children to experience a variety of play types that promote challenge, risk and fun. We suggested the service could provide loose part play resources. This would help children build resilience as they learn to problem solve and work together on projects with their friends. The manager should work with staff on developing their knowledge and understanding of the different types of play. This will allow them to identify the play opportunities provided and work together to ensure a wide range of experiences that promote children's development as they play. This area for improvement was identified at the previous inspection and has been carried forward in this report. (See area for improvement 1).

The service had spoken with children and gathered their views, to develop an activity plan for the Easter school holiday club. They planned a variety of activities including woodland walks, a craft modelling session, an Easter hunt, and a talent show. The service should now continue this approach to planning for children's sessions during term-time. This will allow them to offer experiences and activities that are responsive to children's interests. They could consider using mind maps to gather children's ideas, or floorbooks to record play and learning with photographs or comments from children about experiences. This would help staff extend children's ideas and evaluate their play and learning. This area for improvement was identified at the previous inspection and has been carried forward in this report. (See area for improvement 2).

Requirements

1. By 30 March 2023, the provider must ensure that all children have a personal plan which sets out how their individual needs will be met, as well as their wishes and choices.

Children's personal plans should consider any circumstances which may affect a child's learning and development journey and identify specific strategies to support progress.

All information must be gathered within an appropriate time frame and be reviewed 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(2)(b)(c) (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 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).

An extension to this timescale has been agreed to 30 June 2023.

Areas for improvement

1. To ensure children enjoy appropriate, stimulating and challenging play experiences, the provider must ensure sufficient and suitable resources are available. These should support meaningful play, engagement and learning of all children relevant to their stage of development.

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

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity'. (HSCS 2.27).

2. To enhance outcomes for children, the manager and staff should develop planning approaches that broadens opportunities and adds depth to all aspects of children's play and learning. These approaches should be developed with children to ensure they are supported to lead and plan their own play.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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).

How good is our setting?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

Quality indicator 2.2 - Children experience high quality facilities

The room in the community centre used for the after school club, provided a clean, well-ventilated space for children to play and have fun. Children had direct access to an enclosed outdoor area which was available to use for all of the session. This provided children with space for their needs and allowed them to follow their own interests.

There were some toys and resources available for children when they arrived at the club. As the service had to pack everything away each evening, many resources were stored in cupboards that children could not independently access. The service should consider how they can support children to choose their own toys and resources independently. This would allow children to take ownership of their play and learning.

The service had developed daily checklists which helped identify some potential hazards in the centre and maintain a safe environment. For example, staff checked all hazardous materials were out of reach and ensured the outside area was secure. This should be extended to identify how potential risks could be minimised to ensure a risk benefit approach to children's play and experiences. Developing more detailed risk assessments would support staff to have a consistent understanding of how to manage risks. This would allow children to benefit from a variety of activities that provide challenge and fun in a safe way. This requirement was identified at the previous inspection and has not been fully met, therefore it has been carried forward. (See requirement 1).

The service had completed a project with children to develop their understanding of good hand hygiene. Children had designed hand washing posters and they washed their hands when they arrived in the club before they had snack. The service should continue to create opportunities to develop children's understanding of the importance of hand washing. They should ensure they are doing so at all appropriate times in line with best practice guidance. This requirement was identified at the previous inspection and has not been fully met, therefore it has been carried forward. (See requirement 2).

Requirements

1. By 28 February 2023 the provider must protect children's health, safety and wellbeing, by ensuring risk assessments are developed and working as planned, to support effective practice and maintain a safe environment. These should be clear and easily understood by all people involved in the service. Staff involvement in developing the risk assessments would support this to be a shared approach and impact positively on these being implemented into practice.

This is to comply with Regulations 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: 'My environment is secure and safe' (HSCS 5.19).

An extension to this timescale has been agreed to 30 June 2023.

2. By 28 February 2023, the provider must ensure that effective hand washing measures are in place for children and staff in line with current guidance. This is in order to protect children's health and wellbeing, and to reduce the risk of the spread of infection. Staff should ensure that handwashing is carried out at appropriate times in the day, such as when arriving in the service, before and after eating and when returning inside from outdoor play.

This is to comply with Regulations 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 experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

An extension to this timescale has been agreed to 31 May 2023.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

Quality indicator 3.1 - Quality assurance and improvement and led well

The provider and committee were dedicated to the club and engaged positively with the inspection process. This demonstrated the support and commitment to continue to make the required improvements to have a positive impact on children's outcomes.

Due to management changes, there had been limited progress to develop quality assurance and monitoring procedures. Staff practice needed more formal monitoring to ensure children were receiving care based on current up to date guidance. Introducing a quality assurance calendar would help plan the monitoring required within the service to identify inconsistencies and highlight areas for improvement. The staff and manager were speaking informally to parents every day, but there was still a need for a more structured system to ensure everyone felt included in the development of the service. They should introduce ways to meaningfully involve children, staff and families in the evaluation of the service. This would allow any developments planned, to be based on their needs, wishes and choices. This area for improvement was identified at the previous inspection and has been carried forward in this report. (See area for improvement 1).

The service had started to develop policies to promote consistent approaches in practice. They had developed a registration and information pack for children and their families. This helped families to know what to expect from the service and to make informed choices about their children's care. They had developed a child protection, safeguarding and wellbeing policy, which supported staff in understanding how to keep children safe and protected from harm. A transportation policy promoted consistent safe practice when collecting children from school. The service was continuing to develop their policies and procedures to support high standards. They should ensure staff are fully involved and updated of the information needed to guide their practice and support children safely and effectively. This area for improvement was identified at the previous inspection and has been carried forward in this report. (See area for improvement 2).

Areas for improvement

1. To improve outcomes for children and ensure that there is a culture of improvement in the club, the provider should implement an effective system of quality assurance to monitor and improve practice.

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).

2. To support staff to provide consistent care and support for children and practice in a safe way, the provider must ensure policies and procedures specific to Cowdenbeath After School Club are developed and being used effectively.

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).

How good is our staff team?**3 - Adequate**

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

Quality indicator 4.3 - Staff deployment

The provider recognised the importance of ensuring the service was always appropriately staffed. Effective staff deployment at the start of the session, meant children were supervised and supported when being collected from different schools.

There were some nice interactions between children and staff. We could see staff cared about children and wanted them to have fun in the club. We spoke with staff about using children's names when speaking with them, rather than using terms of endearment. This would show children they were respected and recognised as individuals.

Staff were respectful of one another and were developing their professional working relationships. One parent told us, "The team work well together, they are friendly, informative and caring". Staff showed an understanding of their individual roles and their responsibility to effectively supervise children. They required further support to identify how they could better deploy themselves to increase quality engagement with children. This would allow for more effective communication and team working and allow staff to enjoy spending time with children and strengthen trusting relationships.

Due to the upcoming manager change, there had been no progress in developing an induction and training plan for individual staff. To ensure staff develop the understanding and have confidence and skills to meet the needs of children, the provider must ensure these are developed. The service had started looking at developing the team and some staff had completed first aid and child protection training since the previous inspection. There was still a need to develop staffs' skills and knowledge specific to their roles that would enhance children's experiences and support their emotional wellbeing. We found some staff needed guidance to implement ways to support children to understand their emotions. We suggested a restorative approach should be adopted to ensure children are fully supported to understand their behaviours. Staff should undertake training and reading about quality childcare and the importance of developing a compassionate and responsive approach. This area for improvement was identified at the previous inspection and has been carried forward in this report. (See area for improvement 1).

The provider should introduce staff appraisals which invite staff to discuss areas of practice and identify any required support or development. These should include monitoring of practice to identify clearer action points for development. This would allow the management team to monitor children's experiences through interactions with staff, to ensure they were supported in their role and their strengths recognised. Children would benefit as their care would be provided by practitioners who were trained, skilled and able to reflect on their practice.

Areas for improvement

1. To support positive emotional wellbeing of children, and support their learning and development, the provider should ensure staff access training appropriate to their role, and apply their learning in practice. This should include, but not limited to, training in supporting positive, respectful, and nurturing relationships with children and incorporating children's rights into their practice.

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).

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

Requirements

Requirement 1

By 30 March 2023, the provider must ensure that all children have a personal plan which sets out how their individual needs will be met, as well as their wishes and choices.

Children's personal plans should consider any circumstances which may affect a child's learning and development journey and identify specific strategies to support progress.

All information must be gathered within an appropriate time frame and be reviewed 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(2)(b)(c) (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 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 10 January 2023.

Action taken on previous requirement

The service had worked hard to introduce personal plans, which contained important registration details and some information about children's likes and preferences. Some children had individual support plans in place, however the strategies identified to support children were not fully understood by all staff. This meant there were inconsistencies in practice and children were not always supported. The service should continue to develop personal plans and ensure children and families are involved, to ensure plans of support meet their needs, wishes and choices. Staff should be supported to understand the strategies planned, to ensure they provide consistent care and support for children.

This requirement has not been fully met and has been carried forward in this report. See requirement 1 in 'How good is our care, play and learning?'

Not met

Requirement 2

By 28 February 2023, the provider must ensure that staff have the confidence, skills and understanding in child protection so that children's health, safety and wellbeing needs are met. A clear policy and easily accessible procedures should be in place and staff should receive regular training to support their practice in this area.

This is to comply with Regulations 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 in order 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 requirement was made on 10 January 2023.

Action taken on previous requirement

Staff had completed child protection training and had booked onto further training to strengthen their knowledge and understanding. A safeguarding and wellbeing policy had been developed, which included detailed procedures for staff and the manager to follow. We were satisfied children were protected as staff were informed about their role and responsibilities in identifying, recording, and reporting any child protection concerns. This allowed consistent approaches to be used to support children and ensured they were kept safe.

Progress had been identified and this requirement was met.

Met - within timescales

Requirement 3

By 28 February 2023 the provider must protect children's health, safety and wellbeing, by ensuring risk assessments are developed and working as planned, to support effective practice and maintain a safe environment. These should be clear and easily understood by all people involved in the service. Staff involvement in developing the risk assessments would support this to be a shared approach and impact positively on these being implemented into practice.

This is to comply with Regulations 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: 'My environment is secure and safe' (HSCS 5.19).

This requirement was made on 10 January 2023.

Action taken on previous requirement

The service had started to identify potential risks and develop some assessments to take steps to minimise harm. There was still a need to further develop these to ensure staff practice was supported by providing more detailed information of how to identify and manage risks.

This requirement has not been fully met and has been carried forward in this report. See requirement 1 in 'How good is our setting?'.

Not met

Requirement 4

By 28 February 2023, the provider must ensure that effective hand washing measures are in place for children and staff in line with current guidance. This is in order to protect children's health and wellbeing, and to reduce the risk of the spread of infection. Staff should ensure that handwashing is carried out at appropriate times in the day, such as when arriving in the service, before and after eating and when returning inside from outdoor play.

This is to comply with Regulations 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 experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This requirement was made on 10 January 2023.

Action taken on previous requirement

Children washed their hands when they arrived in the club before they had snack. Some staff had worked with children to develop their understanding of good hand hygiene and children had designed posters to promote awareness. There was still a need to continue developing children's routines to ensure they were washing their hands at all appropriate times, for example, after eating and when returning inside from outdoor play. Hand washing procedures should be improved and sustained to protect children and staff's health and wellbeing.

This requirement has not been fully met and has been carried forward in this report. See requirement 2 in 'How good is our setting?'.

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

To enable children to benefit from a sociable and enjoyable experience while eating, the provider should review their policy and procedures for snack and mealtimes. This should include, but not limited to, ensuring respectful quality interactions between staff and children, with appropriate time and pace for a quality eating experience.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.35).

This area for improvement was made on 10 January 2023.

Action taken since then

Improvements had been made to provide a more sociable experience for children when they ate. Children were confidently serving themselves and enjoyed engaging in conversation with their friends and some staff. There were opportunities for children to be more involved in the preparation and planning of snack which we discussed with the service. They should now progress with these plans to ensure children have opportunities to develop important independence and social skills.

Progress had been identified and this area for improvement was met.

Previous area for improvement 2

To enhance outcomes for children, the manager and staff should develop planning approaches that broadens opportunities and adds depth to all aspects of children's play and learning. These approaches should be developed with children to ensure they are supported to lead and plan their own play.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 10 January 2023.

Action taken since then

The service had spoken with children to develop a plan for the Easter holiday club. This allowed them to ensure they had the required resources and staff to meet children's needs, wishes and choices. Staff were speaking with children and asking them how they wanted to spend their time in the club when they arrived. The service should ensure they broaden their approach and involve children in planning for future activities or interests. This would allow children's interests to be developed and their learning to be progressed.

This area for improvement was not fully met and has been carried forward in this report. See area for improvement 2 in 'How good is our care, play and learning?'.

Previous area for improvement 3

To ensure children enjoy appropriate, stimulating and challenging play experiences, the provider must ensure sufficient and suitable resources are available. These should support meaningful play, engagement and learning of all children relevant to their stage of development.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity'. (HSCS 2.27).

This area for improvement was made on 10 January 2023.

Action taken since then

There was a variety of toys and resources available for children, however there was still a lack of resources to provide challenging and stimulating play for some children. The service discussed creating a children's committee or mini clubs, such as a knitting or crochet club. They should work with children to further develop and implement these ideas. This would allow children to take ownership of their play and learn new skills.

This area for improvement was not fully met and has been carried forward in this report. See area for improvement 1 in 'How good is our care, play and learning?'.

Previous area for improvement 4

To promote children's health and wellbeing, the provider should ensure children have opportunities for daily outdoor play experiences. Staff should ensure children are supported and supervised outdoors at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

This area for improvement was made on 10 January 2023.

Action taken since then

Children accessed the outdoor enclosed space when they arrived in the club and they benefitted from free flow play for the whole of the session. Staff supervised children's play outside and some staff joined in with play. This showed children were valued and supported them to build trusting relationships with them.

Progress had been identified and this area for improvement was met.

Previous area for improvement 5

To improve outcomes for children and ensure that there is a culture of improvement in the club, the provider should implement an effective system of quality assurance to monitor and improve practice.

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).

This area for improvement was made on 10 January 2023.

Action taken since then

Limited progress had been made to achieve this requirement. The manager in the service was changing, therefore it had been difficult to develop and implement plans. The staff and manager were speaking informally to parents every day, but there was still a need for a more structured system to ensure everyone felt included in the service development.

Staff practice needed more formal monitoring to ensure children were receiving care based on current up to date guidance. For example, we found some staff needed support to implement ways to support children to understand their emotions and behaviour. We suggested a restorative approach should be adopted to ensure children are fully supported to understand their behaviours. Further training on children's rights and supporting children to communicate their emotions would support in this area. Staff needed more high quality feedback to support them to identify how they can improve their practice to ensure improved outcomes for children.

This area for improvement was not fully met and has been carried forward in this report. See area for improvement 1 in 'How good is our leadership?'.

Previous area for improvement 6

To support staff to provide consistent care and support for children and practice in a safe way, the provider must ensure policies and procedures specific to Cowdenbeath After School Club are developed and being used effectively.

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).

This area for improvement was made on 10 January 2023.

Action taken since then

Some policies had been developed and the service were still updating and creating policies specific to the club. The service should continue to develop these and ensure they are readily available and understood by all staff. Staff's involvement in developing these will support this to be a shared approach and impact positively on procedures being implemented into practice.

This area for improvement was not fully met and has been carried forward in this report. See area for improvement 2 in 'How good is our leadership?'.

Previous area for improvement 7

To support positive emotional wellbeing of children, and support their learning and development, the provider should ensure staff access training appropriate to their role, and apply their learning in practice. This should include, but not limited to, training in supporting positive, respectful, and nurturing relationships with children and incorporating children's rights into their practice.

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).

This area for improvement was made on 10 January 2023.

Action taken since then

Some staff had completed first aid and child protection training. There had been discussions between the manager and some staff about completing qualifications to meet the terms of their registration with the Scottish Social Service Council (SSSC). The manager should complete individual staff training reviews, to ensure they are supported to develop their skills and knowledge while waiting on enrolment in formal qualification programmes. Staff should be supported to develop compassionate, responsive approaches, that would enhance children's experiences and support their emotional wellbeing.

This area for improvement was not fully met and has been carried forward in this report. See area for improvement 1 in 'How good is our staff team?'.

Previous area for improvement 8

To ensure effective supervision and quality engagement with children, the provider should work with staff to create job descriptions and define their individual roles and responsibilities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My care and support is consistent and stable because people work together well'. (HSCS 3.19).

This area for improvement was made on 10 January 2023.

Action taken since then

Staff had all read and understood their job descriptions that highlighted their roles and responsibilities. Staff were developing their working relationships and were working better as a team, sharing responsibilities of completing important tasks. The manager should work with staff to identify how they can work together to complete important tasks in a way that does not impact on opportunities for quality engagement with children.

Progress had been identified and this area for improvement was met.

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

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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