

## Arbroath (Ladyloan) Out of School Care Club Day Care of Children

Ladyloan Primary School  
Millgate Loan  
Arbroath  
DD11 1LX

Telephone: 07709 903 902

**Type of inspection:**  
Unannounced

**Completed on:**  
9 November 2023

**Service provided by:**  
Arbroath (Ladyloan) Out Of School  
Care Club

**Service provider number:**  
SP2003000548

**Service no:**  
CS2003002748

## About the service

Arbroath (Ladyloan) Out of School Care Club is registered to provide a care service to a maximum of 40 children from age 4 to 12 years.

The service operates from the dining hall of the modern Ladyloan Primary School in Arbroath. Children also had access to adjacent outdoor space.

A voluntary group of parents who form the committee runs Arbroath (Ladyloan) Out of School Care Club.

## About the inspection

This was an unannounced follow up inspection which took place on Thursday 9 November 2023 between 15:00 and 18:00. The inspection was carried out by two inspectors 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 children using the service;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents.

## Key messages

This was a follow up inspection to report on any progress made by the service for the three requirements and one area for improvement, identified within their previous inspection in June 2023.

Two of the requirements had been met and while one requirement and the area for improvement were outstanding, we could see there was evidence to show the service was addressing them.

We have extended the timescale for the requirement and the area of improvement to the next inspection.

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

### Requirements

#### Requirement 1

By 21 August 2023, the provider must ensure that children receive care that meets their needs and supports them to thrive.

To do this, the provider must ensure that children's up-to-date care and support needs are included within their personal plan and staff use this information to effectively support children's care and wellbeing.

This is to comply with Regulation 4(1)(a) (Welfare of users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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); and

'My needs, as agreed in my personal plan, are fully met and my wishes and choices are respected.' (HSCS 1.23)

**This requirement was made on 16 June 2023.**

#### Action taken on previous requirement

Personal plans had been updated for the children. They contained detailed information about their care and support needs. We made some suggestions where this information could be further considered and developed. The staff had a good understanding of the children's care and support needs and discussions were held regularly by the team to ensure a consistent approach was in place.

**Met - within timescales**

## Requirement 2

By 21 August 2023, the provider must ensure improved outcomes for children by implementing effective and robust quality assurance processes.

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

- a) regular, effective, and focused monitoring is carried out across the setting;
- b) robust audits are developed and implemented, and any actions are addressed promptly; and
- c) clear and effective plans are developed to maintain and improve the service.

This is to comply with Regulation 3 Principles and Regulation 15 (a) and (b) Staffing 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:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

**This requirement was made on 16 June 2023.**

### Action taken on previous requirement

The service had a quality assurance calendar in place which will support the monitoring and auditing of the service. The manager discussed the identified improvements and how these would be addressed. The quality assurance system required further development to ensure it was routine and robust.

We have continued this requirement until 31 March 2024. The requirement will be assessed at the next inspection.

**Not met**

## Requirement 3

By 21 August 2023, to improve children's outcomes, the provider must implement a robust and effective staff training, support and development programme that ensures improved engagement and support for children.

This is to comply with Regulation 4 (1)(a) (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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 requirement was made on 16 June 2023.**

**Action taken on previous requirement**

The staff team have undertaken a variety of training courses and professional development opportunities to enhance their knowledge, skills and practice. The team are now embedding their learning into practice and reflecting on the impact it has on outcomes for children. We have observed an improvement in staff supporting and engaging with children. A training programme has been developed through an online training platform to support staff with their continuous professional development.

**Met - within timescales**

## 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

Effective induction and mentoring systems should be developed to support staff to be confident in their roles and effective in meeting children's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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 16 June 2023.**

**Action taken since then**

The manager discussed the mentoring and support they give to staff. The National Induction Resource is to be used to formally support the induction and mentoring of the team.

This is not yet in place, therefore we have continued this area for improvement until the next inspection.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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