

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:
8 April 2022

Service provided by:
Craiglockhart After School Club

Service provider number:
SP2003002895

Service no:
CS2003011990

About the service

Craiglockhart After School Club, referred to as 'the club' throughout this report, is situated within Craiglockhart Primary School. The club has access to the club room, art room, baking room, dining hall, main hall, gym hall craft room, library, music room, toilets, playground and ICT suite, with specific permission from the school. The club has its own secure entry system into the school premises.

The club is registered to provide care to a maximum of 112 children at any one time of primary school age. 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. During school holidays care may be provided from Craiglockhart Primary School, 90 Ashley Terrace, EH11 1RG to a maximum of 56 children at any time. When the school is not available to provide holiday care from, holiday care may be provided to a maximum of 40 children at any one time from North Merchiston Club, 48 Watson Crescent, EH11 1EP.

This was an unannounced inspection which took place on 4 April between 14:15 and 17:45. 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 evaluation we:

- spoke with children
- spoke with staff and management
- requested feedback from parents
- observed practice and daily life
- reviewed documents.

During our visit we identified significant risk to children's health, welfare and safety related to how children's allergy and medical needs were being met. We issued a letter of serious concern to the provider on 5 April 2022 detailing the immediate action that was required. We report on this under the 'What the service could do better' section of this report.

What people told us

Children appeared to be comfortable and familiar with the club set up and routine. They told us that some favourite things included "Playing with friends" and "meeting older children and playing with them too".

We emailed parents to request feedback and received two responses which were complimentary about their child's experiences. Comments included:

"The club has a very good mix of structured learning activities, structured play, and unstructured play time."

"The staff are all very friendly and we are very confident in how they treat and interact with our (child)."

Self assessment

A self-assessment was not requested prior to the inspection. We reviewed the service's improvement plan as part of this inspection which identified areas of strength and areas to be improved. The management team responded well to feedback and had identified similar areas for improvement to those identified through inspection.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------|
| Quality of care and support | 2 - Weak |
| Quality of environment | not assessed |
| Quality of staffing | not assessed |
| Quality of management and leadership | 2 - Weak |

What the service does well

We made an evaluation of weak for this key question. Whilst we identified some strengths, these were compromised by significant weaknesses.

Most children were busy, engaged in activities or speaking with their friends. Children were confident, had developed close friendships and led their own play. Children used the space to run around and play football, tig and other imaginative games. Staff were kind in their interactions and responded sensitively when children needed support managing their emotions and interactions with their friends. Some children showed confidence in asking staff for support if it was needed or if they wanted a staff member to be included in their play.

The snack provision was balanced and children experienced a sociable and unhurried snack time. The club were considering ways to extend this experience though supporting children's independence by involving them in setting up snack.

The new management team were motivated and enthusiastic about supporting improvement in the club and they engaged well in the inspection process. Through consultation, changes such as limiting screen time had been introduced. This encouraged children to explore more play and learning opportunities in the club. Further systems were being developed to provide opportunities for consultation with children, families and the staff team.

What the service could do better

We identified significant concern to children's health, welfare and safety related to how children's allergy and medical needs were being met. Some staff were not clear about where medication was stored or what actions to take should children display signs/symptoms. To ensure children's medical needs can be met effectively the club must develop personal plans which include a description of the condition and the stepped approach to be taken by staff. Children's information should be reviewed in consultation with parents and children at least every six months, or if there is a change in their care needs, in line with legislation (see requirement 1).

We found insufficient information had been gathered to effectively meet children's additional support needs. This meant inconsistent strategies were used by staff which could lead to poor outcomes for children. We discussed with the manager about having recorded strategies which are shared with all staff to provide a more consistent approach to supporting children's needs. These strategies should be reviewed with parents at least every six months in line with legislation to evaluate their effectiveness (see requirement 1).

Risk assessments were not effectively put into practice by staff. For example, staff repeated rules to children but did not include them in assessing any risks as they played. This would have helped children to navigate risks and decide what they were capable of. The children should be part of the conversations around risk in their play, to ensure children are cared for in a safe and secure environment.

Ineffective quality assurance procedures meant areas for improvement were not identified and addressed. Continuity of care was inconsistent throughout the day as clear arrangements were not in place due to staffing changes. There were missed opportunities for consistent high-quality engagement and interactions, as children were being cared for by staff who were unfamiliar to them. This meant children's needs were not fully considered to ensure they felt secure and to support them to meaningfully engage in experiences (see recommendation 1).

Staff required further training on child protection policies and procedures. There was a lack of clarity about who they should speak to if they had concerns or how concerns would be recorded. This meant there was a risk that children may not receive the right support at the right time by the right people (see recommendation 2).

Limited resources were on offer for children to play with both indoors and outside. This meant that, at times, some children appeared bored. For example, some children were not meaningfully engaged in any of the activities on offer and it was not clear where they could access a wider choice of resources. The breadth and balance of resources did not sufficiently meet children's stages of development or offer challenge and exploration. The service should reflect on best practice documents, such as those found on the Care Inspectorate Hub, to build on core resources. Children would also benefit from more open-ended and loose parts play to promote their problem solving, curiosity and enquiry skills (see recommendation 3).

Requirements

Number of requirements: 1

1. By 6 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).

Recommendations

Number of recommendations: 3

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).

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).

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 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).

Complaints

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

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|--|
| 25 May 2018 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 5 - Very good Not assessed Not assessed 5 - Very good |
| 19 Nov 2015 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 4 - Good 5 - Very good 4 - Good 4 - Good |
| 23 Nov 2012 | Unannounced | Care and support Environment Staffing Management and leadership |
| | | 5 - Very good 4 - Good 5 - Very good 4 - Good |
| 9 Oct 2009 | Unannounced | Care and support Environment Staffing |
| | | 5 - Very good 5 - Very good 5 - Very good |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| | | Management and leadership | 5 - Very good |
| 22 Sep 2008 | Unannounced | Care and support | 3 - Adequate |
| | | Environment | 4 - Good |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | 3 - Adequate |

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