

Scamps Out of School Clubs Ltd Day Care of Children

Beechgrove Scout Building
Oakhill Crescent Lane
Kings Gate
Aberdeen
AB15 5HY

Telephone: 07792 768202

Type of inspection: Unannounced
Inspection completed on: 27 April 2017

Service provided by:
Scamps Out of School Clubs Ltd

Service provider number:
SP2013012015

Care service number:
CS2013315234

About the service

Scamps Out of School Clubs Ltd has been registered since 18 June 2013. The service is registered to provide a care service to a maximum of 40 primary school age children at any one time. The care service will operate between 7.00 am to 9.00 pm and 3.00 pm to 6.00 pm Monday to Friday during term time, and from 8.00 am to 6.00 pm during school holidays and in-service days.

The service operates from a scout hut in a residential area of Aberdeen. The accommodation consists of two hall areas, a small room, a kitchen area and toilet facilities. There is also an outdoor garden. The service is located within the centre of town close to local schools, parks, libraries with good transport links.

Some aims of the playgroup are:

- To provide good quality care with the emphasis on healthy outdoor and physical activities and a home style nurturing environment.
- To enable children to have the opportunity to explore their natural curiosity both outside and in with a good variety of games and activities to expand both body and mind.

We compiled this report following an unannounced inspection which took place between 7.35 am and 9.00 pm, and between 2.30 pm and 5.30 pm on 27 April 2017. The inspection was carried out by a Care Inspectorate early learning and childcare inspector.

During this inspection we spoke to the staff, manager, children present and parents. We observed the care given by the service and looked at a number of documents including health and safety records, children's records and certificates of training.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

We observed the children and saw that they were receiving a positive experience during their time at out of school club. We spoke to a number of children and parents during our visit. Children's comments included:

"Look, I've finished my puzzle."

"I have been to the UK and Spain."

"Watch me do my show and tell."

"I like coming here."

"I don't like walking in the rain."

"I like playing with friends."

"Frankies and Benny's pizza making was tasty and fun."

"I liked everyone falling into the river."

"I loved rollerblading."

Parent's comments included:

"We moved from another out of school club and this one is better."

"My child enjoys coming and the staff are fantastic."

"The staff put significant effort into doing activities with the children."

"We are very pleased with the relationships my child has formed with the staff."

"The staff are brilliant with the children and genuinely care for their wellbeing."

We received nine parent questionnaires. All were very positive regarding the out of school club. They highlighted the caring nature of the staff.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well. The self-assessment clearly identified some key areas for improvement and how the service intended to take these forward. The manager told us how the people who used the care service were involved in the self-assessment process and how their feedback directed the development of the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

During the inspection we observed very positive interaction between staff and children. Staff knew the children well and were attentive and responsive to their needs. This helped form attachments between child and carer, and for children to feel nurtured.

The service had updated children's care plans which contained the correct information to help meet their needs and to help keep them safe. These were reviewed regularly to ensure all information was current. Care plans included information on strategies for children who required extra support. The plans could be further enhanced by including the symptoms of children's allergies. **See recommendation 1.** However, the staff described with

confidence symptoms of the child's allergy to ensure they were safe. Staff described strategies they used to help calm children down. Children could also use the quiet room to still feel included but have their mood respected during their time at the out of school club.

Administration of medication had been reviewed since the last inspection. The manager carried out audits of the medication forms every three months to ensure they were current and reflected children's needs to keep them safe and healthy.

To support health and wellbeing, snacks were healthy and followed best practice. Children were given the opportunity to be independent by helping to set out plates, cups and serve their own food and drink. There was a good level of staff and child interaction during snack time helping to promote children's social and language development, helping them to achieve.

A keyworker system was in place. The keyworker observed the child's learning and development and recorded their progress and identified next steps. Children's needs were identified in line with the SHANARRI wellbeing indicators.

The service had a child protection policy that provided clear guidance for staff, and staff confidently described what they would do if they were concerned with the welfare of a child. Children had learned about the NSPCC 'pants' campaign and knew about keeping themselves safe.

Children were given praise and encouragement from staff for helping to tidy up. Positive behaviour was acknowledged increasing children's confidence and self-esteem.

Children's views had been sought to plan and evaluate activities. This was evidenced in many mind maps of what the children had said.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support staff to meet children's health needs information regarding allergies, such as signs and symptoms of the allergy, should be included within the children's care plan.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing

Grade: 5 - very good

Quality of environment

Findings from the inspection

The children were cared for in a safe and secure environment. The walls were bright and colourful and featured child-led work.

Children had access to a range of resources and experiences that were age and stage appropriate helping them to achieve. The children had access to a quiet room which featured an exciting tent and cushions. Mind maps of what the children wanted to do were displayed. They included activities such as knitting, football, baking, roller blading, making volcanoes and experiments. These activities were evidenced in large photobooks easily accessed by children and parents.

Young children were completing tricky puzzles and learning about the different countries and flags. Older children had been learning about unicorns and their work was displayed on the wall. All children were involved in learning about The United Nations Convention of the Rights of the Child and were aware of their right to play and looking after themselves.

Since the last inspection handwashing procedures had been reviewed to reflect best practice to prevent the spread of infection. The toilets were due to be refurbished in the coming months which would create a more pleasant environment for the children.

Children were learning how to keep themselves safe. Risk assessments were in place for indoor and outdoor areas and had been revised along with the children to gain their views and made them aware of their own risks and safety. Children were observed to evaluate their own risk when climbing the high trees in the outdoor area.

The children had access to the outdoor garden and also walked to and from school which is based ten minutes away. This provided children with daily access to fresh air, keeping them active and contributed to their health and wellbeing. In the garden children were having fun climbing trees and engaging in loose parts play. We signposted the staff to the 'My World Outdoors' best practice guidance. http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf

This will help to extend and develop the children's outdoor learning experience.

The writing area was used but could be developed to allow children more opportunities to develop their skills. We discussed the use of children's choice units next to the area allowing them to be more creative.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Staff displayed a professional attitude and had built positive relationships with the children. They escorted a large group of children to school safely. Staff were aware of safety and risks associated with walking around a busy city centre ensuring the children were kept safe at all times.

Staff demonstrated a good awareness of how children learn and develop through play. Children were given ample time to play and routines remained flexible. For example, they could choose when to have snack, when they wanted to play outside which showed they were respected. Staff followed the children's lead during spontaneous play activities. This encouraged the natural flow to the play, ensured it was not interrupted and meant it was responsive to the children's interests. For example, some children decided to make junk models in the arts and crafts area.

All staff had been recruited properly and registered with Scottish Social Services Council (SSSC). This helped to safeguard children. New staff participated in a three-month induction period. All staff received regular support and supervision enabling them to carry out their roles competently to provide best outcomes for children.

Staff participated in continued professional development each week helping to keep their professional knowledge current. Records demonstrated staff had focused on the new care standards, loose parts play and new policies. They also received regular training from a local training company which covered all their core training such as first aid and child protection to ensure they were aware of keeping children safe.

Regular team meetings took place and staff were consulted and participated in making decisions and putting forward their ideas. Their ideas were collated on mind maps.

We observed good communication between staff and parents. Parents had also fed back that they were pleased with the quality of staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Management encouraged the development of their team and supported them in keeping children in their care safe. The manager and staff had taken appropriate action since the last inspection to improve outcomes for children within the out of school club.

Staff felt valued and supported by the provider and manager. Staff took part in a formal appraisal system and regular review meetings. These provided opportunities to highlight strengths and identify areas for development.

Quality assurance was now effective with monitoring and auditing systems in place for children's care plans, medication records and staff support and supervision. This ensured the children were being cared for by knowledgeable, competent staff helping to keep children safe.

The service was also supported by a visiting development support worker. Actions from these visits had been incorporated into the improvement plan for the out of school club.

The manager was very professional and had taken pride in improving the out of school club service.

Communication with parents and carers was a strength. The service sent out termly newsletters about what the children had been doing. There was a newsboard that displayed various relevant policies for families to look at. The service had used parents comments to improve the service. These were evidenced on a 'you said, we did' wall display. For example, introducing a 'tech-free' day. The children were allowed the Nintendo one day a week. When evaluated by the children, all children said yes to them enjoying 'tech-free' days.

In addition, there was also a 'question of the month' and questionnaire that had been sent to parents and carers. This had been collated and the outcome was really positive. We saw evidence that suggestions had been acted upon. This evidence suggested the service valued parents and carers opinions in developing the out of school club.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

Requirement 1

The provider must ensure that they meet the health and wellbeing needs of all children. In order to achieve this they must:

- a) Ensure that registration forms / support plans are updated at the request of service users, when there are significant changes in children's needs or at least once in every six month period.
- b) Ensure a quality assurance system is effectively implemented to check information recorded in relation to children's needs is reviewed and updated as required.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulations 4(1)(a) and 5(1) and (2)(b).

Timescale: within four weeks of receipt of this report.

This requirement was made on 17 June 2014.

Action taken on previous requirement

Registration forms and support plans updated regularly and account for children's changing needs. The management review these regularly as part of their updated quality assurance system.

Met - within timescales

Requirement 2

The provider must keep a record of the date on which the service is first provided to the service user.

This is in order to comply with:

The Regulation of Care (Requirements as to Care Services) Regulations 2002 (Scottish Statutory Instrument 2002/114): Regulation 19(1)(d).

Timescale: within four weeks of receipt of this report.

This requirement was made on 17 June 2014.

Action taken on previous requirement

Dates when children started at the service were evidenced in children's' files.

Met - within timescales

Requirement 3

The provider must ensure safe and effective systems are in place for the administration of medication. In order to achieve this the provider must:

- a) Ensure that sufficient information is sought from parents in relation to children's health and medical needs and that this is appropriately recorded in children's record.
- b) Ensure appropriate written permissions are in place for the administration of medication.
- c) Ensure that medication records are reviewed and updated as required.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4(1)(a).

Timescale: within 48 weeks of receipt of this report.

This requirement was made on 17 June 2014.

Action taken on previous requirement

Procedures for administering medication had been reviewed. The medication records were checked and updated regularly and quality assured by the management. Parents had signed the medication forms.

Met - within timescales

Requirement 4

The provider must ensure that appropriate infection prevention and control procedures are being followed. In order to achieve this they must ensure that appropriate hand washing procedures that reflect best practice are implemented.

This is to comply with:

The Regulation of Care (Requirements for Care Services) Regulation 2011 (Scottish Statutory Instrument 2011/210), regulation 4(1)(a).

Timescale: within 24 hours of receipt of this report.

This requirement was made on 17 June 2014.

Action taken on previous requirement

During inspection handwashing was observed to reflect best practice. Correct handwashing pictures were displayed on the wall and children were looking at this and washing hands correctly to limit spread of infection. Staff observed handwashing at the entrance of the toilet doors.

Met - within timescales

Requirement 5

The provider must ensure that toilet facilities used by children provide a safe and hygienic environment for children.

This is in order to comply with:

The Regulation of Care (Requirements for Care Services) Regulation 2011 (Scottish Statutory Instrument 2011/210), regulation 4(1)(a).

Timescale: within four weeks of receipt of this report.

This requirement was made on 17 June 2014.

Action taken on previous requirement

On the day of inspection toilet facilities were safe and hygienic. The manager advised that new toilets were being installed in the summer holidays providing a better environment for the children.

Met - within timescales

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

Previous recommendations

Recommendation 1

The manager and staff to ensure that an appropriate risk assessment is in place and implemented for all areas of accommodation used by the service.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment

This recommendation was made on 17 June 2014.

Action taken on previous recommendation

Risk assessments were in place for all areas of accommodation used by the service. These had been carried out with the children's' views taken into account, allowing them to assess their own risk.

Recommendation 2

The provider and manager to ensure that staff receive appropriate support, supervision and training to enable them to undertake their roles competently and in keeping with best practice.

In order to achieve this the provider must:

- a) Carry out and record regular support and supervision sessions with staff.
- b) Review staff training needs and develop appropriate individual training plans.
- c) Ensure staff undertake appropriate training to enable them to promote best practice.
- d) Ensure up to date records of training and induction are maintained.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff, Standard 13: Improving the Service, and Standard 14: Well-managed Service

This recommendation was made on 17 June 2014.

Action taken on previous recommendation

Staff receive support and supervision from the manager every six-eight weeks. These meetings formed individual training plans and identified areas to be improved. The manager carries out weekly continuous professional development with staff to ensure their knowledge within the sector is current. Evidence of staff training and induction was observed and kept within the relevant folder. A development officer also visits regularly to support staff and minutes of these minutes was observed.

Recommendation 3

The manager to develop and implement effective monitoring and auditing systems that support service improvement.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service, and Standard 14: Well-managed Service

This recommendation was made on 17 June 2014.

Action taken on previous recommendation

The manager had revised monitoring and auditing systems. These now supported continued improvements within the service. The manager audits when care plans and medication forms need to be reviewed. She monitors staff regularly to they are meeting their own training needs and development to care for the children in their care.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings								
17 Jun 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									

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