

Care service inspection report

Full inspection

Broomhill Out of School Club Day Care of Children

Broomhill Primary School
Gray Street
Aberdeen



HAPPY TO TRANSLATE

Service provided by: Lorndale Aberdeen Limited

Service provider number: SP2013012192

Care service number: CS2014333782

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

Children presented as happy and were interested in the activities that were available to them.

The staff and manager were very motivated and had developed positive relationships with children and their parents and carers.

What the service could do better

Some of the taps in the children's toilets were not providing hot water. Children were washing their hands in cold water which was not in line with best practice.

There were no fridge temperature checks being undertaken to ensure that food was being kept at a safe temperature.

What the service has done since the last inspection

The service had only been running for one year. The manager and staff had been working hard to develop the service over this time. As part of this they

had been reviewing the snack menu and developing the range of activities for the children.

Conclusion

A quality service was being provided at Broomhill Out Of School Club.

1 About the service we inspected

Broomhill Out of School Club is provided by Lorndale Aberdeen Limited. It is registered to provide a care service to a maximum of 32 primary school children. The care service may operate from 7.30am until 9.00am and from 3.10pm until 6.00pm Monday to Friday during term time. Currently the service only provides an after school service.

This is the service's first inspection since it was registered in June 2015.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 4 - Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight well-being indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

We wrote this report following an unannounced inspection carried out by one inspector. The inspection took place on 21 and 22 June 2016. Feedback was provided to the manager of the service and also the quality assurance manager on 28 June 2016.

During the inspection process we gathered evidence from various sources, including the following:

We spoke with:

- the manager of the service
- the quality assurance manager
- staff
- parents who used the service
- children who attended the service.

We observed:

- staff practice
- the children's experiences
- the environment for the children.

We looked at a range of relevant documents, including the following:

- children's records
- feedback systems
- snack menu
- medication records
- accident and incident records
- recruitment records
- training records
- staff appraisal records
- policies and procedures
- quality assurance systems.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

A detailed self assessment was completed and submitted as requested prior to the inspection visit. This document was completed by the service to assess their service and let us know what they saw as the strengths of their service and areas that could be worked on more.

Taking the views of people using the care service into account

Children told us about the activities they enjoyed at the club:

- "Like playing 'mums and dads'".
- "Drawing".
- "Like playing with my friends and building brand new stuff with Knex".
- "Going outside".
- "Like playing football".
- "Different games like rounders, basketball".
- "I like how we have new things every day".
- "Has been stuff out all the time".
- "Always something going on".

They also told us about staff:

- "They are really nice and they are really kind".

And they told us about snack:

- "My favourite snack was yesterday - banana and toast".
- "They are nice".

Taking carers' views into account

We sent out 15 questionnaires to the service for them to send out to parents and carers. This was to help us get some feedback about the quality of the service. At the time of writing this report we had received four completed questionnaires. Responses were very positive and the following comments were received:

- "Overall I am happy with the out of school club provision at Broomhill. The staff have made positive changes over the last year or so, particularly with food/drink provided for the children and increasing range of activities. My son is extremely happy there".
- "(The supervisor) has done a great job getting the after school club up and running. The kids are happy and enjoy going".
- "(My children) are kept happy, safe and healthy, busy and active during their time there, which is approximately one and a half to two hours. My husband and I are happy with the service".

Three of the respondents strongly agreed and one agreed with the statement "overall I am happy with the quality of care my child receives in this service".

We also spoke to two parents during the inspection visit. Again they feedback positively about the service. They told us:

- "Feel (child) is safe and (child) is happy".
- "(Staff) asked us to provide information regarding things (our child) likes and doesn't like. Feel they have taken on board advice".
- "Happy with the service".

- "Very happy with the service".
- "Can play outside, they do crafts, baking".
- "(My children) really like the staff".

The parent also told us that specific requests were considered by staff and implemented where possible and appropriate.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service Strengths

We found that very good systems were in place for encouraging children and their parents and carers to provide feedback about the service.

We saw that children were encouraged on an everyday basis to make choices about activities and snack. Recently the service had been looking to develop the activities they offered to make them more challenging and stimulating. The children had been encouraged to put forward their ideas and we saw these being progressed.

Parents and carers had been asked to provide feedback about the service in a number of ways. We were able to see responses being collated and feedback being progressed by the service.

We saw throughout the inspection that the staff were very good at providing parents and carers with feedback about their children's time at club when they arrived to pick them up. We could see that positive relationships had developed, which helped to create an environment where parents and carers would be confident about raising issues.

We found that the manager developed and distributed newsletters on a regular basis to parents and carers which kept them updated with the clubs activities and progress. The newsletter was also used to try and encourage more parent

and carer participation in the club. A recent example was asking for contributions towards resources for challenging activities and also an appeal for parents and carers to spend time in the club sharing a skill or playing a game with the children.

Areas for improvement

The service should continue to progress the feedback they have received from children and form parents and carers.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We ensure that service users' health and wellbeing needs are met.”

Service Strengths

We found that records were in place which contained all key information about each child and how their needs would be met. Staff also kept detailed notes of any significant events and we could see this information being used to support the children. We spoke to staff who were able to evidence that they knew the children and their needs very well. We were able to see that the manager and staff worked hard with parents and carers to ensure that they had clear and comprehensive information in place to support children with specific needs. Discussions we had with staff and parents, and also reviewing records, provided us with examples of how support provided led to very good outcomes for the children.

We found that there were very good opportunities for the children to go outdoors and access fresh air and energetic play. Children had their snack outdoors on the first day of the inspection and engaged in a number of outdoor activities. This helped to keep the children healthy and active.

We found that staff had been working hard on developing more challenging

activities along with the children, and were continuing to develop this further. This had led to some really positive outcomes.

We found the snack menu to promote healthy eating. We saw that children's individual dietary needs were fully understood by staff and were implemented. Parents told us that any specific requests they made were followed through by staff. Staff used the snack menu to reflect individual preferences and also to introduce children to new foods.

We saw that the service had a notice board in place which was used to share some of the children's achievements outwith the out of school club. This had come from embedding the GIRFEC principles, recognising the importance of links between home and school and the wider world. Celebrating children's success in this way helped them to feel a sense of achievement.

We saw that an appropriate child protection policy was in place. We heard from staff that they undertook regular child protection training and this was also reflected in training records we saw. We spoke with staff who were confident regarding their role in responding to concerns.

Areas for improvement

The snack that was provided on the second day of the inspection did not reflect the snack menu for that day. It is important that parents and carers are provided with accurate information about what their children have eaten. The manager advised us at the feedback meeting that she would ensure that this was addressed.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

"We make sure that the environment is safe and service users are protected."

Service Strengths

We found the environment to be clean and we found there to be procedures in place to help maintain a clean and hygienic environment. During our walk around of the club premises we did not observe there to be any obvious hazards. A clear and effective signing in and out system was in place. We saw it being fully implemented. This helped create a safe environment for the children.

A clear procedure for children wanting to go to the toilet had been implemented. This made it easier to keep track of children and also staff. We spoke to children who were all clear about the system and had found it beneficial. We observed it working during the inspection.

Whilst outdoors in the school playground a clear system was in place to identify which children were part of the club. Staff told us, and we could see, that children understood the boundaries that they needed to adhere to out in the playground. This helped to ensure children were kept safe.

Staff explained to us the process for helping ensure that children arrived safely from their classroom to the club. This system had worked well since it was introduced when the club first opened.

Portable appliance testing had been carried and was in date.

Areas for improvement

We found that there was no thermometer in place to record the temperature of the fridge. This is needed to ensure that food is stored at the correct safe temperature. At feedback the manager advised that a thermometer had now been put in place and daily temperature checks were being undertaken.

We found that several of the taps in the girls' toilets were only providing cold water. We observed some of the children to be washing their hands in cold water which they told us was generally what they did. At feedback the manager told us about action she was taking to address this issue.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

We found that the environment and resources used by the service were very good. The service had been set up with activities at different areas which were being used well by the children. An area of the club had been set up with resources which could be used to make a den. This helped to encourage a quiet space within the club.

We found that resources were purchased by the service on a regular basis and were based on children's preferences and requests.

Toilets were located close to the club room, which meant that children did not have to travel far and this helped to keep them safe.

The club was able to make use to the school playground, which was accessible straight from the club entry and exit point. Children and parents we spoke to confirmed that there were regular opportunities for the children to play outdoors.

Lots of information was available on display for children and for their parents and carers. This included children's achievements outwith the club and how the service was taking forward feedback from children, parents and carers.

Areas for improvement

We observed that the environment at times was quite noisy. We noted that higher noise levels could be challenging for some children. Staff however were able to encourage the children to think about noise levels in a positive way.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

The recruitment process for the service had been reviewed and the recruitment policy and procedure updated. We found the operational guidance for recruitment and selection to be comprehensive and appropriate.

Our sampling of recruitment records found that all the required checks had been undertaken for new staff. These included verbal and written references, identification checks, police checks and a GP reference. Where a preferred candidate indicated that they were registered with a relevant professional body such as the Scottish Social Services Council (SSSC) this registration was also checked. Where not registered they were made aware that they would be required to register within six months if successful in being offered the post. Recruitment packs for successful candidates were now required to be signed off by a senior manager and the provider of the service as an extra quality assurance measure.

The manager and the senior manager had both undertaken recruitment training since the last inspection. This focused on safer recruitment through better recruitment and interview best practice. Both felt that this had helped to develop their knowledge in this area and had led to better practice. We could see that recruitment practices had improved since the last inspection.

We found that new members of staff received an induction into the service. We spoke to a member of staff who felt that the induction they received supported them to undertake their role. We found that a checklist was in place to help ensure that all required tasks were completed as part of the induction process.

New members of staff were expected to complete core training and we were able to see that this was completed.

Areas for improvement

The interview assessment form contained quite limited information in relation to the questions asked and responses; however, this was before the procedure was reviewed and updated. The manager informed us that more detailed records were now kept.

We were told of plans to introduce a more practical aspect to the staff recruitment and selection process. There were also plans to develop the current probation period to include observations of practice and feed this into the practical record.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service Strengths

We found that the staff team presented as being confident and competent throughout the inspection. They were well able to lead activities and respond to any issues. We found that staff members interacted very nicely with the children they were supporting. They were caring and encouraging in their approach.

We found the staff team to be very motivated. They were keen to develop the service further and had been enjoying developing the range of activities for children to make them more challenging and stimulating.

We sampled appraisal records and found these to be comprehensive. It was

positive to see that feedback about individual staff members was obtained from children, parents and carers to help inform the appraisal process.

We joined the staff for a team meeting and found that they were encouraged to share their ideas about developing the service.

Staff had been asked by management to complete a staff questionnaire. We found that the feedback from staff within the questionnaires and also from our discussion about the support they received was positive. This let us see that staff felt valued and well supported.

We found that staff had undertaken a wide range of training. We found that they had been able to make positive changes to their practice following training and were able to give some clear examples.

Areas for improvement

The service to continue to maintain and take any opportunities to further develop the already very good practice in relation to this quality statement.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 2

"We involve our workforce in determining the direction and future objectives of the service."

Service Strengths

The service had been set up one year ago. The supervisor told us that she had been fully involved in setting up the service, taking account of feedback she had sought from children, parents and carers and other staff. This included, for example taking responsibility for sourcing and purchasing the resources required. Since the service began operating systems had been further reviewed and developed with input from the team. The supervisor was being supported to take on increasing responsibility within the service and was positive about this and developing in confidence.

We found that one of the key areas the service was currently focusing on was challenging activities. Through our discussions with staff and by attending a team meeting we found that staff had been actively encouraged to share their ideas and also implement them within the service. The team were aware of individual staff skills and used these to benefit the service and the outcomes for the children. Staff had also been communicating with other teams within their organisation to swap ideas and experiences to further enhance the activities they were introducing to the children.

There were various opportunities for staff to provide feedback to help develop the service further. These included the recent staff survey, support and supervision sessions, annual appraisal and regular team meetings. We were able to see that the management team listened to and valued the team's input and responded by making positive changes. More informal meetings had been introduced by the supervisor following feedback from the team. This provided a further opportunity for staff to reflect on their practice and further develop their plans.

Staff had been involved in deciding on training that they felt would benefit them in their posts. The impact of the training was that it had led to better outcomes for the children.

Work had been undertaken by the organisation to empower staff more and we saw evidence of this in a number of ways throughout the inspection visit and in our discussions with managers and staff. Examples of this were that staff were now more involved in the quality assurance process and were taking responsibility for budgeting.

The organisation had introduced an initiative called 'It's your 10 minutes'. This was developed following staff response to a previous questionnaire. Staff felt that they would benefit from more direct communication with the senior management team. This enabled them to have a one to one meeting with either the provider of the service or the senior manager to provide them with some feedback and discuss their own professional development and the development of the service.

Areas for improvement

The service should continue to maintain the excellent practice they have achieved in relation to this quality statement.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

Service Strengths

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sought from children, parents and carers and other staff. This included, for example, taking responsibility for sourcing and purchasing the resources required. Since the service began, operating systems had been further reviewed and developed with input from the team. The supervisor was being supported to take on increasing responsibility within the service and was positive about this and was developing in confidence.

We found that one of the key areas the service was currently focusing on within the service was challenging activities. Through our discussions with staff, and by attending a team meeting, we found that staff had been actively encouraged to share their ideas and also implement them within the service. The team were aware of individual staff skills and used these to benefit the service and the outcomes for the children. Staff had also been communicating with other teams within their organisation to swap ideas and experiences to further enhance the activities they were introducing to the children.

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Areas for improvement

The service should continue to maintain the very good practice they have achieved in relation to this quality statement.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

9 Inspection and grading history

This service does not have any prior inspection history or grades.

To find out more

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