

PEACE Dunlop Schools Out Day Care of Children

The Village Hall
48 Main Street
Dunlop
Kilmarnock
KA3 4AG

Telephone: 01560 482133

Type of inspection: Unannounced
Inspection completed on: 8 December 2016

Service provided by:
PEACE Childcare

Service provider number:
SP2003000712

Care service number:
CS2003003488

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 1 April 2011.

PEACE Childcare (PEACE) is the registered provider of this day care of children service. PEACE is a charitable organisation managed by a voluntary board of directors (the board). The board has responsibility for the overall management of PEACE. This includes the provision of a sitter service, several out of school clubs operating throughout East Ayrshire and a full day holiday service based in Kilmarnock. The board delegates responsibility for the day-to-day running of the service to a suitably experienced services manager.

PEACE Dunlop Schools Out is located in The Village Hall, in the town of Dunlop in East Ayrshire. They have a separate entrance and exclusive use of a hall while the service is operating. They also have pre-arranged access to the main hall and the cafeteria. The service can provide up to 50 places per session during the school term.

The service aims to:

"Support parents and guardians in balancing work, training, education and family commitments by providing a before school, after school and full day care service during school holidays and in-service days."

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 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 the 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

At the time of this inspection, 69 children were using the service. On the first day of our inspection visit, 23 children were present. On the second day of our inspection visit, 18 children were present. We could see that the majority of the children were enjoying attending the service. They interacted confidently with the staff and were comfortable with the daily routine. Children requiring a little more support or individual attention had their needs met by the caring staff team.

Comments we received from children included:

"I like coming, I can play with my friends. There's a lot to do."

"I like making things and we go to the park a lot."

"It's fun. The staff make me laugh."

"It's fair. There's a list for the xbox so you can get a shot if you want."

Throughout this report, any reference to "parents" also includes carers and guardians. Prior to the inspection, we issued 20 Care Standards questionnaires. We received seven completed questionnaires from parents using the service. We also spoke with three parents during the inspection. The respondents to our questionnaire and

the parents we spoke with were very happy with the quality of care provided. Parents also confirmed that the staff team kept their children safe. One respondent felt that the service could improve communication with parents. Two respondents felt that the service could improve the general cleanliness of the environment.

Comments we received from parents included:

"Dunlop Peace provides a flexible and high quality service."

"Our children enjoy their time there and are supported well in a variety of activities."

"Excellent flexible service."

"Outstanding staff, helpful and excellent with the kids."

"Different things every day and lots of imaginative play."

"Convenient, near the school and in their local community."

Self assessment

The Care Inspectorate received a completed self assessment from the manager of the service. The manager identified what the service did well and gave examples of further developments they intended to pursue. Examples of planned developments included: Working with the village hall board of directors to improve the overall cleanliness of the hall and planning more activities that are interesting for older children. The service also planned to continue to source training for managers and staff.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found that the quality of care and support provide by the service was very good.

The staff team worked closely with families using the service. This helped to ensure that they had all of the information they needed from parents to help them meet children's individual needs. We found that the service displayed a wide range of useful information for parents throughout the hall. This helped to keep parents up-to-date with the activities provided by the service.

At the last inspection, we recommended that the service put in place a personal plan for each child using the service. The service has met this recommendation. We found that all of the children attending the service had a

personal plan in place. We spent time with the manager discussing how the service could make better use of personal planning to support children's wellbeing.

Children were encouraged to choose activities independently and the routine provided ample time for children to play uninterrupted. We saw that staff dealt with minor disagreements between children sensitively and fairly. As a result, children were learning to be respectful of each other's views and opinions.

As part of this inspection, we looked at the services record keeping. We found that occasionally parents asked the staff to administer medication. The service had medication records in place. However, these records did not note if parents had administered the first dose of the medication. We asked the manager to amend the services permission to administer medication records to include this information.

We also found that not all of the appropriate records relating to medication were in place. In order to ensure children's safety we have advised the manager to record the details of any agreement reached with a parent in relation to a child taking responsibility for administering their own medication. This information could be included in the child's personal plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found that the quality of the environment provided by the service was good.

The staff team provided a fun, lively, welcoming environment for families using the service. Overall, we found that systems were in place to protect children and keep the environment safe. Parents were confident that the staff team provided an appropriate environment for their children.

Their comments included:

"Peace afterschool is an enjoyable and stimulating environment/service for our children. We are delighted with the service and confident about the quality of care provided."

"The service has so much to offer the kids and utilise the local park. Great for physical exercise and integration with their local community."

"Nice and lively with a bustle about the place which we like."

At our last inspection visit, we made two requirements relating to the environment. During this inspection, we

found that the manager had arranged for fire safety equipment and electrical equipment to be tested. Additional safety measures ensured that children did not have access to any hazardous areas within the hall. As a result, the safety of the children had improved and the service met both requirements.

We also made two recommendations regarding providing a safe environment.

The first recommendation related to infection control and food provision. We found that the service had made some progress. However, the hall would benefit from a thorough cleaning. Appropriate mops and other cleaning materials were available. Unfortunately, they were stored in a manner that made them difficult to access (See recommendation 1). Food was prepared in the designated food area. Occasionally the children ate snack while they continued to play. For example, on the first day of our inspection the children had pizza for snack. The manager appropriately prepared and served this and the children were free to return to where they had been playing to eat their snack. We have asked the manager to check that play materials are free of food residue after snacks are serviced this way.

The second recommendation concerned developing a risk assessment relating to collecting children from school and walking to the hall. The service has met this recommendation. On the first day of our inspection, we accompanied the staff team as they collected the children. We found that the staff and children confidently followed the routines and route identified in the risk assessment.

Since the last inspection, the service had improved the range of resource and play materials available to the children. Children had been involved in deciding what to purchase and clearly enjoyed using the resources. The manager planned to continue to improve the range of play materials available to the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure children's health and wellbeing the manager should ensure the areas of the hall used by the service are kept clean.

National Care Standards early education and childcare up to the age of 16 - Standard 2: A safe environment.

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found that the quality of staffing provided by the service was very good.

The staff team were enthusiastic about their role. They felt that the service had already benefited from the appointment of a consistent staff team. We agreed with their assessment particularly in terms of establishing relationships with children and families and consistency of care.

We found that all members of the staff team knew the children well and that they interacted with the children in a warm, friendly manner. We saw that the children clearly enjoyed the care and attention shown to them. The children told us that the staff team listened to them and treated them fairly and that they were good fun. Parents had confidence in the skills of the staff team.

Their comments included:

"Staff are particularly good at involving the children and giving them personalisation and choice."

"Couldn't praise the staff more highly."

The staff team demonstrated that they understood their responsibility to keep the children in their care safe. We found that they had attended appropriate training and that they were familiar with the services child protection procedures. The staff and the manager attended the monthly training events organised for all Peace staff members. We spoke to staff about the benefits of these training opportunities. Staff were able to give us examples of the positive impact training had made to their childcare practice. The provider of the service encouraged all members of the staff team to suggest topics for future training days. This enabled staff to contribute to the development of a training calendar that met their individual needs. In addition, staff used weekly team meetings to share their views and keep up-to-date with developments within the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership provided by the service was very good.

Parents routinely gave feedback about the quality of the service through the annual survey monkey, questionnaires and discussions with the staff team. Overall, the feedback received was very positive and showed that parents valued the service and children enjoyed attending. Respondents to our questionnaire and those we spoke with echoed this view.

Their comments included:

"Flexible, responsive service. They get back to you the same day, really helps with work pressures."

"Very well organised and run."

"I've no concerns."

At the last inspection, we recommended the manager improve the day-to-day monitoring of the service. At this inspection, we found that the manager had involved parents and children in this process and displayed the finding in a "You said" "We did" format. This showed that the manager had responded to the children's requests for example, the activities provided and the resources purchased. The manager also carried out less formal monitoring of staff practice and the environment. Overall, the service met this recommendation. We have asked the manager to extend the monitoring procedures to cover other areas of the service such as, the cleanliness of the environment, record keeping and children's experiences. For example, staff monitored children's choices and carried out some evaluations regarding the suitability of activities provided and children's participation. This form of responsive planning did not include suggestions for extending the children play experiences.

As with all Peace services, parents could join the board of directors where they had the opportunity to be involved in the development and management of Peace services. At the time of inspection, one parent had taken up this opportunity.

The organisation had developed a statement of commitment to high quality play opportunities based on the Play Principles. We saw that the staff team had made very good progress in embedding this statement into their day-to-day practice.

The development plan clearly set out the areas of the service to be improved and/or further developed. We have asked the manager to include information about the steps to take to achieve the aims of the development plan and to record any progress made.

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 arrange for suitably qualified persons to test fire safety equipment and electrical equipment within the required timescales. In addition, the new paperwork for fire safety should be used and emergency evacuation drills undertaken and the manager should arrange to check the caretakers fire safety records at regular intervals.

This is in order to comply with: The Scottish Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: 4(1)(a) make proper provision for the health, welfare and safety of service users and 10(2)(b)&(d) premises must be fit to be used for the provision of a care service.

Timescale: within one month of receipt of this report.

This requirement was made on 30 October 2015.

Action taken on previous requirement

The provider had arranged for a suitably qualified person to test fire safety equipment and electrical equipment within the required timescales. The manager of the service confirmed that children participated in regularly evacuation drills.

Met - within timescales

Requirement 2

The provider must ensure that children have no access to those areas where obvious hazards were evident and must put precautions in place to prevent this.

This is in order to comply with: The Scottish Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: 4(1)(a) make proper provision for the health, welfare and safety of service users and 10(2)(b)&(d) premises must be fit to be used for the provision of a care service.

Timescale: within one month of receipt of this report.

This requirement was made on 30 October 2015.

Action taken on previous requirement

The manager had ensured that children had no access to those areas of the hall where obvious hazards were evident.

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 with staff should ensure that personal plans are in place for every child within 28 days of commencement of their placements and thereafter reviewed at least once in every six month period.

National Care Standards early education and childcare up to the age of 16 - Standard 5: Quality of experience and Standard 6: Support and development.

This recommendation was made on 30 October 2015.

Action taken on previous recommendation

The service had met this recommendation. For further information, please see the section of this report headed: quality of care and support.

Recommendation 2

The provider should ensure that arrangements for cleaning and mop management are adequate and in keeping with current infection control guidelines. Food should be stored, prepared and provided in the designated food areas within the hall, whenever possible, to minimise any risk of food contamination.

National Care Standards early education and childcare up to the age of 16 - Standard 2: A safe environment.

This recommendation was made on 30 October 2015.

Action taken on previous recommendation

While we noted some improvements, the service had not fully met this recommendation. For further information, please see the section of this report headed: quality of environment.

Recommendation 3

The provider should ensure that risk assessments involving pedestrian transfers include the routes staff are to follow, staff wearing high visibility vests, the adult child ratios and specifically for the park - ratios required depending on the areas used and provision of mobile phone(s). The manager should include copies of these with the action plan for our consideration.

National Care Standards early education and childcare up to the age of 16 - Standard 2: A safe environment and Standard 3: Health and wellbeing.

This recommendation was made on 30 October 2015.

Action taken on previous recommendation

The service had met this recommendation. For further information, please see the section of this report headed: quality of environment.

Recommendation 4

The provider with the children, manager and staff must review and improve the range of play apparatus available during each session in accordance with interests and the numbers of children attending.

National Care Standards early education and childcare up to the age of 16 - Standard 5: Quality of experience.

This recommendation was made on 30 October 2015.

Action taken on previous recommendation

The service had met this recommendation. For further information, please see the section of this report headed: quality of environment.

Recommendation 5

The provider should ensure that staff have opportunities to take up training courses relevant to their continuous personal development, in keeping with current trends in childcare and to keep mandatory training topics up-to-

date. Staff should be encouraged to consider opening 'Individual Learning Accounts' to help finance their training needs.

National Care Standards early education and childcare up to the age of 16 - Standard 12: Confidence in staff.

This recommendation was made on 30 October 2015.

Action taken on previous recommendation

The service had met this recommendation. For further information, please see the section of this report headed: quality of staffing.

Recommendation 6

The provider should ensure that the infection control folder is updated with policies and procedures in keeping with the most current guidance 'Infection Prevention and Control in Childcare Settings' (September 2015) NHS and includes a section on mop management.

National Care Standards early education and childcare up to the age of 16 - Standard 14: Well-managed service.

This recommendation was made on 30 October 2015.

Action taken on previous recommendation

The service had a copy of the above guidance. For further information, please see the section of this report headed: quality of environment.

Recommendation 7

The manager should now establish a calendar of monitoring the quality of outcomes for the children, the quality of the environment and record keeping.

National Care Standards early education and childcare up to the age of 16 - Standard 14: Well-managed service.

This recommendation was made on 30 October 2015.

Action taken on previous recommendation

The manager had established procedures for monitoring the quality of the service provided. For further information, please see the section of this report headed: quality of management and leadership.

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	
1 Oct 2015	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Jun 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Dec 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

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۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.