

Inspection report

Skool Is Out @ Barclay Viewforth Church Day Care of Children

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Edinburgh
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Inspected by:
(Care Commission officer)

Sonia Priest

Type of inspection:

Unannounced

Inspection completed on:

30 September 2010

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Service provided by:

Skool Is Out Ltd

Service provider number:

SP2003003248

Care service number:

CS2003013971

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

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

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well

Skool Is Out @ Barclay Viewforth Church provides children and families with a very good standard of care and support. This was confirmed through observation, discussion and information gathered as part of the inspection process. Systems are in place to give families the opportunity to provide feedback about their experience of the service. The staff team were

observed to be professional and supportive in their delivery of the service and the activity provision.

What the service could do better

As outlined in the body of the report the service should share with parents and children about the action they have taken as a result of their feedback. The service should ensure that when expired medication is renewed by parents, the original permission form should be checked and updated accordingly with parents. The service should continue to provide opportunities for parents and children to provide feedback about the service including staffing and management and leadership.

What the service has done since the last inspection

The service has continued to seek feedback from parents and children about their views of the service. The service have moved back into the newly refurbished venue at Barclay Viewforth Church. The service no longer uses the venue at James Gillespie's Primary School during term time. The service has improved and expanded upon the lay out of the environment and experiences for children. The service has updated the safer recruitment policy to reflect the positive changes to their recruitment practice and record keeping. A new Manager has been appointed for the service.

Conclusion

Skool Is Out @ Barclay Viewforth Church provides a professional and caring service. The service was welcoming with appropriate information displayed for parents. We found that opportunities and methods were in place to enable parents and children to give feedback about the service. Staff were observed to be supportive and confident in their interaction with the children and through their delivery of the activities and general routines.

Who did this inspection

Lead Care Commission Officer
Sonia Priest

Other Care Commission Officers

Not applicable.

Lay Assessor

Not applicable.

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

We registered Skool Is Out @ Barclay Viewforth Church on 31 October 2002. The service is registered to provide a care service to a maximum of 90 children of primary school age at any one time situated in Barclay Viewforth Church of whom no more than 65 children can be in the upstairs Brunsfield Hall and no more than 25 children can be accommodated between the downstairs Chalmers Room and the Lauriston Room. The service is registered to operate 2.30 pm and 6.00 pm, Monday to Thursday and between the hours of 12 noon and 6.00 pm on a Friday. The service is also registered to operate between 8.00 am and 6.00 pm, Monday to Friday during school holidays and in-service days.

During the school holidays and in-service days, alternative premises can be used at James Gillespie's School, Old School Gym Hall, Whitehouse Loan, Edinburgh, EH9 1BN to provide a care service to a maximum of 50 children of primary school age at any one time between the hours of 8.00 am and 6.00 pm, Monday to Friday.

On the day of the inspection visit there were 76 children present at Barclay Viewforth Church.

The service is located in Edinburgh close to bus routes and local amenities. The accommodation is on two floors. The ground floor consists of the Chalmers Room, Lauriston Room, kitchen and toilets. The upper floor consists of the large hall and toilets.

The stated aim of the service is:-

'To provide good quality, affordable out of school care which:

is in an atmosphere that differs from school
has a range of recreations and relaxing activities
is a service that supports the needs of the whole family
puts the care and safety of the child first'.

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

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

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

We wrote the report following an unannounced inspection carried out by Care Commission Officer (CCO), Sonia Priest. The inspection took place on Wednesday 29 September 2010 between the hours of 2.05 pm and 6.15 pm. An announced visit was then carried out on Thursday 30 September 2010 between the hours of 9.50 am and 12.45 pm to the Skool Is Out office to view policies and paperwork related to the Quality Themes and Statements. Discussions also took place with the Manager, one of the Playleaders and the Provider at this time about the service.

As requested by us, the service sent us an annual return. The service also sent us a self assessment form. We issued 30 care standards questionnaires to the service to give to parents. Sixteen of these questionnaires were returned to the Care Commission before the inspection.

In this inspection we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents including:

- * A sample of children's records and profiles
- * Viewing a sample of planning documentation
- * Child Protection policy
- * Complaints policy
- * Certificate of Insurance
- * Certificate of Registration
- * Medication system
- * Accident recording system
- * Risk assessments
- * Newsletters
- * Questionnaires that had been filled in and returned by parents to the Care Commission
- * A sample of the service's parental and child questionnaires
- * Evidence from the service's most recent self assessment
- * Discussions with various people, including:
 - the Provider
 - the Manager
 - members of staff
 - children using the service
- * Observation of staff practice
- * Examining equipment, resources and the environment.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Has the service had to take any actions as a result of or since our last inspection?

1. The Provider must operate the service at all times within the conditions stated on the registration certificate. This is in order to comply with The Regulation of Care (Scotland) Act 2001, Sections 9 (1) and 19 (d) (ii). Timescale: with immediate effect.

Action taken on the Requirement

The service now had an additional member of staff to support escorting the children from school to the service. Since the last inspection, the service had also applied for a variation to vary their conditions of service to allow for the extension of their operating hours to be able to include primary one children who were not yet attending the normal school hours. This was granted.

The requirement is:

Met

2. The Provider must ensure that a satisfactory Disclosure Scotland check is received for all new staff before they begin work. This is in order to comply with SSI 2002/114 Regulation 9(1) Fitness of employees as amended by SSI 2009/32 Regulation 7. SSSC Code of Practice - Employer 1.2 Check criminal records & relevant registers. Timescale: within four weeks of receipt of this report.

Action taken on the Requirement

We sampled two staff files of staff who had been employed since the last inspection visit and staff did not start before the receipt of a satisfactory Disclosure Scotland check.

The requirement is:

Met

3. The Provider must obtain two references, one of which is from the candidate's current or most recent employer. This is in order to comply with SSI 2202/SSI 2002/114 Regulation 9 (1) Fitness of employees. SSSC Code of Practice - Employer 1.3 Seeking and providing reliable references is also relevant. Timescale: within 4 weeks of receipt of this report.

Action taken on the Requirement

We sampled two staff files of staff who had been employed since the last inspection visit and two references, one from the candidate's current or most recent employer had been obtained.

The requirement is:

Met

4. The Provider must have a procedure in place to check relevant professional registers and record candidate's current registration status. This is in order to comply with SSI 2002/114 Regulation 9 2(c) Fitness of employees and Regulation 19 (2)(d) Records. SSSC Code of Practice - Employer 1.2 Check criminal records & relevant registers. Timescale: within 4 weeks of receipt of this report.

Action taken on the Requirement

We sampled two staff files of staff who had been employed since the last inspection visit. We found that where staff were registered with a professional body, information demonstrated that this had been checked and recorded as appropriate. Information about this procedure had been recorded in the updated Recruitment policy.

The requirement is:

Met

Actions Taken on Recommendations Outstanding

1. It is recommended that the Manager should review the wording of the permission forms for the primary six and seven children to play in the playground without a member of staff, go to the shops or walk to or from the service unsupervised. Action should be taken to ensure that the information that parents are asked to sign for is clear and that they know they have a choice whether to give their permission or not. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 2 - A safe environment and 3 - Health and Wellbeing.

This recommendation had been met. The service had updated the permission forms. However since then, the service no longer use the playground due to a change in their term time venue. The service advised that older children who made their own way to the

service bought their lunch before arriving at the venue.

2. It is recommended that the allergy management plans should clearly indicate where the medication is stored and who the members of staff are that have had the appropriate training to administer the medication. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3 - Health and wellbeing.

This recommendation had been met. A new medication overview sheet was now in place with information about medication held on the premises and the expiry date. A list of first aiders was in place and this also indicated who had training in allergy awareness.

3. It is recommended that children are reminded of the resources that are available to them and how they can request and give feed back about the service they experience. Staff should also review and take action to ensure that there are more resources provided during the session for children to access. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 5 - Quality of Experience.

We found that this recommendation had been met. Systems were in place for children to be able to give feedback about the service. We observed children had access to a variety of resources and experiences throughout the session.

4. It is recommended that the Provider should have evidence of a letter of appointment or contract for all staff in the staff files. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 12 Confidence in staff.

This recommendation had been partially met. We sampled two staff files of staff who had been employed since the last inspection visit. We found that one staff file held this information. The other staff file did not and the Manager advised that the staff member had only just started and the information had just been finalised. Please see Theme three, Statement three for further information.

5. The service should have a system in place in line with Disclosure Scotland procedures to include recording Disclosure number, date of issue, satisfactory or not, action taken and date due for renewal. This system should then be written into the service's recruitment procedure. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 12 Confidence in staff.

This recommendation had been met. We found that the Recruitment policy had been updated. We found that a system was now in place to record the appropriate information on receipt of a Disclosure Scotland check.

6. It is recommended that further opportunities are put in place for children and parents to give their feedback and views about the service on a regular basis. This should include their views on the quality of the care and support, environment, staffing and the management and leadership of the service. The service should then record the action they take and feed back this information to parents and children as appropriate. National

Care Standards for Early Education and Childcare up to the age of 16 - Standard 13 - Improving the service.

This recommendation had been met. We found evidence of a variety of opportunities for children and parents to give feedback about the service. This has been reported on within the body of the report under the appropriate Quality Themes and Statements.

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

We received a fully completed self assessment document from the service. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under. The service identified what they thought they did well and some areas that they planned to continue to develop.

Taking the views of people using the care service into account

During their play, the children were observed to be content and occupied. Some children were happy to tell us about their play activities and what they liked to do at the service. Children we spoke to told us that they enjoyed coming to the service and that they liked it better now they were back in the newly refurbished venue. Children confirmed that they could ask staff for additional resources.

Taking carers' views into account

We sent out 30 questionnaires to the service to give to parents and 16 were completed and returned to us before our inspection. All parents indicated that 'Overall, I am happy with the quality of care my child receives in this service'. Information from these questionnaires had been included in the report as appropriate. Additional comments made in the questionnaires were shared with the Manager ensuring the anonymity of the parent. Comments included:-

'Skool Is Out try very hard to provide a range of activities to meet the needs of all the children in their care. Whenever issues have arisen these have been approached and addressed very sensibly and reasonably which gives me a good deal of confidence in the service provided'.

'Skool Is Out' is a responsive after school club where my son regularly complains that I pick him up 'too early!' as he is having a good time. Well staffed and managed'.

'Club has been excellent at consulting children on food and outings. Staff pro-active about playing and doing activities with children'.

'Snack could be a lot better: the choice of whether a fish finger or a chicken nugget is not a good one'.

'Current play leaders have had a very positive effect on the service. Indoor accommodation is very good, but access to outdoor play is limited'.

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

The service had very good evidence to demonstrate the methods and opportunities for parents and children to give their feedback about the quality of care and support provided. These methods included sharing information verbally with parents, questionnaires for parents and children, noticeboards and newsletters. Newsletters communicated information about the service delivery and staff changes.

A folder containing the policies and procedures for the service was accessible to parents and displayed in the foyer. A 'Children's Participation and partnership with parents' policy was in place. This provided information about the opportunities available for parents' views to be sought and how parents could be involved in the service.

The service had a website which parents could access for information. We were told that parents were encouraged to come to the office to discuss their requirements with staff.

We saw staff asking children about their chosen activity and what they wanted to do. We observed children asking questions and requesting other resources which were actioned by staff. We saw that staff responded to the children appropriately.

We found that parents had used the opportunity to email the service to give feedback about their child's experience, interests and to make requests.

We saw that the children joined together for circle time to share information about the daily session and the children were encouraged to feedback to the Care Commission Officer about their thoughts of the service.

We saw examples of the parent's questionnaire asking for feedback about the service. We found that feedback about snack had also been sought.

In the care standards questionnaires returned to the Care Commission all parents indicated 'Strongly agree' or 'Agree' that 'I am kept informed about what is happening in the service, for example through newsletters and information boards'.

Areas for Improvement

The service told us that questionnaires were due to go out to parents to obtain their feedback about the primary one service that had been provided.

A parent liaison group had been set up when the service was located within the school. The service told us that they planned to try to restart this group in the hope to continue with this opportunity to work with parents.

It was discussed that parents and children should be given feedback about the results of questionnaires they had completed and any action planned as a result of their views.. This would ensure that parents and children were aware that their views were valued.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 5

We respond to service users' care and support needs using person centered values.

Service Strengths

There was evidence that the service was very good at responding to service users care and support needs using person centred values. This included sharing the Care Commission inspection reports with parents and providing them with appropriate information about the service.

The Manager described the process of Registration. We saw a copy of the 'Welcome to Skool is out' pack that was given to new parents.

We saw that individual files for children were in place. These included the annual registration form, parental permissions and any medical or additional needs information.

We saw each child being welcomed on their arrival at the service and being reminded about where to store their belongings. We saw staff supporting children with their play and encouraging sharing and turn taking. We saw all staff participating in the delivery of the activities and routines throughout the session.

We saw that children had a choice of whether to have snack or not. We saw that staff spoke with those children who opted out to check that they were OK and to confirm their decision.

Staff demonstrated that they knew the children's needs through their approach. We found that the different needs of children were taken into account and staff could describe children's likes, needs and what resources they enjoyed. Staff told us how they used information from the children to inform their planning.

We found that the service supported children and families by providing an collection service later in the session to collect children who chose to attend interest clubs at the school.

We saw that activity planning sheets were displayed. Staff told us that planning was discussed at team meetings. We observed staff also informally evaluating the session at the debriefing meeting at the end of the day.

In the care standards questionnaires returned to the Care Commission all parents indicated 'Yes' to the statement 'I received clear information about the service before my child started using it'. Fourteen parents indicated 'Yes' to the statement 'My child and I were able to visit the service before starting to use it'.

Fourteen parents indicated 'Strongly agree' or 'Agree' to the statement 'The staff

encourage my child to form positive relationships with other children'. Two parents indicated 'Don't know'.

Fifteen parents indicated 'Strongly agree' or 'Agree' to the statement 'My child can experience and choose from a balanced range of activities'. One parent indicated 'Don't know'.

Fifteen parents indicated 'Strongly agree' or 'Agree' to the statement 'The service makes good use of resources in the community, for example the library and parks'. One parent indicated 'Disagree'.

Areas for Improvement

We viewed the medication records and medication held on the premises. We found that a record was kept of medication expiry dates and when parents brought renewed medication to the service. We found that the name of one piece of renewed medication was different to the medication recorded on the original parental permission form. It was recognised that it may be the same type of medication with a different name. It was agreed that the service would clarify this with the parent and update the medication information accordingly with the parent. The service agreed to ensure that when expired medication is renewed by parents, the original permission form should be checked and updated accordingly with parents. Medication provided by families for the use of siblings must also be checked to confirm it reflects the name of each child. (See recommendation one).

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

It is recommended that when expired medication is renewed by parents, the original permission form should be checked and updated accordingly with parents. Family medication provided for the use of siblings must also be checked to confirm it reflects the name of each child. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3 Health and wellbeing.

Quality Theme 2: Quality of Environment

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 environment within the service.

Service Strengths

The service had very good methods for helping parents and children to assess and improve the quality of the environment. These included:-

Parents had the opportunity to view and comment on the environment when delivering or collecting their child. We saw that parents were able to spend time at the service observing their child taking part in activities and to see the general delivery of the service.

We found that there was written information for parents about the play activities provided, details about the structure, choice and the range of activities. We saw that parents views were requested in this documentation. Staff told us that the homework club had been introduced as a result of requests from parents.

Evidence related to this statement can also be found in theme one, statement one.

We found that parents had been asked for their feedback about the transition from their previous venue to the venue at Barclay Viewforth Church.

Through the use of the noticeboards and photographs, parents had the opportunity to view the activities and resources that their child had taken part in.

In the care standards questionnaires, 14 parents indicated 'Strongly agree' or 'Agree to the statement 'The staff ask for my child's views about the activities and outings, and use them to plan future activities'. Two parents indicated 'Don't know'.

Areas for Improvement

It was discussed that parents and children should be given feedback about the results of questionnaires they had completed and any action planned as a result of their views. This would ensure that parents and children were aware that their views were valued.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3

The environment allows service users to have as positive a quality of life as possible.

Service Strengths

The service had very good systems and practice to ensure that the environment allows service users to have as positive a quality of life as possible. These included the following:-

We saw 'Start and end' of the day task sheets were in place to record when the duties had been actioned and who was responsible. There was also a 'Set up' task list which staff could refer to. We were told that this helped remind the team and ensure consistency when setting up the room. Risk assessments were in place for the premises and outings.

We found that there was a Health and Safety policy in place which included information about safety rules and the walking bus. Daily and weekly 'Health and Safety' checklists were in place.

We found that there was a system in place for the Manager to report any issues with the environment to the Church Office.

We saw that the service had made use of the limited wall space to display children's art work. We saw a digital photo frame in the foyer with photographs of the children's experiences which parents could view.

We saw that the playrooms were attractively set up. The rooms were laid out and organised so that the children could move freely around the room to access appropriate resources. There were opportunities for children to be able to take part in quiet activities e.g. reading and the homework club.

We saw that throughout the session children had the opportunity to play in groups or individually. We found that the service used rooms for a variety of purposes to provide different experiences for the children normally based in the hall upstairs. Art activities and baking were some of the experiences available to different age groups of a rota basis.

The Manager told us about the range of resources available. We saw that resources were stored appropriately and were labelled.

In the care standard questionnaires all parents indicated 'Strongly agree' or 'Agree' to the following statements:-

'The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment'.

'There is enough space for the children to play and get involved in a range of activities'.

'The service has a suitable range of equipment, toys and materials for the children'.

Areas for Improvement

We were told that the service was in the process of carrying out an inventory of the resources in place and their location to help with the rotation of resources.

The service agreed to monitor the temperature of the premises and take action as appropriate as the upstairs accommodation felt cooler in comparison to the downstairs accommodation throughout the session.

Grade awarded for this statement

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 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The service was found to have very good opportunities for service users and carers to assess and improve the quality of staffing in the service.

We found that policies were in place about 'Staff Recruitment and Vetting' and 'Staff training and development' and these were available for parents to view.

Children told us that the staff were approachable and that their requests were actioned. We also saw this during our inspection.

We saw that staff were easily identified by the 'Skool Is Out' T-shirts and identity badges.

We saw that there had been an evaluation summary from children about staff and the playleaders about the summer camp.

We found that the noticeboard in the foyer displayed appropriate information for parents including:-

- * The certificate of registration
- * Staff names, photographs and training
- * Confirmation of the Manager's registration with the Scottish Social Service Council (SSSC).
- * Aims and objectives of the service
- * Certificate of employers liability insurance.
- * The most recent newsletter

Other evidence in support of this Quality Statement can be found under Quality Theme one, Statement one and Quality Statement two, Statement one.

In the care standards questionnaires, all parents indicated 'Strongly agree' or 'Agree' to the statements:-

'I am confident that there are always enough staff in the service to provide a good quality of care'.

'The staff treat my child fairly and with respect'. One parent indicated 'Don't know'.

'My child appears happy and confident with staff'.

Fifteen parents indicated 'Strongly agree' or 'Agree' to the statement 'I am confident that there are always enough staff in the service to provide a good quality of care. One parent indicated 'Don't know'

Areas for Improvement

The Provider told us that they planned to sent out a questionnaire to parents to seek their feedback about the staffing of the service.

We discussed with the service that they should share with parents and children the action they planned to take as a result of any feedback received from them.

Grade awarded for this statement

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

Policies and procedures were in place with regard to staff development, staff contingency arrangements, recruitment, volunteers and whistleblowing.

We were told that staff members had different strengths which supported the delivery of the service. We found that staff were positive about how they could develop their own skills by working as a team.

An Equal Opportunities policy was in place.

The Manager was registered with the Scottish Social Services Council. Documentation viewed confirmed that the service was aware of the process and timeline for the rest of the staff team to register at the appropriate time.

The Manager told us that team meetings were held regularly and minutes of these meetings were found to be in place.

The Manager told us that regular 1:1 meetings had been started with staff to discuss and support their professional development and practice. There was also a system for annual appraisals to be carried out. This was confirmed by staff and we saw a sample of the records.

We observed that all staff were involved in the set up of the service before the children arrived. Staff clearly knew their roles and worked well together as a team to deliver the service.

We observed that staff interaction with the children was professional and of high quality. We observed that staff were enjoying taking part in the activities which demonstrated the positive rapport they had with the children.

We found that there was an induction programme for new staff in place. We saw evidence of the information to be covered through the induction and found that the Manager met with new staff to support this process.

We found that there was an in house rolling training programme for all staff and this included the following:-

Child Protection
First Aid

Moving and Handling
Anaphylaxis Awareness and Allergy

Areas for Improvement

The Manager was the named Child Protection Officer. The service agreed to update the Child Protection procedure to ensure that staff knew who would take responsibility for this role in the Manager's absence.

It is recommended last year that the Provider should have evidence of a letter of appointment or contract for all staff in the staff files. We sampled two files of staff who had been employed since the last inspection visit. One file did not contain this information. The Manager advised that the staff member had only just started and the information had just been finalised. It was discussed that if this information should be concluded before the employee starts work. However if this has not been possible, communication about this should be evidenced within the file to demonstrate the information agreed.

Grade awarded for this statement

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 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

There was evidence that parents and children had opportunities to be involved in planning and reviewing the service.

We found that there was an open door policy in place and the Provider and Manager demonstrated through discussion and the systems in place that they valued feedback from parents and took action as appropriate.

A complaints procedure was in place and a copy of this was made available to parents.

A website was also available for parents/carers to access to obtain information regarding the company.

Other evidence in support of this Quality Statement can be found under Quality Theme one, Statement one, Quality Theme two, Statement one and Quality Statement three, Statement one.

In the care standards questionnaires returned to the Care Commission 15 parents indicated 'Strongly agree' or 'Agree' that 'The service has involved me and my child in developing the service, for example asking for ideas and feedback'. One parent indicated 'Disagree',

Areas for Improvement

The Provider told us that they planned to send out a questionnaire to parents to seek their feedback about the management and leaderships of the service.

We discussed with the service that they should share with parents and children the action they planned to take as a result of any feedback received from them.

Grade awarded for this statement

5 - Very Good

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

We found that very good systems were in place to involve parents, children and staff in assessing the quality of the service. Evidence in support of this statement can be found in Quality Theme one, Theme two and Theme three.

We saw evidence that weekly team meetings and planning meetings took place. Minutes from these meetings demonstrated the discussions and input from staff and Management in assessing and improving the service.

Staff told us that they felt supported by the Manager and that they worked well together as a team. Staff said that through meetings and discussions they received constructive criticism and feedback which helped improve upon their practice and in turn the service.

We observed the daily debrief meeting at the end of the session. We found that this provided the team with the opportunity to give their feedback about the day, consider issues that had arisen and ideas and suggestions were welcomed to improve upon the service.

Areas for Improvement

It was discussed that the service may wish to consider researching quality assurance systems that may assist them in their ongoing in house assessment of the service.

The Manager told us that he was due to start providing a monthly report to the Provider about the progress and development of the service.

The Manager and Provider confirmed that they were in the progress of reviewing the Playleader's role and job description due to the recent changes in the management structure.

During the inspection the Manager took immediate action to update the complaints procedure to reflect the correct regulatory body and the associated Act. The procedure should also ensure that parents can contact the Care Commission at any time and not just after using the in house complaints procedure if they have any concerns about the service.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

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

Enforcements

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

Additional Information

Since the last inspection in September 2009, the name of the service has changed from 'Little Foxes After School Club' to 'Skool Is Out @ Barclay Viewforth Church'.

Since this inspection visit, the service's application to vary their conditions of registration was approved to use an additional venue. The service is also registered to now provide a care service to a maximum of 24 children from the primary 6, 7 and SI age range at any one time situated in Bruntsfield Evangelical Church, 71 Leamington Terrace, Edinburgh, EH10 4JL with use of Room 3 and the upper hall.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 5	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

Inspection and Grading History

Date	Type	Gradings	
16 Sep 2009	Unannounced	Care and support	2 - Weak
		Environment	4 - Good
		Staffing	2 - Weak
		Management and Leadership	3 - Adequate

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

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