

Care service inspection report

Ashley Road Kids Club (ARK)

Day Care of Children

Ashley Road Primary School

45 Ashley Road

Aberdeen

AB10 6RU

Telephone: 01224 311949

Inspected by: Fiona Thompson

Type of inspection: Unannounced

Inspection completed on: 12 December 2013



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Service provided by:

Ashley Road Kids Club (ARK)

Service provider number:

SP2004005647

Care service number:

CS2003001672

Contact details for the inspector who inspected this service:

Fiona Thompson

Telephone 01224 793870

Email enquiries@careinspectorate.com

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	5	Very Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The service provides a relaxed, friendly and fun atmosphere for children and their families. Children enjoy attending the club and like the range of activities on offer. Staff have developed good relationships with the children and their families.

What the service could do better

Systems should continue to be developed to monitor and evaluate the service.

What the service has done since the last inspection

The manager and staff have continued to reflect on their practice and as a result have developed the range of activities available to provide a more stimulating environment for the children.

Conclusion

Parents are very pleased with the service provided and are happy with the quality of care their child receives. Children are happy and settled in the club.

Who did this inspection

Fiona Thompson

1 About the service we inspected

Ashley Road Kids Club is registered to provide a care service to a maximum of 40 primary school children Monday to Friday from 2.45pm to 6pm during term time and from 8am to 6pm on in-service days and during school holidays.

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

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

- 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

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 5 - Very Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - 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 0845 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

We wrote this report following an unannounced inspection carried out by Fiona Thompson. The inspection took place on 27 November and 05 December 2013. We gave feedback to the manager on 12 December 2013.

As part of the inspection we took account of the completed Annual Return and Self Assessment forms that we asked the provider to complete and submit to us.

We sent out 15 Care Standards questionnaires to the manager to distribute to parents and carers. Eight parents sent us completed questionnaires.

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

We looked at:

- observing how staff work
- evidence from the service's most recent Self Assessment
- children's records
- newsletters
- information booklet
- website
- parent questionnaires
- child protection policy
- medication policy
- medication records
- risk assessments
- minutes of staff meetings
- staff records
- equipment and the environment.

We spoke with:

- the manager
- staff
- children
- parents and carers of children using the service.

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.firelawscotland.org

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.

The Care Inspectorate received a fully completed Self Assessment document from the provider. We were satisfied with the way the provider had completed this with the relevant information they had given us for each of the headings that we grade them under.

The provider identified what they thought they did well and some areas for development.

Taking the views of people using the care service into account

Children told us they enjoyed attending the club and liked the activities on offer. They found staff nice and friendly and would feel confident to discuss any concerns or issues with staff. During the inspection we saw the children interacting very well with both the staff and the other children present.

Taking carers' views into account

We sent out 15 Care Standard questionnaires and eight parents completed and returned the questionnaires to us. When asked about the overall quality of care their child received at the service:

- five parents indicated they were very satisfied; and
- three parents indicated they were satisfied.

Overall the parent questionnaires and discussions with parents indicated parents were very pleased with the service provided. Parents spoken with found the manager and

staff extremely helpful and approachable.

Comments from parents included:

- "The after school club provides a range of indoor and outdoor activities for the children. It provides some structure, which is perfect for an after school club where children need the opportunity to relax and play after school."
- "Very satisfied with the child care service. My son enjoys his time at the after school club. Thank you to all."
- "It provides an ideal environment for after school with indoor and outdoor play."

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

The service had developed very good opportunities for children and parents/carers to give feedback and make suggestions for improving the service. At this inspection we looked at the information available for parents and how parents' and children's views were sought and used in the club.

Parents were provided with a wide range of information about the service. Well presented notice boards in the service provided useful information for parents. This included the aims of the service, the last inspection report and key policies. Regular newsletters and the website also provided parents with useful information.

We found there were very good opportunities for parents to share their views about the service and make suggestions for improvements. The service was run by a voluntary committee of parents. This meant parents on the committee were involved in improving all aspects of the quality of the service. The committee took a very active role in all aspects of the service and all parents were invited to join the committee. There was a welcoming atmosphere in the service. The manager and staff took time to talk with parents at the end of the session to exchange information about their child as well as general information about the service. Parents spoken with told us they found the manager and staff very helpful and approachable and would feel confident to raise any concerns.

Questionnaires had been issued to parents to seek their views on the service. These indicated parents were very pleased with the service provided. The completed questionnaires had been collated and shared with parents. We found changes had been made where possible as a result of parents' suggestions. For example, more

organised activities were provided that children could choose to join in.

There was very good evidence that children's views were actively sought and used to develop the service. Children told us they got to choose what they did at the service and this was seen during the inspection. We found children were encouraged to choose from a wide selection of interesting activities. Throughout the inspection we found children's requests were implemented, for example children played outside following a request from some children. Other children requested a specific game and staff played this with the children.

Children told us staff asked their views about snacks and activities and they found these were usually implemented. Children said they enjoyed coming to the club as they liked the range of activities on offer and there was always something interesting for them to do.

Areas for improvement

Children were encouraged to write their ideas down and these were used by staff to plan the following weeks activities. All staff took a turn at planning activities and we found this meant sometimes children's written requests were not included in the planning. The manager agreed to ensure all staff were provided with support in the planning process to ensure children's requests were taken into account.

Grade awarded for this statement: 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

At this inspection we found the service was very good at meeting the health and wellbeing needs of children. We came to this conclusion after we looked at records, talked with staff and parents and observed practice.

Staff had created a very welcoming, relaxed and fun environment. We saw very good interaction between staff and children. Staff took time to listen to the children and talk with them about their outside interests. Staff clearly knew the children well and used this knowledge to provide appropriate levels of support. Children told us they liked the staff and would feel able to discuss any issues or concerns with them. Children appeared happy and confident in the service and readily approached staff.

Very good procedures were in place to safeguard children. A child protection policy was in place and this provided detailed guidance for staff in the event of any concerns. Most staff had attended child protection training and the remaining staff

were due to attend child protection training. All staff spoken with had a very good understanding of child protection issues and were confident with the procedure to follow in the event of any concerns.

Information forms were in place for all children detailing key information, such as allergies, who can collect the child and doctors details. Where children had specific health needs we found comprehensive additional information had been sought. Additional training had been provided, when appropriate, to ensure staff were able to meet the needs of individual children. Information on children's allergies and medical needs were regularly updated with parents, this ensured staff had current information on children's needs.

The manager ensured at least one member of staff was always present in the service with a current first aid certificate. We found the first aid box was well stocked, ensuring there were sufficient items in case of an accident. We looked at a sample of accident and incident forms. These provided clear information and had been shared with parents to ensure parents were fully aware of the accident or incident.

Snacks provided were healthy and reflected the service's healthy eating policy. Children were involved in choosing items for snack and staff used this opportunity to promote children's understanding of healthy eating. Each day there was a selection of fruits for children to choose from and water was available throughout the session for children to drink. Staff sat with children during snack, promoting social skills and encouraging conversation.

Children's physical wellbeing was actively promoted. Very good use was made of the outdoor area and children were also encouraged to participate in energetic games indoors. Children told us they frequently played outside and enjoyed both the indoor and outdoor physical games.

Areas for improvement

The service kept a small stock of communal medication to be used in an emergency situation, with prior consent from parents. This is not in line with best practice guidance. Following the inspection we provided additional information to the provider, who was keen to follow best practice guidance.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

Information in relation to this Quality Statement has been included in Quality Theme 1, Statement 1.

Areas for improvement

See Quality Theme 1, Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

At this inspection we found the performance of the service was very good in relation to this statement. We came to this conclusion after we looked at records, talked with staff and parents and observed practice, the accommodation and equipment.

Good arrangements were in place to ensure children were protected from unknown adults and were unable to leave the service unsupervised. A secure entry system was in place and a record was kept of all visitors to the club.

During the inspection we saw staff supervising children appropriately. Staff reminded children of any safety rules when necessary, however, most children followed the rules without prompting. For example, children informed staff they were leaving the room to use the toilets.

Staff were supporting children to learn how to keep themselves safe. For example, children wanted to go outside and play in the dark. Staff encouraged children to talk about the potential hazards and how they could minimise these. Risk assessments

were in place and these identified hazards and appropriate control measures. The risk assessments were updated to reflect any changes in the service. This supported staff to have a good understanding of the current risks to children.

During the inspection the environment appeared safe, clean and in a good state of repair. The janitor dealt with any maintenance issues promptly. We saw staff undertaking checks on the premises before the children arrived at the service. A number of checks were undertaken by staff to ensuring the ongoing safety of the environment, for example the toilets were checked during the session and daily checks were undertaken of the fridge temperature.

Areas for improvement

Children washed their hands before snack, however, children did not wash their hands after snack, despite some children's hands being visibly dirty. The manager agreed to ensure new systems were put in place to ensure children washed their hands and faces after snack. This will help reduce the risk of spreading infection.

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: 4 - Good

Statement 1

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

Service strengths

Information in relation to this Quality Statement has been included in Quality Theme 1, Statement 1.

Areas for improvement

See Quality Theme 1, Statement 1.

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

At this inspection we found the performance of the service was good in relation to this statement. We came to this conclusion after we looked at records, talked with staff and parents and observed practice and outcomes for children.

Staff appeared keen to maintain and develop their skills and knowledge. Two of the staff held an appropriate level three qualification and one member of staff was working towards a qualification. The remaining two staff were relatively new in post and had not yet started working towards a qualification. All staff that needed to be were registered with the Scottish Social Services Council (SSSC).

The three long term staff had attended a range of core training including child protection, first aid and infection control. The manager was aware of the need to ensure all staff attended core training and was in the process of sourcing training for the newer staff.

During the inspection staff demonstrated a friendly and caring approach. We saw very good interaction between staff and children. As a result children told us they were happy and settled in the service and enjoyed attending the club. Staff had a very good knowledge of the needs of each child, including those children with medical needs, and used this to provide appropriate support for children.

Staff had developed very good relationships with parents. This allowed parents to talk openly and exchange information on a daily basis with staff. This meant staff had up to date information on the needs of children and supported staff to ensure each child's needs were well met. Parents told us they found staff friendly and approachable and would feel confident to discuss any concerns with staff.

Areas for improvement

Staff had accessed limited training and development opportunities. The manager advised that due to the times the service operated it was sometimes difficult for staff to access training courses. We discussed with the manager different options to allow staff to attend training courses, as well as other development opportunities that could support staff to develop their skills and knowledge.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

Information in relation to this Quality Statement has been included in Quality Theme 1, Statement 1.

Areas for improvement

See Quality Theme 1, Statement 1.

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

The service has developed a good range of quality assurance systems involving staff, parents, children and stakeholders.

There were very good opportunities for parents and children to be involved in assessing and improving the service, further information can be found in Quality Theme 1, Statement 1.

The service is provided by a parent committee who have contracted the management responsibility to Great Western Out of School Care Services. A Child at the Centre 2 audit tool had been done by the Great Western Out of School Care Services that covered this club and all the other services they provided. As a result development plans were in place focussing on the areas for development for the group of services. These provided clear information to support improvements.

The manager had undertaken a range of informal monitoring of children's

experiences and staff practice. As a result we found some improvements had been made, for example the range of activities had been extended to provide children with more interesting and stimulating experiences.

Some auditing had been undertaken by the manager. For example, children's files had been audited to identify any missing or out of date information. Updated information had then been sought from parents.

Staff told us they found the manager very approachable and would feel confident to raise any concerns or put forward ideas for improving the service. The manager demonstrated a very good knowledge of the club's strengths and areas for development. She talked enthusiastically about her plans for improving the service.

Areas for improvement

The manager identified the need to ensure more monitoring was recorded, this would ensure areas for development were always implemented in the system. She had started using Great Western Out of School Care Service computerised monitoring system and had recently become more competent with this. The manager told us she felt she would now be able to start using this to ensure comprehensive information was recorded on the monitoring she undertook.

The manager acknowledged that formal one to one support and supervision sessions would support staff to reflect on their work and develop the service further.

During the inspection we found some of the items in the first aid box were out of date, these were removed during the inspection. We also found the audit of medication kept on the premises was not accurate. The manager agreed to ensure the monitoring in the service was extended to include the first aid box and the audit of medication.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

4 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 the last inspection.

Additional Information

N/A.

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 Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	5 - Very Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
8 Sep 2010	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
30 Sep 2009	Announced (Short Notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com