

Care service inspection report

Funky Monkeys Huntly Out of School Club

Day Care of Children

Linden Centre
Castle Street
Huntly
AB54 4SE

Inspected by: Frances Smith

Type of inspection: Unannounced

Inspection completed on: 25 June 2012



Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	10
4 Other information	21
5 Summary of grades	22
6 Inspection and grading history	22

Service provided by:

Huntly & District Out of School Club

Service provider number:

SP2003003543

Care service number:

CS2003045123

Contact details for the inspector who inspected this service:

Frances Smith

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	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	3	Adequate

What the service does well

Children have a good time at Funky Monkeys Out of School Cub and have opportunities to make choices and express their views. This was confirmed by the parents' comments and comments made by children themselves.

What the service could do better

The committee and manager should develop a quality assurance policy to develop staff's understanding of quality assurance, and look at developing formal monitoring of playroom practice.

What the service has done since the last inspection

Staff had since the previous inspection started to review their planning and evaluation procedures. The manager and staff had made good attempts to include children in planning and suggestion making.

Conclusion

Overall, the club provides a valuable service to the children and their families. Children enjoy attending the club. They are provided with a range of experiences suitable for this care setting. Staff are motivated and enjoy working with school age children.

Who did this inspection

Frances Smith

1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), now known as the Care Inspectorate, took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

The Funky Monkeys Huntly Out of School Club meets at the Linden Community Centre and offers childcare facilities for up to a maximum of 24 children.

The aim of the club is to provide high quality, affordable, accessible childcare to enable parents to return or continue employment, training or further education, knowing that their children are being cared for in a safe, secure and stimulating environment.

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 3 - Adequate

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

This report was written following an unannounced inspection which took place between 3.30pm and 5.15pm on 28 May 2012 and 3.30pm and 5.45pm on 25 June 2012. Feedback was given to the manager and staff member following the inspection on 25 June 2012.

As requested by the Care Inspectorate the service sent us an annual return. The service also sent us a self assessment form.

Ten care standards questionnaires were issued to the service to be passed on to parents/carers of children using the service. At the time of inspection five had been returned.

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

- Aims and objectives
- Registration certificate
- Self assessment.
- Care standards questionnaire
- Newsletters
- Children's registration details
- Accidents and incidents
- Infection control
- Food safety policy
- Nutrition policy
- Food safety policy
- Administration of medication and first aid
- Promoting positive behaviour
- Complaint policy
- Child protection
- Absent child procedures
- Health and safety policy
- Risk assessments

Recruitment and selection policy
Whistle blowing policy
Staff files
Staff appraisal policy
Staff support and supervision policy.

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

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

1. The manager, with staff, should continue to review and improve the opportunities available for families to express their views, in order to bring about overall improvements in the quality of the service.

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

Action taken:

The manager had produced a parental involvement policy which highlighted the opportunities for exchanging information and the importance of involving parents/ carers in decision making. This was found to be work in progress and additional information can be found in Quality Theme 1 Statement 1 of this report.

2. The committee and manager should further develop formal monitoring practices and use these to develop the service.

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

Action taken:

The manager and staff had started to evaluate the effectiveness of the provision, involving the children. These evaluations were used to inform future programmes. This was found to be work in progress and more information can be found within this report.

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

A fully completed self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the

Quality Themes and Statements. The service identified its strengths and some areas for future development.

Taking the views of people using the care service into account

Interaction between the staff and the children was observed throughout the inspection. The children appeared relaxed in the company of the staff and happy in the environment. Children had been asked to put forward ideas for their summer programme, which included swimming, street sports, clay models and a visit to the police station.

Children were happy to speak about their time at the club. Their comments included:

"I love it. There's always lots of activities and I'm never bored. We go into the garden and if it's really nice weather we go to Cooper Park down the road".

"The staff are really friendly. They listen to us and we get to help with the planning sometimes".

Taking carers' views into account

Care standards parental questionnaires distributed by the service were returned prior to the inspection. Comments included:

"My child has attended for 4 years and there has never been any trouble with getting my child to attend Funky Monkeys. Staff are very flexible. The manager knows my child well and has a good relationship with my child".

"Funky Monkeys is a shining example of what good childcare should be. Both my children love going to the group and even ask to go in the holidays. The staff offer the kids a wide variety of activities and they are never bored. The staff are caring genuinely interested in the kids. I would not hesitate to recommend this group".

"My child likes it".

Parents who were interviewed informally stated:

"Fantastic service, staff really fantastic. I go along the the AGM to voice my opinion and find my views are taken seriously. Children get out a lot. There's a little area outside and they go to Cooper Park a lot".

"We are kept well informed, regular news letters and we speak every day".

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: 4 - 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

As highlighted in the service parental involvement policy, the club had a number of systems in place to seek the views of children and their parents to help ensure their care and support needs were met.

The management committee enabled parents/carers to continue to make decisions which would directly influence quality of the service.

Parents were kept up to date with what was happening in the service through regular newsletters, notice board and email communication. Within the newsletters parents were now asked to share their skills and put forward their ideas. Parents and their children were also encouraged to share interests from home with the club.

Observations on the day noted good relationships between staff and parents. Staff took time to talk with parents, listen to their views and requests and to offer appropriate support. The parents spoken with during the inspection stated that they were always kept informed by the staff and were provided with newsletters. Some of the positive comments included:

"We are kept well informed. Staff speak with us every day. I go along to the AGM to voice opinions and our views are taken seriously. Staff very good, so caring and know my child".

All five respondents to the care standards questionnaire strongly agreed and agreed that the service had involved them and their children in developing the service.

Children participated daily in the service. There was good communication and consultation with the children. Children had the opportunity to make choices in relation to future activities and snacks and resources, and in this way influenced

future planning within the service. A logbook was kept detailing children's requests in relation to this. They had recently been involved in choosing new sports equipment for indoor and outdoor use. At the time of the inspection the staff and children were working together to produce their summer programme.

The children present at the time of the inspection were seen to be given the opportunity to choose from a range of age appropriate activities. The children stated that they liked coming along to the out of school club and liked all the activities that were on offer. Parents stated that they never had any trouble getting their children to attend the club and that they never seemed to be bored.

The manager advised that the staff team, in consultation with the children, now evaluated and reviewed the provision more, to ensure the needs and interests of all the children were identified and met.

Areas for improvement

The staff should continue to obtain the views of the parents and children, and use these to further improve the quality of care and support provided by the service. Guidance in relation to participation can be found on the Care Inspectorate website at www.SCSWIS.com.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

The club made good provision for promoting children's health and wellbeing. There was an established staff team and routine in place to maintain consistency, and ensure children felt safe and happy. Children were observed to be relaxed and confident in the club and were seen to have easy and comfortable relationships with other children and the staff present.

Parents were requested to complete registration paperwork when their child started at the club, which included information regarding emergency contacts, medical and dietary requirements, and any additional support needs children may have. This enabled staff to have a clear idea of the support required for each child. Staff demonstrated a good understanding of each child's personality and needs and responded accordingly. Children's individual needs were met through observation, consultation with parents and children, and planning.

Staff were observed supporting the children as they participated in a range of

activities. Praise was used effectively to develop children's self esteem and confidence.

In discussion, the manager evidenced a sensitive approach to working with families to identify and meet the needs of children who required additional support. The manager was also aware of the need to obtain appropriate information and access training to enable them to support children's specific conditions if required.

A child protection policy was in place. It contained the necessary information to support staff to deal with child protection concerns. Staff had undergone child protection training.

All five respondents to the care standards questionnaire strongly agreed and agreed that staff treated their children fairly and with respect, and were confident staff would protect their children from harm. Specific comments included:

"The staff are caring and genuinely interested in the kids".

"Staff are very flexible. The manager knows my child well and has a good relationship with my child".

The club had a positive approach to healthy eating. The staff were found to be following their healthy eating policy, which committed them to "Try and involve children during snack times to promote independence and choice, and to try to provide food which helps towards a daily balanced diet". The weekly snack menu was displayed to keep parents and children informed. Discussion and examination of records confirmed that children contributed to menu planning. Children spoken with at the time of the inspection stated that the snack was nice because there were always different things and always fruit.

All staff were trained in food hygiene, referred to good practice guidance and were following the service's food safety policy during food preparation.

All staff held a first aid qualification. Procedures were in place for recording accidents and incidents. Written procedures were in place for the administration of medication and all staff were first aid trained.

The manager and staff were aware of the importance of providing regular opportunities for fresh air, exercise and active play. Children had use of a large hall and soft play room. They also had access to the centre garden and visited the local parks. Staff recorded risk assessments for the indoor and outdoor environment and for trips.

All five respondents to the care standards questionnaire strongly agreed and agreed

that staff asked their children's views about activities and outings, and provided regular opportunities for fresh air and energetic physical play.

Areas for improvement

The manager was advised to continue to review the snack procedures, to provide more opportunities to promote children's choice and independence.

It was recognised that staff were familiar with the support needs of children; however, this information was not always recorded. The manager and staff team should now look to introduce care/support plans for children requiring additional support. In doing this they should focus on involving parents when identifying and addressing the needs of children. **See Recommendation 1.**

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager and staff should introduce support/care plans for children with additional support needs. These should be developed in full consultation with parents, carers and any others involved in the care of the child.

National Care Standards Early Education and Childcare up to the age of 16.
Standard 4 - Engaging with Children, Standard 5 - Quality of Experience, and
Standard 6 - Support and Development.

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

Parents had the opportunity to assess the quality of the environment when they visited the service prior to commencement, and were also able to monitor this during their day to day contact with the club.

Notice boards, newsletters, photographs, displays of children's work and informal discussion were used to inform parents of the operation of the club and items of interest, and to publicise events.

Information recorded under Quality Theme 1 Statement 1 has also been taken into account.

Areas for improvement

The manager and staff should continue to extend the ways in which children and parents can influence the quality of the environment. **See Recommendation 1.**

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should continue to develop the ways that it involves children and parents in assessing and improving the quality of the environment, for example by listening to their views about the layout of the room, use of the hall area and consultation about the development of the garden area.

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

Statement 2

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

Service strengths

In line with the service provider's health and safety policy the service had produced a selection of detailed risk assessments for the premises, individual activities and outings. These were noted to have been reviewed and updated when necessary. Appropriate security features were fitted within the building. Secure entry systems were in place to ensure no unauthorised persons entered the building.

During the inspection there was a tour of the premises, and of all areas used by the children. The areas used by the staff and children were found to be clean, tidy and well maintained. Cleaning and maintenance records were in place. Policies and procedures were in place for fire evacuation, the administering and storage of medication, confidentiality, child protection and complaints. Staff were made aware of the policies at induction, and these were discussed on an ongoing basis through training and staff meetings.

At the time of the inspection the club was observed to have appropriate resources to meet the needs of the children attending. Children could choose their own activities, and could elect to play individually or in small groups.

Respondents to the care standards questionnaire strongly agreed and agreed that the environment was safe, secure and stimulating. They also strongly agreed that there was enough space and a suitable range of equipment and play materials.

Photographs, evaluation of the sessions and parental questionnaires completed for the Care Inspectorate evidenced the regular use of the outdoor area and local parks, where children could access energetic play and fresh air.

Areas for improvement

The manager and staff were advised to further develop the evaluation of the provision and the use of the rooms. This should include the views of children and parents in relation to the work of the service, including the quality of the environment and the suitability of toys and equipment.

Grade awarded for this statement: 4 - 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

Evidence gathered for Quality Theme 1 Statement 1 was also considered for this Quality Statement.

The manager and staff had developed positive relationships with the parents and children attending the club.

Parents were encouraged to give feedback both informally and formally. Staff were available to speak to parents on a daily basis, and parents had many opportunities to comment on the service provided.

Areas for improvement

See areas identified for improvement within Quality Theme1 Statement 1.

Grade awarded for this statement: 4 - Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

The manager and a senior staff member held appropriate qualifications and were committed to their professional development. The manager was registered with the Scottish Social Services Council (SSSC). All staff were provided with basic mandatory training throughout the year. Staff qualifications and training records were checked during the inspection.

Annual appraisals had been carried out for some staff and used to look at future training needs. Staff were encouraged to attend training and develop their skills and knowledge. An induction programme was in place and had been followed for new employees.

Members of staff present at the inspection impressed as being committed to providing a good quality service. They had access to up to date guidance for best practice. Staff worked well together as a team and were confident in their roles, which impacted positively on the children's experience of the service.

Areas for improvement

Discussion during feedback highlighted the importance of working in accordance with the service policy for staff support and supervision, which aimed "to examine and assess the individual's experience, interests, abilities and training needs, and to discuss job satisfaction and development needs".

It was acknowledged that details of staff training were available within individual staff files. The manager should now participate jointly with staff in identifying staff training needs to benefit both individual staff members and the organisation. **See Recommendation 1.**

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager needs to produce a training overview of individual staff's training attended and qualifications gained, as well as training required and planned, to ensure training needs are met for the club and individual staff members.

National Care Standards Early Education and Childcare up to the Age of 16.
Standard 14 - Well-Managed Service.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

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

Notice boards kept parents informed of the daily plans and menus. Email communication and newsletters also provided useful information about forthcoming events. The management committee enabled parents/carers to continue to make decisions which would directly influence quality of the service.

Parents and carers spoken with said they spoke with the manager and staff on a daily basis, and felt they were listened to and found them approachable and helpful.

Additional information regarding service user and carer participation can be found within Quality Themes 1, 2 and 3 - Quality Statement 1.

Areas for improvement

The manager supported by the committee should continue to develop the ways it involves parents and children in assessing and improving the quality of management and leadership within the service. The manager should continue make sure that parents are kept informed about developments in the club.

See also Areas for Improvement identified within Quality Themes 1, 2 and 3 - Quality Statement 1.

Grade awarded for this statement: 4 - 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 club had a number of informal quality assurance systems in place to assist in improving the quality of the service.

It was clear from discussion with the club manager that she had a good

understanding of her role in assessing the quality of the service. She was aware of her obligations to ensure that club staff carried out their day to day duties effectively.

It was confirmed that staff had meetings to discuss practice issues. Through discussion with staff it was evident that they all worked well together, and provided good support to each other. They felt supported by the manager, and were encouraged to voice their opinions and be involved in developing the future objectives and direction of the club.

Documented evidence and discussion with parents confirmed that staff knew their children, and that parents' and children's views were valued and incorporated into the plans wherever possible. Children had the opportunity to participate in the self evaluation process through discussion and a range of feedback methods.

The manager and staff stated they were involved in weekly planning meetings. They further stated that suggestions and ideas from children, parents and carers were taken forward and acted on where appropriate. There was some evidence of this within the weekly plans. The staff were involved in evaluating weekly plans and developing the programme for the following week.

The manager stated that informal monitoring of staff practice was carried out on a daily basis, and support and guidance was given when appropriate.

Areas for improvement

It was discussed with the manager that making use of quality assurance tools would assist the staff when assessing the overall quality of the service. It was felt that this may also assist the manager and staff to identify key strengths and areas for development.

It was acknowledged that informal monitoring of staff practice was done on a daily basis. As recommended at the previous inspection, the manager should now introduce formal systems of monitoring staff and the quality of care within the service. Information gained from formal monitoring can then be used to further improve the overall quality of the service. **See Recommendation 1.**

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should develop a quality assurance policy to develop staff's understanding of quality assurance, and look at developing formal monitoring of playroom practice.

National Care Standards Early Education and Childcare up to the Age of 16.
Standard 14 - Well-Managed Service.

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

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 SCSWIS 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).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings
1 Dec 2011	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership 3 - Adequate
7 Dec 2010	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 4 - Good
28 Aug 2009	Announced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate

--	--	--

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

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

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.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com