

Venchie Children And Young People's Project Day Care of Children

Niddrie Adventure Playground
61 Niddrie Mains Terrace
Edinburgh
EH16 4NX

Telephone: 0131 6299546

Type of inspection:

Unannounced

Completed on:

7 May 2019

Service provided by:

Venchie Children and Young People's
Project

Service provider number:

SP2003003109

Service no:

CS2003013332

About the service

Venchie Children and Young People's Project (known as the service throughout this report) registered with the Care Inspectorate in April 2011, having transferred the previous registration from the Care Commission. The service is able to operate during term time on Monday to Friday between the hours of 7:30 am and 9 pm. During school holidays the service shall operate from 10:00 am to 6 pm. During term time, a maximum of 30 children aged from primary school age to 16 years and during school holidays, a maximum of 70 children aged from primary school age to 16 years.

The service runs a daily breakfast club and each afternoon there is a club for individual ages of children. The service provides a holiday club during the school holidays.

The service is based in the Niddrie area of Edinburgh. The building is a single story unit with a variety of spaces, including two large rooms, a kitchen area, computer room, toilets and an office space. The service has a large outdoor space which consists of an astro-turfed pitch, playpark area, additional swing area to the side and some areas of open space. The outdoor space can be accessed by the public both during the time the service operates and outwith these times.

The aim of the service is:

"to support families with children and to provide safe, stimulating surroundings for the children using the service."

Two Care Inspectorate inspectors carried out the inspection. The inspection began on Monday 29 April 2019 and concluded on Friday 3 May 2019. We provided feedback to the manager and two group co-ordinators on Tuesday 7 May 2019.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

During the inspection we spoke with a number of children who used the service. Most were happy to talk about their experiences and shared what they liked about the service. Some of their comments included:

"There is a good swing outside. It (the service) is really good, really good fun."

"We sat down at that table and decided what we wanted to do."

Prior to the inspection we sent out 45 Care Standard Questionnaires (CSQs) to the service to distribute to parents. We received 14 completed CSQs back. Thirteen respondents strongly agreed with the statement "Overall, I am happy with the quality of care my child receives in this service". We spoke with one further parent during the inspection. Comments from both sources included:

"My child really enjoys the club. They would come every day if they could. Staff are great. My child enjoys the activities - especially baking."

"The Venchie is an amazing project which has supported all of my children. The staff are amazing, very friendly, approachable and caring. The service has helped my child create friendships and feel comfortable around his peers."

"Great place, friendly staff and happy kids."

"Overall an amazing place."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own quality assurance paperwork. At the time of inspection the service did not have effective quality assurance systems in place to assess the quality of the provision and children's experiences. We have made a recommendation about the development of an improvement plan to address the areas for improvement.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Children were relaxed and comfortable in the service. They engaged well with staff suggesting they felt included. Staff knew children and families well and were aware of the varying needs of the groups. The service had developed positive relationships with families, which resulted in parents valuing the services provided.

At the breakfast club and after school groups children were provided with a choice of balanced, nutritious meals and snacks. Children brushed their teeth and were encouraged to follow good hygiene routines. This contributed to them being healthy. Children were active as they had regular opportunities for energetic, physical play.

Children's safety and wellbeing was at times compromised, as the manager and staff team lacked an understanding of their role in protecting and safeguarding children. There was not an effective, robust, and consistent approach for the managing, recording and reporting of information and concerns. The service did not use chronologies meaning they could not effectively and coherently log information and concerns. The service did not include any follow-up actions, decisions and outcomes as part of their child protection procedures. To effectively protect children the manager and staff must develop their understanding of child protection and safeguarding. The service must review the policy and procedures in place to ensure they have an effective and robust approach to managing, recording, reporting, and following up on any protection and safeguarding concerns. (Requirement one).

Whilst the service gathered some information about children prior to them starting, children's personal plans were limited to basic information. This information was not sufficient enough to effectively ensure children's safety, health, and wellbeing. Where additional information had been given by parents there was not an effective system to ensure that any actions required from this information were recorded, carried out and evaluated. Personal plans were not consistently reviewed meaning there was the potential for information to become outdated and the opportunity for children and parents to share new information was missed. Children's personal plans should be working documents that help staff to effectively meet children's needs and support their safety, health, and wellbeing. (Requirement two).

Children's health care needs were not respected, as the service did not have appropriate measures in place for the management of medication. We found there were inconsistencies in the recording and monitoring of medication, for example some children's information noted they had inhalers however, the service did not hold this medication. There was not a system in place to check if children were self-carrying the medication with them. Furthermore, some health care needs were recorded but staff did not have a plan of how to deal with these. There was potential for children's health to be compromised without this information. (Requirement three).

Requirements

Number of requirements: 3

1. The provider must ensure that children are protected. By 14 June 2019, the provider must ensure the manager and staff team have a clear understanding of child protection and the safeguarding of children. The provider must implement an effective procedure to manage, record and report on all child protection concerns. The provider should review the service's policy to ensure it gives management, staff, parents and children clear guidance on how child protection concerns will be dealt with at the service.

This is in order to comply with,

Health and Social Care Standard 3.20: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' and Health and Social Care Standard 3.14 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.'

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

2. The provider must ensure that children's health, welfare and safety needs are met. By 28 June 2019, the provider must ensure that each child has a personal plan that clearly sets out how their needs will be met, including recording any individual strategies of support to be implemented. The provider must ensure that personal plans are reviewed at least every six month or sooner if required. The provider must ensure that the manager has an overview of children's personal plans and carries out appropriate checks to ensure children's needs are being met in line with the information set out within their personal plan.

This is in order to comply with,

Health and Social Care Standard 1.15 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' and Health and Social Care Standard 1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

Regulation 5 (2)(a)(b)(c)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations (SSI 2011/210).

3. The provider must ensure that children's health and medical needs are met in a safe and effective way. By 28 June 2019, the provider must improve the management of medication within the service. In order to achieve this the provider must

- have a system in place to ensure any medication required is available for children using the service,
- maintain records of all medication received into the service, administered and returned to the person,
- ensure there is a clear policy in place relating to the management of medication in the service.

This is in order to comply with,

Health and Social Care Standard 1.24 'Any treatment or intervention that I experience is safe and effective.'

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulation 19 (3)(j) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI2002/114).

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

Findings from the inspection

There was a secure entry system operated by staff, which meant children were safe. Children were respected and responsible as the walks to and from school were safe. It was clear children had a good understanding of the boundaries and staff supported them to make safe choices crossing the roads.

Generally, the areas used by children were spacious offering potential for different activities to take place. Children could access a computer room and gym hall for sports and games. The variety of outdoor equipment gave opportunities for children to develop new skills and build up their confidence. However, during the first inspection visit children were not effectively supervised when moving around the indoor and outdoor spaces. As a result, the session became chaotic with children at times using areas without staff being aware of where they were. The service should ensure that the deployment of staff is effective to safely and positively support children in their chosen activities. (Recommendation one).

Children's health and safety was at times compromised due to ineffective checks of the outdoor areas. On the first day of the inspection, there was glass and broken plastic within the play area. Furthermore, when reviewing incident forms we found that a significant event had taken place in the outdoor area that had the potential to cause harm. This event had not been reported to the manager or provider suggesting that staff dealing with the incident had lacked an understanding of the seriousness of the situation. To ensure children's health and safety is maintained and respected the service must implement appropriate checks of the outdoor areas prior to children using them. The service must take action to address identified issues and ensure that there is an effective system for reporting concerns to the manager and provider. (Requirement one). To develop children's

understanding of risk and promote responsibility the service should consider ways children can be involved in assessing the environment and learning more about protecting themselves from any potential risks.

Whilst children presented as relaxed, we found there were limited resources to sustain their interest and promote fun. Much of the space within one room was taken up with large dining tables whilst other rooms were underutilised. We asked the service to review the use of space and resources provided to ensure children have more opportunities to play, relax, and be creative during their time at the service. To promote children's ownership and involvement in the service the manager and staff team should develop the ways in which they consult children in decisions made about sessions.

Requirements

Number of requirements: 1

1. The provider must ensure that children are safe and take effective steps to minimise risks in the environment. By 18 June 2019, the provider must implement appropriate and effective checking of the outdoor spaces used by children. In order to achieve this the provider must:
 - ensure effective and meaningful risk assessments are followed to ensure any risks and hazards are identified and minimised,
 - ensure that daily checks are carried out prior to children using the outdoor spaces,
 - ensure there are clear and effective procedures for staff in relation to the management and reporting of risks and incidents.

This is in order to comply with,
Health and Social Care Standard 5.17 'My environment is secure and safe'.

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 1

1. To promote positive experiences for children the provider should ensure that there are enough staff available within each session to effectively and safely support children to use various areas of the service. The manager and provider should ensure staff are effectively supported to consider their deployment and practice so that they have a greater understanding of how to promote children's choices about how and where they want to be in the service.

This is to ensure care and support is consistent with the Health and Social Care standards which state, 'My needs are met by the right number of people' (HSCS 3.15).

Grade: 2 - weak

Quality of staffing

Findings from the inspection

Children's safety and wellbeing could have been compromised, as the service did not have effective procedures in place for the safe recruitment of staff and volunteers. Most recently, two members of staff had commenced employment prior to appropriate checks and references being obtained. During the inspection, we discussed these issues with the manager, who in consultation with inspectors took action to begin to address these concerns, for example, they completed the outstanding Protection of Vulnerable Groups applications and implemented risk assessments to manage the situation. To promote children's safety and wellbeing the service must develop their recruitment procedures in line with current best practice, ensuring that they embed safe and consistent practices. (Requirement one).

Staff had attended some training that had helped them to positively support children. For example, staff had undertaken training about strategies to support children who required additional support. Staff were using some of this learning to help children to understand the routine of the day. However, there were some gaps in the staff team's understanding of play and how to develop play experiences for children. We discussed how children would benefit from staff accessing further training and using best practice guidance such as 'Our Creative Journey' in relation to play so that experiences can be consistently fun, interesting and motivating for children. We signposted the service to a number of other documents that relate to out of school provisions and children's play. (Recommendation one).

Whilst staff were caring and friendly, children would benefit from them furthering their understanding of how to effectively promote children's independence, skills and self-esteem. At times, staff became task focussed during daily routines meaning children were not always supported in a positive and respectful way. For example, in the afternoon session children had to wait very long periods for snack to be served because staff carried out all the associated tasks such as preparing the food and gathering dishes. This did not effectively promote children's independence. We discussed how staff might adapt their practice so that children could have greater opportunities to develop their independence, skills and self-esteem. (Recommendation two).

Requirements

Number of requirements: 1

1. The provider must ensure that children are cared for and supported by staff who have been safely recruited. By 18 June 2019, the provider must improve the procedures for the recruitment of staff. The provider must ensure that staff in the service are recruited in line with current best practice guidance. The provider must ensure that all appropriate checks are carried out prior to a person commencing work with children.

This is in order to comply with,

Health and Social Care Standard 4.24 I am confident that people who support and care for me have been appropriately and safely recruited.

Regulation 9 (1) (2) (a)(b)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulation (19)(2) of the Regulation of Care (Requirement as to Care Services) (Scotland) Regulation 2002 (SSI2002/114).

Recommendations

Number of recommendations: 2

1. To promote experiences which are fun, interesting and motivating, staff should access training and learning and use best practice guidance to inform the experiences and activities the service provides.

This is to ensure staffing is consistent with the Health and Social Care Standards which states, 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

2. To promote children's independence, skills and self-esteem staff should develop their practice so that they effectively support children to be more included and independent during daily routines including the preparation, serving and enjoyment of meals.

This is to ensure staffing is consistent with the Health and Social Care Standards which state, 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27) and 'I take part in daily routines, such as setting up activities and mealtimes, if this is what I want' (HSCS 2.21).

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

The manager and provider showed a good understanding of the local community and the needs of children in the area. The service offered children opportunities to mix with their peers, be active, and enjoy balanced meals. A number of other initiatives such as a book exchange promoted inclusion.

Throughout the inspection our findings concluded that there was a lack of quality assurance systems within the service. Whilst during the inspection, the manager worked with inspectors to address some of the issues and concerns identified, there was a need to establish, develop and embed quality assurance systems across the service. This should include, but is not restricted to systems which monitor and evaluate; the quality of children's personal plans and records, the management of children's safety, health and welfare, the quality of children's experiences and the quality of staff practice. The provider and manager should ensure that they implement effective quality assurance systems that consider key areas of the service so that outcomes for children can be as positive as possible. The provider and manager should develop an improvement plan for the service to ensure that areas for improvement are addressed and outcomes for children are improved. (Recommendation one).

As reported in Care and Support there were significant issues identified with the understanding, recording and reporting of child protection concerns across the service. In order to ensure children are protected the designated child protection officer must undertake training and learning to ensure they have the appropriate levels of understanding, knowledge, skills and confidence to deal with all safeguarding issues and child protection concerns. (Requirement one).

Throughout the inspection, we found that a number of significant events had not been reported to the Care Inspectorate. The manager was unaware of the Care Inspectorate guidance 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. This meant we had been unable to work in partnership with the service during these times. To promote and maintain children's safety and wellbeing the provider and manager must ensure that appropriate notifications are made to the Care Inspectorate. (Recommendation two).

Requirements

Number of requirements: 1

1. The provider must ensure that the designated child protection officer has the understanding, skills, knowledge and confidence to effectively safeguard and protect children. By 26 July 2019, the provider must ensure the designated child protection officer has undertaken training and learning to support their role in safeguarding and protecting children. In order to achieve this the provider must:
 - ensure the designated child protection officer undertakes training to develop their understanding, skills, knowledge and confidence in relation to their role,
 - review the service's child protection policy to ensure it makes clear the role of designated child protection officer and clearly outlines the steps they must take in relation to managing, recording and reporting child protection concerns and safeguarding issues.

This is in order to comply with,

Health and Social Care Standard 3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities and Health and Social Care Standard 3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 2

1. 1. In order to ensure that the service develops and improves outcomes for children attending the service, the provider, manager and staff, in consultation with children and parents, should develop an improvement plan and implement effective quality assurance systems.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states: 'I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

2. To promote and maintain children's wellbeing and safety the manager and provider should become familiar with their legislative duty in relation to notifying the Care Inspectorate about specific events that may occur within a regulated care service.

This is to ensure management and leadership is consistent with Health and Social Care Standards which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS

4.11) and 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

Children should be further involved in assessing risk during their play. The manager and staff should ensure that the risk to children is minimised while children play outdoors.

National care standards for early education and childcare up to the age of 16, standard 2: safe environment, standard 12: confidence in staff and standard 14: well-managed service.

This recommendation was made on 31 October 2016.

Action taken on previous recommendation

We found that there were issues with the way in which the outdoor environment was managed and assessed. We have made a further recommendation about this.

Recommendation 2

Staff should be vigilant at all times to ensure the children do not access roads while walking from school.

National care standards for early education and childcare up to the age of 16, standard 2: safe environment, standard 12: confidence in staff and standard 14: well-managed service.

This recommendation was made on 31 October 2016.

Action taken on previous recommendation

Inspectors accompanied children and staff on the walk to school. We found that children were very clear on how to keep themselves safe and staff were vigilant at all times. This recommendation has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
31 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 4 - Good
1 Dec 2015	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good
26 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 4 - Good 4 - Good 4 - Good
24 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good Not assessed

Date	Type	Gradings	
14 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
30 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate 4 - Good 4 - Good
27 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

To find out more

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

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

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

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

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