

# South Morningside After School Care Club Day Care of Children

South Morningside Primary School  
116 Comiston Road  
Edinburgh  
EH10 5QN

Telephone: 0131 447 6800

**Type of inspection:**

Unannounced

**Completed on:**

8 February 2019

**Service provided by:**

South Morningside After School Care  
Club

**Service provider number:**

SP2003002899

**Service no:**

CS2003011994

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

South Morningside After School Care Club referred to as the service in this report, registered with the Care Inspectorate in April 2011. Within the main base situated within South Morningside Primary School, care can be provided to a maximum of 76 children. A second site based in Morningside Parish Church can have a maximum of 48 children. This makes a total of 124 primary school aged children. During the summer holiday period the Primary School venue can provide care to 10 children who are due to start school in August. The maximum of 76 children must not be exceeded.

The primary school venue offers two large dining rooms and direct access to a secure playground area. Primary three and four children are catered for in the church hall setting Monday to Thursday, with everyone joining in the school on Fridays.

The service states their aim as:

"SMASC will aim to meet the play needs of all children. We will do this by providing as many play types and resources as possible to meet the needs of all children. Our objective will be to assess the play needs of children and meet needs as they occur. We will provide support to individual children when required".

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, included.

## What people told us

Prior to inspection we asked the service to distribute care standard questionnaires to parents. From the 40 issued, 10 were returned. All parents indicated they were happy with the service provided. Comments from parents were discussed throughout inspection. Parents said:

"I am very happy with the quality of the service. The after school club is run well, well organised and there are a great range of options available to the children. In particular the holiday club timetable is well thought through and varied. Staff are very approachable for both parents and children. My children feel very secure and I feel any concerns I have are addressed quickly."

"Excellent service provided by South Morningside After School Club. Staff are very helpful and friendly. My child is so happy that he looks forward to attending. Very flexible to arrange extra sessions where needed and very creative with their holiday club activities. We are very lucky to have such amazing people looking after our children."

"My children are really happy there and would attend more sessions should places allow. Main school area is cramped but I understand capacity constraints. I'm unsure about waiting list protocols as someone has been offered breakfast club places twice and we are still waiting. Staff are lovely and kids are happy."

"The staff are friendly and enthusiastic and take good care of the children. They are fair with them in applying the rules for the benefit of the children. The senior staff are helpful and do a good job and the younger staff are enthusiastic and do a good job too. My child likes going there."

"My child has grown with this club and through it. We are very pleased with the service and always have been, using it in holidays as well as after school."

"SMASCC provides an excellent service to working parents within the significant constraints it has on space and accommodation. Though there is a fairly high turnover of playworkers over the last 7 years, they are stable from year to year and form great relationships with the children. The management is experienced and stable which makes a huge and positive impact on the care."

"Fantastic service. Friendly staff who treat the children with respect. I feel very happy with the care they provide."

We started an unannounced inspection on Friday 1 February 2019 and returned to complete the inspection in an announced visit on Friday 8 February 2019. The number of children present varied over the two days. We observed children were mostly engaged in their play and seemed very comfortable with the staff. Children's comments were discussed during inspection. They said:

"We get to go outside, make tents and build Lego."

"We want to use the whole playground not just one wee bit."

"It's a bit boring cause all we do is arts and crafts."

## Self assessment

The service had not been asked to complete a self-assessment prior to inspection. We discussed areas for improvement throughout the inspection and during feedback.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	2 - Weak
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	2 - Weak

## What the service does well

Children were welcomed into a busy club by warm and friendly adults. The relatively new staff team of playworkers were developing positive relationships with children. This meant children were confident in approaching staff when they needed to. It also brought familiarity and fun to the service as staff and children were comfortable with each other.

Being based within school enabled children to attend school clubs. A system to monitor children's arrival at the service kept children safe. Children independently moved between areas used by the service, including outdoors.

A large dining room was used as a craft room. This was well resourced with many mediums for creating and experimenting. Children were able to follow through their ideas by accessing materials and resources by themselves. Children could join in with a structured activity in this room each day. This provided opportunities to try new skills and experience new activities.

We observed children being supported to work with their peers and express their needs. They were encouraged to negotiate, cooperate and compromise with each other.

## What the service could do better

Personal plans were in place for each child but had not been updated or reviewed within the six month timescale as stated by legislation. This meant that there was no up to date information to support staff's care of children. Whilst staff were able to tell us about some children's needs, the high staff turnover experienced recently could result in information being lost if not recorded. See requirement 1.

Whilst the service had medication and records in place, we saw that on one occasion an activity had posed a serious risk to a child's health. When medication had been administered we saw that the action plan for the child had not been followed. The potential harm to that child was severe. Staff understanding of following procedures and being clear on children's health needs should be addressed as a matter of urgency. See requirement 2.

We became aware that whilst the service policy reflected safer recruitment processes, these were not being followed in practice. This meant that some staff started in post before their Protecting Vulnerable Groups check was completed, references had not been returned and in some cases staff were not registered with the Scottish Social Services Council. The SSSC is the regulating body for social service workers in Scotland. See requirement 3.

Management and staff were unable to tell us about the best practice guidance which underpinned their work with children. Whilst we observed children were busy and happy in their environment, there were missed opportunities to offer challenge and new experiences for this older age group. Children should be supported and enabled to make decisions, explore options, experiment with ideas and learn through their actions. Examples of areas for improvement would be the snack routine and play experiences. These were discussed with staff during inspection. See recommendation 1.

The manager agreed to review the service policy on managing children's behaviour as it was out of date and did not reflect the positive current practice.

Processes to ensure quality within the service were limited. Formal processes such as staff support and supervision and six month reviews were in place but not being carried out by the manager or provider. This impacted on the development of staff and the monitoring of staff responsibilities, resulting in negative outcomes for children. See recommendation 2.

## Requirements

Number of requirements: 3

**1. Personal plans should be developed to show children's needs and a plan to meet those needs:**

- The plan should be reviewed every six months or when required
- Where additional support is required, discussions with parents and other agencies should be recorded along with the actions to support the child
- Children and parents should be involved in developing and reviewing of personal plans.
- All staff should be aware of personal plans to ensure consistent care.

This is to ensure care and support is consistent with Health and Social Care Standard 1.15 which states: "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 to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. No. 210. Regulation 5.(1)(2) Personal Plans.

Timescale: This requirement should be addressed by Monday 27 May 2019.

**2. In order to ensure the health and wellbeing of children, the manager should ensure staff are clear about children's needs and strategies to meet those needs. Action plans for medication should be followed and best practice around first aid should be considered. Activities provided for children should be made safe for all to participate.**

This is to ensure care and support is consistent with Health and Social Care Standard 1.23 which states "My needs, as agreed in my personal plan, are fully met and my wishes and choices are respected" and standard 3.18 which states "I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty". This is also to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulation 4(1)(a) Welfare of service users.

Timescale: This requirement should be addressed by Friday 1 March 2019.

**3. In order to ensure children are protected from harm the provider is required to carry out rigorous safer recruitment checks before persons are employed in the service. Before any individual is employed in the care of children safer recruitment checks including the following must be in place:**

- A clear PVG check or scheme update.
- Two references at least one of which is from the previous employer.
- Confirmation of registration with the SSSC. Or confirmation of an application to join the SSSC if this is the individuals first post in a care service, within the SSSC timescales.

This is to ensure that care is consistent with Health and Social Care Standard 4.24 which states "I am confident that people who support and care for me have been appropriately and safely recruited" and to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(2011/210) - regulation 4 Welfare of users and regulation 9 Fitness of employees.

Time scale: This requirement should be met by Friday 8 March 2019.

## Recommendations

Number of recommendations: 2

**1. The manager should use best practice guidance to inform, develop and challenge staff practice to improve outcomes for children, in particular but not exclusive to:**

- Increasing autonomy and independence within daily routines
- Providing opportunities for new experiences and challenge

This is to ensure care is consistent with Health and Social Care Standard 4.11 which states "I experience high quality care and support based on relevant evidence, guidance and best practice".

**2. The provider should develop quality assurance systems to ensure their policies and procedures are being followed, particularly relating to but not exclusive to:**

- The reviewing of personal plans, including medication forms
- The recruitment and induction of staff
- The monitoring, support and supervision of staff.

This is to ensure care is consistent with Health and Social Care Standard 4.19 which states "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes".

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## 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

The contents of the packed lunches should be stored appropriately.  
National care standards for early education and childcare up to the age of 16, standard 2; safe environment.

**This recommendation was made on 18 April 2016.**

#### Action taken on previous recommendation

Storage of packed lunches had been considered.

#### Recommendation 2

All information should be included on accident and incident forms, and parents should always see these.  
National care standards for early education and childcare up to the age of 16, standard 14: well-managed service.

**This recommendation was made on 18 April 2016.**

#### Action taken on previous recommendation

Accident and incidents were recorded fully and shared with parents.

#### Recommendation 3

Children should be further involved in their personal plans.  
National care standards for early education and childcare up to the age of 16, standard 14: well-managed service.

**This recommendation was made on 18 April 2016.**

#### Action taken on previous recommendation

This recommendation had not been considered and will be taken forward.

#### Recommendation 4

An improvement plan should be devised.  
National care standards for early education and childcare up to the age of 16, standard 14: well-managed service.

**This recommendation was made on 18 April 2016.**

#### Action taken on previous recommendation

An improvement plan had been created and the team were working towards achieving it.

## Inspection and grading history

Date	Type	Gradings								
30 Mar 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	5 - Very good									
27 Mar 2013	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	5 - Very good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	5 - Very good									
Management and leadership	4 - Good									
2 Mar 2012	Re-grade	<table border="0"> <tr> <td>Care and support</td> <td>Not assessed</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	Not assessed	Environment	Not assessed	Staffing	Not assessed	Management and leadership	4 - Good
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Care and support	5 - Very good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									



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