

Happy Hours Out Of School Club Day Care of Children

Ardler Complex
Turnberry Avenue
Dundee
DD2 3TP

Telephone: 07526490655

Type of inspection:
Unannounced

Completed on:
31 January 2022

Service provided by:
Happy Hours Out Of School Club

Service provider number:
SP2003000121

Service no:
CS2003000710

About the service

Happy Hours Out of School Club is located in the Ardler area of Dundee. A voluntary group of parents form the management committee that provide the service. The after-school service operates from the urban Ardler Community Complex, which is close to local amenities and public transport. Children are able to access a number of rooms within the complex to meet their needs. They also have access to the playgroup of the neighbouring school, St. Fergus Primary School, for outdoor play. The breakfast club is based in St. Mary's Community Church Hall.

This day-care service is registered to provide care to a maximum of 74 children at one time of primary school age to 12 years, of whom no more than 24 may attend a before-school service, known as breakfast club. Other conditions unique to the service are that the service may also operate from the following premises: St. Mary's Community Church Hall, 37 St. Kilda Rd, Dundee, DD3 9ND.

About the inspection

This was an unannounced inspection which took place on 20 January 2022 between 15:30 and 18:30 hours and 26 January 2022 between 16:00 and 18:00 hours. Two inspectors carried out the inspection. To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with children, parents and carers
- spoke with staff and management
- observed practice and daily operation of the club
- reviewed documents.

What people told us

We spoke with nine children using the service and two of their parents and carers. Children enjoyed a variety of play such as board games, drawing and football. Parents told us how valuable the club was to them and that their children loved to attend.

Self assessment

The service had previously submitted their self-evaluation as requested. The service detailed systems and processes which had been put in place. We reviewed the impact of these on outcomes for children during the inspection. Findings from this are documented throughout the report.

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

We made an evaluation of weak for this quality theme. Whilst we identified some strengths, significant weaknesses compromised these. As these weaknesses concerned the welfare and safety of children, we made two requirements for improvement.

Where necessary, staff recorded children's health needs in care plans in partnership with parents and other working professionals. We found some were not reviewed for over three months, resulting in uncertainty around the accuracy of the information. This should be done to ensure children's care and medication is delivered safely and in a sensitive manner. We also had concerns with the storage of medication, which potentially put children at risk as it was within their reach. See requirement 1.

Children experienced an unhurried snack, allowing them time to settle in and chat about their day, supporting opportunities to form friendships. The nutritional value of the food provided was poor, for example packets of crisps were offered. We found this did not provide children with a healthy snack of substance. Although staff had reviewed best practice guidance on healthy eating, this had not had a positive impact on children's mealtime experience. See requirement 2.

Staff were confident in how they would respond to any child protection concerns. However, procedures were not in place for recording and sharing necessary information with staff and other working professionals, which would promote, support or safeguard children's wellbeing. We found that significant events in children's lives were not recorded within meaningful chronologies. The manager agreed to address this to strengthen safeguarding procedures. See recommendation 1

Personal plans were in place to record basic information about the child, such as their contact details and medical information. Staff were in the early stages of developing their personal plans to improve children's opportunities to have their say in their care. We advised that support strategies should also be recorded to ensure children experience consistency in their care that is right for them. The manager agreed to review this along with other areas for improvement.

Requirements

Number of requirements: 2

1.
By 18 March 2022, children should receive treatment in a safe and effective way. The provider must improve their storage of medication to ensure it is accessible in an emergency and out of reach of children.

This is to comply with Regulation 4(1)(a) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24); and 'My environment is secure and safe' (HSCS 5.17).

2. By 18 March 2022, children must be appropriately nourished. The provider must ensure staff provide children with sufficient healthy and nutritious snacks.

This is to comply with Regulation 4(1)(a) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning' (HSCS 1.33).

Recommendations

Number of recommendations: 1

1. Children would benefit from staff developing their understanding and practice in relation to child protection. We recommend that the manager, at a minimum:

- a) regularly carries out evaluations of staff knowledge and understanding of child protection to ensure training needs are identified, and practice is up to date
- b) develops chronologies and use these to support staff to identify and address wellbeing concerns.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

Grade: 2 - weak

Quality of environment

Findings from the inspection

We made an evaluation of weak for this quality theme. Whilst we identified some strengths, significant weaknesses compromised these. As these weaknesses concerned the welfare and safety of children, we made two requirements for improvement.

Staff had applied security procedures, such as a doorbell and alarm sensor on the main door, to improve children's safety. We had concerns that potential risks to children had not been fully explored, resulting in an unsafe environment. For example, consideration had not been given to the potential for children to leave designated areas of the service, enabling them to access unsupervised public areas within the community complex. We signposted the manager to the National Risk Assessment of Children and Young People Framework to support their understanding of assessing and mitigating risks. See requirement 1.

Children's personal belongings, such as coats and bags, did not have an appropriate place for storage. This resulted in them being left in a large area on the floor. We shared our concern in relation to general hygiene, as well as the potential risk for spread of infection and slip, trips or falls. We asked that the service supported children to have a suitable space for their belongings, promoting respect for children and good cleanliness practices.

Staff wore face masks appropriately and encouraged ventilation within rooms. We were concerned about the lack of enhanced cleaning within the service. High touch points and children's toys and games were not seen to be regularly cleaned. Children, families and staff would benefit from improvements in the infection prevention and control measures within the service. This would reduce potential risk of transmission and enable children to feel safer in their environment. See requirement 2.

The recording of accidents and incidents was found to be inconsistent and did not follow best practice. For example, these lacked detail to support effective information sharing and were not always shared with parents. This risked parents not being well informed in the possible event of medical treatment being required later.

Children's space was organised in a way that promoted free movement and choice. Children were seen enjoying a variety of activities such as, artwork, board games and video games. Parents commented that they felt there was plenty on offer for children. To enhance their experiences, staff should consider further use of natural open-ended resources. Children would also benefit from areas of comfort and rest being included in their environment. This would allow them opportunities to feel secure and respected.

Requirements

Number of requirements: 2

1. By 18 March 2022, children should have access to a safe environment. The provider must ensure staff carry out effective risk assessments, so that they are aware of potentially unsafe situations.

This is to comply with Regulation 4 (1)(a) and (b) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'My environment is safe and secure' (HSCS 5.17).

2. By 18 March 2022, children must be cared for in a safe and hygienic environment. The provider must ensure that, as a minimum:

a) sufficient measures, such as enhanced hygiene and cleaning practices are carried out to protect those using the service

b) Effective monitoring of staff practice must be carried out to ensure effective implementation of procedures in relation to infection prevention and control.

This is to comply with Regulation 4(1)(a) and (b) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of staffing

Findings from the inspection

We made an evaluation of weak for this quality theme. Whilst we identified some strengths, significant weaknesses compromised these. As these weaknesses concerned the welfare and safety of children, we made one requirement for improvement.

Some staff were seen to be warm and engaging with children, while other staff were seen to ignore children and not respect them. This resulted in children's interest not being explored and their needs not being met. The manager must improve this to ensure children feel safe, secure and listened to. See requirement 1.

We found that most staff were warm and engaging with children. However, at times, children were seen to be ignored, resulting in their interests not being explored, and their needs not being met. We advised the manager that steps must be taken to improve this, recognising children as experts in their care and ensuring that they feel safe, secure and listened to. See requirement 1.

Children would benefit from strong leadership that supports staff to have high aspirations. Some staff had identified some of their training needs during supervisions; however, the manager had not acted upon this. The manager should ensure that training supports improvement and the needs of children attending the service. This would ensure better outcomes for children. See requirement 1.

Children would benefit from staff who are confident in their roles and responsibilities in meeting their needs. We found that the induction process that was in place focused on policies and procedures and could be limited to a one-off event. This resulted in staff not being given sufficient time to understand all of the information and what is expected of them. The manager must implement a robust and effective induction that ensures consideration of the care, play and learning needs of children is given. See requirement 1.

Staff's supervisions and team meetings lacked structure, which resulted in missed opportunities for professional development and information sharing. Children would benefit from staff having shared vision, values and aims to support them and their families to reach their full potential.

All staff were found to be registered, or in the process of registering, with relevant professional bodies. Children would benefit from the manager strengthening her role in supporting staff to meet their conditions of registrations and complete relevant qualifications. This would improve staff practice and ensure children and families were confident in staff because they are trained, competent and skilled.

Requirements

Number of requirements: 1

1. By 4 April 2022, to ensure children receive high quality care and experiences, the provider should improve staff practice. Improvements could include, at a minimum:

- a) each staff member's training needs should be assessed and appropriate training and development opportunities provided
- b) staff should be effectively supported to implement their learning from training and development opportunities, to improve practice and outcomes for children
- c) staff should receive a robust induction process that takes account of varying levels of knowledge and understanding
- d) effective systems should be put in place to assess the impact of training, development and induction processes.

This is to comply with Regulation 15(b) and (i) (Staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on practice and follow their professional and organisational codes' (HSCS 3.14).

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

We made an evaluation of weak for this quality theme. Whilst we identified some strengths, significant weaknesses compromised these. As these weaknesses concerned the welfare and safety of children, we made two requirements for improvement.

We had concerns with the management committee and their understanding of their roles and responsibilities as providers of the service. We had not been notified of changes to members of the management committee. This resulted in potential risk to children as individuals had not been checked to ensure they were suitable to work with children. Furthermore, an Annual General Meeting had not taken place for some time and no monitoring had taken place to ensure policies and procedures were implemented effectively. This resulted in resources and finances not being effectively managed to sustain and maximise the best outcomes for children. The committee members were invited to feedback but did not attend. See requirement 1.

Children's outcomes were negatively impacted as areas for development were not identified and acted

upon. Quality assurance processes were not in place to support improvement. We advised the manager to complete a robust quality assurance calendar to support their role going forward. This would support regular monitoring of staff practice and children's experiences. The manager agreed to put this in place. See requirement 2.

Staff had provided children with some opportunities to provide feedback, for example, rating their snack menu. However, this did not always result in improvement for the service. Parents told us that they were not aware of staff gathering their views, but they found that communication was good when needed. A detailed improvement plan would enable children, families and staff to follow and understand changes made to their service. Staff should always evaluate the impact any changes have made to children's outcomes. This would allow children to shape and design their service as they shared their needs, interests and wishes.

The manager had identified on a whiteboard which room staff were to work in for that session, however this was not always accurate. This contributed to poor communication with the staff team, resulting in children being left unsupervised on several occasions. The manager should ensure staff are clear about their roles and responsibilities. Consideration must be given to whether staff are able to carry out their roles safely, and that children's needs are met by the right number of staff.

Requirements

Number of requirements: 2

1. By 18 March 2022, the committee must submit information to the Care Inspectorate in line with their registration requirements. This includes, but is not limited to, change of committees or associations notification so that proper checks can be carried out to ensure individuals are suitable to work with children.

This is to comply with Regulation 6(1) (Fitness of Provider) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I use a service and organisation that are well led and managed' (HSCS 4.23); and 'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24).

2. By 4 April 2022, the provider must ensure improvements are made that have a positive impact on the outcomes for children. This includes developing an effective and robust quality assurance process. The provider must, at a minimum:

- a) put clear and effective plans in place for maintaining and improving the service that reflect the needs of children and families using it
- b) undertake effective monitoring and auditing to ensure areas for development are identified and addressed promptly.

This is to comply with Regulation 4 (1)(a) and (b) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

Requirement 1

By 20 October 2021, children must be appropriately hydrated and nourished. The provider must ensure:

- a) children have appropriate access to drinking water
- b) children are provided with sufficient healthy and nutritious snacks.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which states that: 'I can drink fresh water at all times.' (HSCS 1.39) and 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning.' (HSCS 1.33).

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4 (1)(a) Welfare of Users.

This requirement was made on 10 September 2021.

Action taken on previous requirement

Children were able to access drinking water throughout their session. Staff had set up water stations and encouraged children to use their personal water bottles. We were satisfied that children were provided with sufficient opportunities to stay hydrated.

Children were provided with a sufficient amount of food. They were given choices such as crisps, cucumber and ham sandwiches. Good practice guidance had been shared with staff to promote better food choices, however this had little impact on children's food choices. This requirement has not been met, further details are within this report.

Not met

Requirement 2

By 5 October 2021, staff must improve the security of the premises. The provider must:

- a) ensure entry and exit points are safe and secure
- b) ensure staff carry out effective risk assessments, so that they are aware of potentially unsafe situations.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I my environment is safe and secure.' (HSCS 5.17).

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4 (1)(a)(b) Welfare of Users.

This requirement was made on 10 September 2021.

Action taken on previous requirement

Children's safety had improved within the service. This was due to the manager implementing security procedures such as alarming the door and using a doorbell for entry. Staff were aware of changes to procedures and worked well together.

Children were seen to be put in potentially unsafe situations as a result of poor risk assessing. This requirement has not been met. This has been further explored in the report.

Not met

Requirement 3

By 1 November 2021, the manager must improve how they manage personal data to ensure it is done safely and respects the privacy of children and families. The provider must:

- a) ensure all information shared improperly with third parties is destroyed in line with General Data Protection Regulations
- b) ensure staff take part in relevant training for the storage and sharing of personal data.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I am fully informed about what information is shared with others about me.' (HSCS 2.14).

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4, Welfare of Users (1)(b) respect the privacy and dignity of service users.

This requirement was made on 10 September 2021.

Action taken on previous requirement

Children's personal information that was improperly shared with third parties was destroyed. All staff had taken part in relevant training to promote safe information storage and sharing. The manager agreed to keep this as a practice point in future team discussions to ensure staff were aware of their roles and responsibilities in relation to General Data Protection Regulations.

Met - within timescales

Requirement 4

By 1 November 2021, the manager must ensure improvements are made that have a positive impact on the outcomes for children, this includes developing an effective and robust quality assurance process. The provider must:

- a) put clear and effective plans in place for maintaining and improving the service that reflect the needs of children and families using it
- b) undertake effective monitoring and auditing to ensure areas for development are identified and addressed promptly.

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

It is also in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/10) Regulation 4 (1)(a)(b) Welfare of Users.

This requirement was made on 10 September 2021.

Action taken on previous requirement

Quality assurance processes had not improved since the last inspection. The manager had made steps towards organising a quality assurance calendar. However, this had limited impact on children's outcomes. This requirement has been continued. Further information can be found within this report.

Not met

Requirement 5

By 30 December 2021, to ensure children receive high quality care and experiences, the manager should improve staff practice. Improvements could include:

- a) Each staff member's training needs should be assessed and appropriate training and development opportunities provided
- b) Staff should be effectively supported to implement their learning from training and development opportunities, to improve practice and outcomes for children
- c) Staff should receive a robust induction process that takes account of varying levels of knowledge and understanding
- d) Effective systems should be put in place to assess the impact of training, development and induction processes.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on practice and follow their professional and organisational codes.' (HSCS 3.14).

This is also to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 15 Staffing (b) ensure that persons employed in the provision of the care service receive (i) training appropriate to the work they are to perform.

This requirement was made on 10 September 2021.

Action taken on previous requirement

Staff were encouraged to share what professional development they felt they needed. However, this was not always followed up or acted upon. There was limited evidence that training undertaken considered how this would impact children's experiences or raise standards. This requirement has been continued. This has been reflected within this report.

The induction process continued to be a review of policies and procedures and could be limited to a one-off event. The manager agreed to review current practice and refer to the National Induction Guidance for support. This requirement has been continued. This has been reflected within this report.

Not met

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

Previous recommendations

Recommendation 1

Children would benefit from staff developing their understanding and practice in relation to child protection. We recommend that the manager:

- a) regularly carries out evaluations of staff knowledge and understanding of child protection to ensure training needs are identified and practice is up to date
- b) develops chronologies and use these to support staff to identify and address wellbeing concerns.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20).

This recommendation was made on 10 September 2021.

Action taken on previous recommendation

We found no evidence of evaluations of staff knowledge and understanding being undertaken. Chronologies had not been developed by the manager to support staff identify and address concerns. This recommendation has not been met. This has been reflected within this report.

Recommendation 2

Children would benefit from more opportunities to achieve their potential through their play and learning experiences. By taking into account their likes, wishes and opinions they will be empowered and feel valued and listened to.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'as a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling.' (HSCS 1.30).

This recommendation was made on 10 September 2021.

Action taken on previous recommendation

Children were given the opportunity to rate snacks and share their views and opinions on menu planning. However, this had limited positive impact on their experience and outcomes. This recommendation has not been met. This has been reflected within this report.

Recommendation 3

Children would benefit from staff promoting a wide range of resources, both indoors and outdoors, that meet their needs and wishes. This would support children's development and enable them to explore their natural curiosities.

This is in order to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'As a child, I can direct my own play and activities in the way that I chose, 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).

This recommendation was made on 10 September 2021.

Action taken on previous recommendation

Children benefitted from a wide range of choice in the space and activities they could access. We found some staff supported children's interests, enabling them to lead their play. This recommendation has been met. This has been reflected within this report.

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
10 Sep 2021	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed

Date	Type	Gradings
3 Dec 2019	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
2 Jul 2019	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed 2 - Weak
21 May 2019	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
20 Apr 2017	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good
22 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
18 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
23 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership
		2 - Weak 2 - Weak 2 - Weak 2 - Weak
4 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

Date	Type	Gradings	
1 Aug 2013	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
28 May 2013	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
3 Oct 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
10 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Sep 2008	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	3 - Adequate

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