

Lincluden After School Group Day Care of Children

North West Resource Centre
College Drive
Lincluden
Dumfries
DG2 0BX

Telephone: 01387 259 626

Type of inspection:
Unannounced

Completed on:
5 February 2024

Service provided by:
Lincluden After School Group

Service provider number:
SP2003002520

Service no:
CS2003013475

About the service

Lincluden After School Group is registered to provide a care service to a maximum of 39 children aged from primary school attendance (four and half) up to 16 years, and up to the age of 18 years and nine months where a child has additional support needs and/or disabilities.

Care is provided within a resource centre, located in a residential area of Dumfries. The service is close to local schools and shops. Children are accommodated in two indoor play areas, over one level, and an enclosed outdoor play space at the rear of the property.

About the inspection

This was a follow up inspection which took place on 26th September 2023 and 5th February 2024. The inspection was carried out by two inspectors from the Care Inspectorate. In making our evaluations of the service we:

- Spoke with some staff and members of the senior management team
- Observed practice and daily life
- Reviewed documents and registers.

Key messages

Following the last inspection, we made one requirements and one areas for improvement:

The service had made satisfactory progress to meet the requirement.

The service had made made satisfactory progress to meet areas for improvement highlighted at our last inspection.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our staff team?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our staff team?

4 - Good

During our follow up inspection we noted the service was appropriately staffed to meet the individual needs of children, which ensured continuity and consistency of care. We sampled registers of attendance for children and staff and noted that there were suitably qualified and skilled staff on duty to meet children's individual needs. A member of the senior management team was on duty each day to support staff and families as required.

Senior staff we spoke to during our visits engaged well in the follow up inspection process. They were aware of their responsibility to ensure effective deployment of qualified and skilled staff each day to meet the varying needs of children attending the service. They acknowledge it is essential for a member of the senior management team to be on duty to provide support and guidance to staff. Senior staff members advised they have been flexible in their working patterns to promote the wellbeing and safety the children and staffing team.

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

Requirements

Requirement 1

By 29 July 2022, you must ensure that the care and support needs of children are being effectively met.

To do this, you must, at a minimum:

- (a) Ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate to meet the health, welfare and safety of service users.
- (b) Put in place and maintain an accurate record of children's attendance in order to help determine the number and skill set of staff required to be working in the service at any given time to meet children's' needs.

This is in order to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that 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).

This requirement was made on 31 July 2023.

Action taken on previous requirement

On our first visit we highlighted some dates and times where staff deployment could have been improved. The service advised they had staff undertaking qualifications relevant to their roles and conditions of registration. We agreed to extend the timescale of this requirement.

On our second visit we sampled staff and children's registers and found there were suitably qualified and competent persons working in the care service appropriate to meet the health, welfare and safety of service users.

The service had introduced an organised and robust system to maintain an accurate record of children's attendance and staff deployment.

Met - outwith timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement**Previous area for improvement 1**

To ensure that children receive responsive care and support, management should make appropriate notifications to the Care Inspectorate when certain events take place. Management should refer to good practice guidance, "Records that all registered children and young people's care services must keep and guidance on notification" to identify events that require them to notify the Care Inspectorate.

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

This area for improvement was made on 31 July 2023.

Action taken since then

The service had improved their reporting of notifications following accident, incidents and protection concerns following the last inspection.

Staff had attended training by external providers and in house sessions to ensure they were confident and competent responding to accidents, incidents and protection concerns. This included information on when notifications should be submitted to the care inspectorate.

We are satisfied with the improvements the service had made under this area for improvement.

Complaints

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

Detailed evaluations

How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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