

Mill of Mains Out of School Care Club Day Care of Children

Mill of Mains Primary School
Barns of Claverhouse Road
Dundee
DD4 9RD

Telephone: +447513132217

Type of inspection:
Unannounced

Completed on:
6 March 2024

Service provided by:
Mill of Mains Out of School Care Club
a Scottish Charitable Incorporated
Organisation

Service provider number:
SP2014012292

Service no:
CS2014325456

About the service

Mill of Mains Out of School Club Care provides a daycare of children service in Dundee. The service is registered to provide a care service to a maximum of 25 children at any one time, from age 4-14 years. Children will have exclusive access to areas of the school premises as agreed with the Headteacher, as well as areas and facilities of Mill Of Mains Community Hub.

The service is based in a residential area in Dundee and is close to shops, parks, and other amenities.

About the inspection

This was an unannounced follow up inspection which took place on Monday 4 March 2024 and Tuesday 5 March 2024 between 15:00 and 17:30. Feedback was shared with the service on Wednesday 6 March 2024. The follow up inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed current information about the service. This included registration information, information shared by the service and intelligence gathered since the last inspection.

Key messages

This was a follow up inspection to report on any progress made by the service on the requirements and areas for improvement identified within the inspection carried out in August 2023.

We have also assessed whether the requirements contained within the Improvement Notice issued on 15 December 2023 and followed up on 29 January 2024, have been sustained at this inspection. In this report we have noted where progress has been made and where further improvements are required.

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

Requirements

Requirement 1

By 26 January 2024, you must ensure that every child has a personal plan in place which sets out how all their health, welfare and safety needs are to be met. To do this, you must:

- a) Update each child's personal plan with instructions for staff detailing how the child's health, welfare, and safety needs are to be met. Each plan must contain detailed and accurate information as to any allergies that the child may have, their medical and any additional support needs;
- b) Ensure that each plan is signed, dated and reviewed by parents or carers every six months, or sooner, depending on the individual needs of the child; and
- c) Demonstrate that all staff employed in the provision of the service are fully conversant with each personal plan and follow instructions contained therein detailing how the child's needs are to be met.

This is to comply with Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement had not been met and has been included in the Improvement Notice issued to the service on 15 December 2023.

This requirement was made on 5 September 2023.

Action taken on previous requirement

This requirement was assessed on 26 January 2024 as it was included within the Improvement Notice issued on 15 December 2023. We have assessed it again at this inspection and have observed that the personal plans are up to date.

- a) Each child had an up to date personal plan in place which contained detailed and accurate information to support children's health, welfare and safety needs.

- b) All plans were signed and dated by parents on review or update in October 2023 and November 2023. The manager was aware that these plans were to be reviewed every six months or sooner if necessary.
- c) The staff in the service were fully aware of the children's needs and the information contained within the plans for each child. Staff confirmed they had read the plans and talked knowledgeably of the information contained within.

Met - outwith timescales

Requirement 2

By 26 January 2024, you must ensure that children are safeguarded and kept safe from harm or abuse.

To do this, you must:

- a) Demonstrate that all members of staff working in the service have the knowledge and skills to recognise and identify any child protection concern;
- b) Develop and implement a system to ensure that all child protection concerns will be recorded and referred to the appropriate authority when required.

This is to comply with Regulation 4(1)(a) and Regulation 15 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement had not been met and has been included in the Improvement Notice issued to the service on 15 December 2023.

This requirement was made on 5 September 2023.

Action taken on previous requirement

This requirement was assessed on 26 January 2024 as it was included within the Improvement Notice issued on 15 December 2023. We have assessed the requirement again at this inspection to ensure the safety of children.

- a) Staff spoken with had the knowledge and skills to recognise and identify child protection concerns. Training had been undertaken by the manager and staff within the service. The newly employed member of staff had undertaken child protection training as part of their role within the school. Annual refresher training will take place, with staff attending the school refresher training on the August in-service day.
- b) A system is in place, with appropriate procedures identified to ensure the accurate recording and reporting of any child protection concern. Staff have a good understanding of these procedures.

Met - outwith timescales

Requirement 3

By 9 October 2023, the provider must ensure that staff have access to accurate and current information relating to children's medication requirements and ensure medication is easily accessible for staff when needed.

To do this, the provider must, at a minimum, prioritise children in the service who require emergency and life-saving medication and ensure medication consent forms are completed accurately and in full by parents, with emergency plans and protocols are in place.

This is to comply with Regulation 4 (1)(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 (HSCS) which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement had not been met and will be extended to 31 January 2024.

This requirement was made on 5 September 2023.

Action taken on previous requirement

Medication had only very recently been needed within the service. The parent had completed the paperwork giving consent for the administration of medication. The medication was appropriately stored in a zip lock bag with the child's photograph on the bag. Paperwork had been completed when the medication had been administered. The manager understood that medication should be reviewed every three months and audits undertaken. We suggested a column be added to the audit sheet, to confirm paperwork was in place and completed in detail.

Met - within timescales

Requirement 4

By 9 October 2023, the provider must minimise the risk to children's safety.

To do this, the provider must, at a minimum ensure:

- a) Risk assessments are in place for all areas of the service which include level of risk, current measures in place to reduce risks identified and further actions required. These must be service specific and if accessing other formats, these must be adapted to address the needs and functions of the club.
- b) Staff awareness of assessing risk and developing risk assessments is developed through appropriate training.

This is to comply with Regulation 4(1)(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 Health and Social Care Standards (HSCS) which state that:

'My environment is secure and safe' (HSCS 5.19).

This requirement had not been met and will be extended to 31 January 2024.

This requirement was made on 5 September 2023.

Action taken on previous requirement

The manager and staff team were aware of the importance of children's safety.

- a) Risk assessments had been reviewed in September 2023 and again in November 2023. They had been updated where necessary to ensure they were relevant to the service.
- b) Training had not yet been carried out by staff. This was to be arranged as soon as training was available.

We discussed ensuring the gates in the playground were closed when children were playing outdoors. Parents should be reminded to close the gates as they enter and leave the playground.

This requirement will be continued until the next inspection.

Not met

Requirement 5

By 9 October 2023, the provider must ensure all staff working in the service have been appropriately recruited and had fit person checks carried out.

To do this, the provider must, at a minimum, consider staffing arrangements to ensure children are cared for by fit persons. The recruitment policy should be reviewed in line with the 'Safer recruitment through better recruitment' guidance and all future recruitment should be in line with this.

This is to comply with Regulation 9 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 (HSCS) which state that:

'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' (HSCS 3.14).

This requirement had not been met and will be extended to 31 January 2024.

This requirement was made on 5 September 2023.

Action taken on previous requirement

The recruitment policy had been reviewed and updated to ensure it followed best practice guidance.

A new member of staff has been recruited since the last inspection. All necessary safety checks were taken and references received before the staff member took up post

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Met - outwith timescales

Requirement 6

By 26 January 2024, you must ensure that there are quality assurance systems and processes to identify and monitor areas for improvement.

To do this, you must:

- a) Implement a system for the monitoring of staff practice with a view to identifying areas for improvements within the service in the future.
- b) Ensure that there is a system in place, which sets out specific actions and timescales, to address the areas for improvement that have been identified.

This is to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement had not been met and has been included in the Improvement Notice issued to the service on 15 December 2023.

This requirement was made on 5 September 2023.

Action taken on previous requirement

This requirement was assessed on 26 January 2024 as it was included within the Improvement Notice issued on 15 December 2023. We have assessed the requirement again at this inspection to ensure that monitoring and quality assurance continued to develop.

- a) Supervisions had been undertaken with staff to identify strengths, areas for development and training needed. The manager and staff were now in the early stages of evaluating the service.
- b) An Improvement Plan was in place with identified priorities for the staff team to take forward and develop. Management and staff meet on a Monday where the identified priorities within the Improvement Plan are discussed and evaluated. These evaluations are recorded in a notebook. A RAG system is used for addressing priorities. A quality assurance calendar is in place and supports the undertaking of tasks and developments.

Met - outwith timescales

Requirement 7

By 6 November 2023, the provider must ensure that all staff are suitably equipped to carry out the responsibilities within their role.

To do this, the provider must, at a minimum, ensure that:

- a) An in-depth induction process is completed with each new staff member to support them in their role and support core training to be completed.
- b) All staff are registered with the SSSC, within recommended timescales, after starting in their role in the service.
- c) All staff take responsibility for maintaining their SSSC registration.

This is to comply with Regulation 9(1) 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 Health and Social Care Standards (HSCS) which state that:

'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement had not been met and will be extended to 31 January 2024.

This requirement was made on 5 September 2023.

Action taken on previous requirement

There has been a change in the staff team since the last inspection. One member of staff has left the club, with a new member of staff employed.

- a) The new staff member is working through the induction programme with support from the manager. We signposted the manager to the 'National Induction Resource'.
- b) All staff who are required to be registered with SSSC (Scottish Social Services Council) are registered and the manager has started to work towards the qualification needed to meet the condition attached to her registration by SSSC. The new member of staff is registered with GTCS (General Teaching Council for Scotland).
- c) All staff are taking responsibility for maintaining their registrations with the appropriate bodies.

Met - outwith timescales

Requirement 8

Requirement 8:

By 26 January 2024, you must ensure that at all times there are suitably qualified and competent persons working in the service in such numbers as are appropriate for the health, welfare and safety of each child.

To do this, you must:

- a) Demonstrate compliance with the conditions attached to the Certificate of Registration for the service and specifically condition number two in respect of adult/child ratios;
- b) Demonstrate that there are appropriate procedures in place that will be adhered to by members of staff in the event of a child leaving the service unattended.
- c) Demonstrate that each committee member is clear as to their role and responsibility within the service, to ensure the effective functioning of the committee and of the service.

This is to comply with Regulation 4(1)(a) The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and S.64(3)(a) of the Act.

This requirement had not been met and has been included in the Improvement Notice issued to the service

on 15 December 2023.

This requirement was made on 5 September 2023.

Action taken on previous requirement

This requirement was assessed on 26 January 2024 as it was included within the Improvement Notice issued on 15 December 2023. We have assessed the requirement again at this inspection to ensure the health, welfare and safety of children.

- a) Adult/child ratios are in accordance with the registration conditions. Management are mindful of registered places as only two staff work after school. The service continues to advertise for another member of staff to employ.
- b) A missing child policy and procedure are in place should a child leave the service. Staff are knowledgeable of this policy and procedure.
- c) A new committee is in place since the last follow up inspection. Each committee member is clear as to their role and responsibility within the service. Each committee member has been emailed information regarding their roles and responsibilities, by the manager.

Met - outwith timescales

Requirement 9

By 6 November 2023, the provider must ensure children are cared for by the right number of people, with the right qualifications, skills and experience to meet their needs.

To do this, the provider must ensure that there are always enough staff on duty to meet children's needs, with staff having the skills, experience and qualifications to provide high quality care and support.

This is to comply with Regulation 4 (Welfare of Users) 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 (HSCS) which state that:

'My needs are met by the right number of people' (HSCS 3.15); and

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS, 4.14).

This requirement had not been met and will be extended to 31 January 2024.

This requirement was made on 5 September 2023.

Action taken on previous requirement

The manager and staff members work together to meet children's needs when attending the breakfast and after school clubs. The new member of staff has the skills and experience to meet the needs of the children attending the club and to provide high quality care and support.

Management continue to advertise for a practitioner role, which would benefit the child/staff ratios. The member of staff who works at the breakfast club can be called upon if needed in cases of staff absence at the out of school club.

Met - outwith timescales

Requirement 10

By 6 November 2023, to improve children's outcomes, the provider must implement a robust and effective staff training, support and development programme that ensures improved engagement and support for 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 2011/210).

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

'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' (HSCS 3.14).

This requirement had not been met and will be extended to 31 January 2024.

This requirement was made on 5 September 2023.

Action taken on previous requirement

Mandatory training had been undertaken by the manager and staff. We advised that staff should reflect upon training undertaken to identify the impact learning has had on staff knowledge and practice. These reflections should be recorded to support staff practice.

While staff have identified further training and professional development opportunities they would like to participate in, this has not yet been actioned and no training plan devised.

This requirement will be continued until the next inspection.

Not met

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

Children should experience a snack time that promotes a healthy balanced food choice. The manager should ensure that all staff have a shared understanding of the value of mealtime experiences for children.

This should include but is not limited to;

- Reviewing the food and drink options available to children.
- Following the best practice guidance, 'Healthy eating in schools – a guide to implementing the nutritional requirements for food and drink in schools (Scotland) regulations 2020.'
- Providing children with a plate from which to eat their snack.
- Ensuring staff preparing and serving snack implement effective infection control measures.
- Effective monitoring of children at snack to ensure the potential risk of choking is reduced.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

This area for improvement was made on 5 September 2023.

This area for improvement was made on 5 September 2023.

Action taken since then

A review of snack options had been undertaken, with consultations carried out with parents and children.

Staff had read the nutritional guidance and healthy options supported by the guidance were now on offer to the children. A menu had been created and was being trialled for the month before it was to be printed and displayed.

Children had a plate for their snack and a bowl for cereal. Cutlery was available on the table and easy for children to access.

Staff washed hands before preparing snack table. We advised staff wear a disposable apron when preparing snack

The manager was monitoring the snack area as children ate. Snack was available until the children arrived from the activity clubs they attended before club. All children were asked by staff if they would like to have snack, with some declining as they were not hungry.

We discussed supporting further opportunities for children to be independent, such as serving their own cereal and pouring own drinks. We observed on the second afternoon of inspection that smaller jugs were

available and children were able to pour their own milk and water. Appropriate utensils were available which helped children serve their own snack choices with ease and unaided by staff.

Previous area for improvement 2

To support and develop play experiences for children, they should be meaningfully and actively involved in leading their play and learning through a balance of spontaneous and planned high-quality experiences that promote children's choice and independence.

This should include, but is not limited to;

- Involving children in the planning of the activities on offer.
- Ensuring a balance of play experiences, including, imaginative, active and loose parts play.
- Reviewing the resources on offer to ensure they are effective for use.

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

'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).

This area for improvement was made on 5 September 2023.

This area for improvement was made on 5 September 2023.

Action taken since then

Lists of resources available in the club had been created and were displayed on a green display board which was at the children's height within the hall. This encouraged children to look and see what they would like to play with. Children were observed going and choosing resources to bring back to the hall and play with, either on the table tops or on the floor as the children wished. A weekly activity planner had been introduced which encouraged children to record what resources and activities they wanted to take part in or play with throughout the week. For example, one child wrote that they would like an obstacle course outside and this was arranged for the next session the child attended the service, whilst that afternoon they practised relay races with the manager.

Children had a variety of play experiences to participate in, including imaginative, active and loose parts play. During the inspection visits, children had fun with resources which they chose. Some children were observed creating, using lego and k'nex and drawing. Other children were involved in imaginative play, as a small group of younger children pretended they were cats. Three children enjoyed quiet time at different times throughout both afternoons, sitting in the quiet area, chatting with a friend or reading a book. Children had access to outdoors and chose the equipment they wanted to play with outside, which included footballs and hoops. The club had access to the school's loose parts outdoors but were yet to engage with these fully.

Previous area for improvement 3

Children should have daily opportunities for active and outdoor play to support their health and wellbeing. A review of active and outdoor play and learning should take place to extend experiences and give children greater choice in their play.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

This area for improvement was made on 5 September 2023.

This area for improvement was made on 5 September 2023.

Action taken since then

Children enjoyed outdoor play on both afternoons of the inspection. The staff and children confirmed they were outside now every day to enjoy active play and fresh air. Children were asked by staff on both afternoons what resources they would like to take out and these were made available.

Previous area for improvement 4

Staff and children should undertake a review of how the hall and resources are organised, to create a more inviting and interesting space that supports children to have high quality experiences.

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

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.23).

This area for improvement was made on 5 September 2023.

This area for improvement was made on 5 September 2023.

Action taken since then

No review of the layout or organisation of resources had taken place. The manager told us that children do on occasion arrange the tables and move resources around the hall.

This area for improvement will be continued until the next full inspection.

Previous area for improvement 5

To support children to lead and extend their play through a wide range of quality experiences, the provider should ensure that resources enhance children's play opportunities and experiences.

This should include, but is not limited to;

- A review of current resources to offer more choice, challenge and creativity.
- Developing a quiet/cosy space for children to rest and relax.
- Providing books and magazines for children whilst they relax.

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

'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).

This area for improvement was made on 5 September 2023.

This area for improvement was made on 5 September 2023.

Action taken since then

A review of resources had taken place, with these recorded and displayed on a green display board, so children were aware of what was available. Children could choose what they wanted to play with from the list or remind themselves of what was available.

A quiet area was available at the bottom of the hall with beanbags and cushions. Ear defenders had been bought for the children if they wanted/needed to use them. A replacement tent was on order for the tent which was too small. There was a supply of books – fiction and non fiction. More books were to be purchased from the charity shops in the town, with specific titles requested by a couple of the children.

The quiet space was used by different children throughout both afternoons. They were sitting relaxing after football, sitting as a small group chatting and using their imaginations and two boys at different times read books by themselves.

Previous area for improvement 6

To ensure children, families and staff information is confidential and in line with GDPR, the manager should ensure that this is always available and is easily accessible. Information held should be stored appropriately to maintain confidentiality. The manager should ensure that all information can be located when required to ensure the safe and effective delivery of the service.

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

'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 5 September 2023.

This area for improvement was made on 5 September 2023.

Action taken since then

Information was stored in the locked filing cabinet which only club staff had access to. Staff had keys attached to their lanyards or access to the key which was stored safely within the office. The filing cabinet was accessed as needed and locked immediately to ensure the information was stored appropriately and confidentiality maintained. The manager had all information required stored within folders for easy access.

Previous area for improvement 7

To promote and sustain a shared vision for the setting the provider should involve children, staff and families in a meaningful consultation to create a vision that reflects the aspirations of all involved.

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

'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

This area for improvement was made on 5 September 2023.

This area for improvement was made on 5 September 2023.

Action taken since then

No consultation had taken place for a shared vision, but this was a priority on the action/improvement plan to be taken forward.

This area for improvement will be continued to the next inspection.

Previous area for improvement 8

To support safe practice in the service, the provider should develop and have readily available relevant documentation. To do this, the provider must, at a minimum, ensure that:

- All policies are updated to reflect current guidance and best practice. These should be reviewed at least annually.
- Staff have a good knowledge of all policies to support their practice and role within the service.

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

'I experience high quality care and support based on relevant evidence and best practice' (HSCS 4.11).

This area for improvement was made on 5 September 2023.

This area for improvement was made on 5 September 2023.

Action taken since then

The policies and procedures had been reviewed with some updated as needed. We advised dates be recorded as and when policies were updated/reviewed to support the quality assurance process within the service .

Complaints

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

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