

Happy Days - Dalkeith Day Care of Children

127 High Street
Dalkeith
EH22 1BE

Telephone: 01316 634 280

Type of inspection:
Unannounced

Completed on:
7 February 2024

Service provided by:
Genesis (J & T) Limited

Service provider number:
SP2010011218

Service no:
CS2010274508

About the service

Happy Days Dalkeith is registered to provide a care service to a maximum of 137 children under the age of 12 years of whom 42 children may be under the age of three years. A maximum of 60 primary school age children will be cared for at the Masonic Lodge, 129 High Street, Dalkeith.

The service is provided from a large extended Georgian house in Dalkeith, Midlothian. The service consists of playrooms, toilets, and nappy changing areas, two soft play/multi-sensory rooms, kitchen, staff room and office space. The building is surrounded by extensive enclosed outdoor play areas.

About the inspection

This was a focused follow-up inspection, to evaluate how the service has addressed a requirement which was made on 15 January 2024, as a result of a complaint investigation. The inspection was carried out by one inspector from the Care Inspectorate.

We also looked at the evidence provided to evaluate if the service had successfully met the requirement made at the complaint visit. In making our evaluations of the service we spoke with the provider and three members of staff. We also reviewed documents relating to the administration of medication.

We did not have the opportunity to meet with children or carers during this focused inspection.

Key messages

On the morning of our unannounced visit there were enough staff to meet children's individual needs.

The staff mix within the rooms was balanced, allowing children to benefit from some of the more experienced staff within the service.

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

Requirements

Requirement 1

By 05 February 2024, the provider must ensure that children are effectively supported and supervised in order to keep them safe. In order to achieve this, the provider must, at a minimum:

- a) ensure that at all times suitably qualified, competent, experienced, and knowledgeable staff are working in the care service in such numbers as are appropriate to meet the health, welfare, and safety needs of all children
- b) ensure that staff provide children with consistent care and support throughout their day that meets their varied and specific needs.

This is to ensure care and support is consistent with Health and Social Care Standard 3.15: My needs are met by the right number of people.

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 requirement was made on 15 January 2024.

Action taken on previous requirement

Room registers and staffing rotas confirmed that the service were in ratio from when the service opened.

On the day of the visit, we noted that the service was maintaining adult child ratios. Staff knew the children well and this allowed them to ensure that children's needs could be met.

The manager and area manager were supernumerary, allowing them to support staff in rooms and provide consistency of care for the children throughout the day.

The staff mix within the rooms was balanced, allowing children to benefit from some of the more experienced staff within the service.

Met - within timescales

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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Dundee
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