

# Rural Rascals Out of School Care Day Care of Children

Dunecht Primary School  
Dunecht  
Westhill  
AB32 7BA

Telephone: 01330 860 243

**Type of inspection:**  
Unannounced

**Completed on:**  
25 April 2024

**Service provided by:**  
Rural Rascals

**Service provider number:**  
SP2012011928

**Service no:**  
CS2012311308

## About the service

Rural Rascals Out of School Care is registered to provide a daycare of children service to a maximum of 24 school aged children. The care service operates between the times of 3:00pm to 6.00pm during term-time. The service is based within Dunecht Primary School, consisting of a large playroom area with direct access to the school playground.

## About the inspection

This was an unannounced inspection which took place on Monday 15 April 2024 between 15:05 and 17:35. The inspection was to follow up on the requirements made at the last inspection. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous findings, information submitted by the service, and intelligence gathered since the last inspection.

To inform our evaluations we:

- spoke with children using the service
- spoke with staff and management
- observed practice
- reviewed documents.

## Key messages

- The manager could tell us about staff's training needs, however, this should be formalised to ensure staff training is completed and can be reviewed.
- Most staff had undertaken some core learning, however, there was gaps in all staff's core training records that were still to be addressed.
- Quality Assurance and self-evaluation processes had not been developed.

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

### Requirements

#### Requirement 1

By 1 March 2024, the provider and manager must ensure improved outcomes for children and practice by implementing effective systems of quality assurance. To do this the provider must, at a minimum, ensure:

- regular, effective and focused monitoring is carried out across the setting
- robust and effective quality assurance processes are implemented
- clear and effective plans are in place for maintaining and improving the service
- robust evaluations and audits are developed and implemented, with any actions addressed promptly.

This is in order to comply with the Regulation 3 Principles and Regulation 15 (a) and (b) Staffing 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 benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This requirement was made on 14 December 2023.**

#### Action taken on previous requirement

In response to this requirement, the service had developed an action plan. This highlighted key improvements to be made. However, planned improvements were not clear on who was responsible and how these were to be achieved. As a result, the manager could not fully track and assess the impact and pace of change.

We spoke with the manager about plans to implement a quality assurance calendar. This was in the very

early stages of development. No audits or monitoring of staff practice had been completed. There was no quality assurance or self-evaluation undertaken. This would support staff development and contribute to improved outcomes for children and families.

In order to provide further clarity and support the provider to make improvements we have amended the requirement. We have engaged with the provider to ensure they know what they need to do to comply with the requirement as amended.

By 1 March 2024, the provider must put in place a quality assurance system to help improve outcomes for children. To do this the provider must, at a minimum:

- a) ensure staff are supported to develop their knowledge and understanding around self-evaluation and of the resource 'A quality framework for daycare of children, childminding and school-aged childcare'
- b) ensure staff are involved in the self-evaluation of the setting
- c) ensure clear plans for improvement are in place and regularly reviewed
- d) ensure systems are in place to monitor and evaluate staff practice and the quality of the setting.

This is in order to comply with Regulation 3 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and sections 7 & 8 of the Health and Care (Staffing) Scotland Act 2019 (as substituted for regulation 15/regulation 15(a)&(b) 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 benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This requirement had not been met and we have agreed an extension until 16 December 2024.**

**Not met**

## Requirement 2

By 1 March 2024, 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. To do this the provider must, at a minimum, ensure:

- a) all staff regularly assess their training and development needs and then undertake regular, comprehensive training and development with a recognised training provider
- b) all training and development should influence staff practice within the setting and promote improved outcomes for the children
- c) training to include, but not exclusively, child protection, child protection for managers, first aid, food hygiene, infection control.

This is in order to comply with Regulation 9(2)(b) - a person who does not have the qualifications, skills and experience necessary for the work that the person is to perform of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 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 was made on 14 December 2023.**

#### Action taken on previous requirement

The manager was aware of training staff had attended, training planned and core training still to be arranged. Since the last inspection, most staff had accessed some core learning. However, there were significant gaps in all staff members core training records that were still to be addressed. Some staff were still to access child protection, food hygiene and first aid training. Addressing these gaps would help ensure staff are suitably skilled to ensure children are kept safe and healthy.

In order to provide further clarity and support the provider to make improvements we have amended the requirement. We have engaged with the provider to ensure they know what they need to do to comply with the requirement as amended.

By 1 March 2024, to support children's health, safety and well-being, the provider must ensure that all staff are suitably trained. To do this, the provider must, at a minimum:

- a) ensure all staff have clear training plans in place
- b) ensure all staff have accessed core training. This should include, but not be limited to, child protection, child protection for managers, first aid, food hygiene and infection control.

This is in order to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) section 8 of the Health and Care (Staffing) (Scotland) Act 2019 (as substituted for regulation 15(b) 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 we have agreed an extension until 16 December 2024.**

**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

To ensure each child receives appropriate care and support and their needs are met, the provider, manager and staff should ensure:

- a) personal plans, including protocols, set out children's current needs and how they will be met
- b) all staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs
- c) personal plans, care and support plans are routinely reviewed with parents and carers and, where necessary, updated.

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

'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' (HSCS 1.15).

**This area for improvement was made on 14 December 2023.**

#### Action taken since then

The manager and staff team were reviewing their current system for personal planning. They had developed a new personal plan format and were working on ensuring all children are involved in the development of their personal plan. This would help ensure all children's needs are identified, strategies for support are planned and shared. We acknowledged this was in the early stages and the provider should continue to make improvements as planned. These will be assessed during the upcoming inspection.

To support the provider to make improvements we have reworded the area for improvement:

To ensure each child receives appropriate care and support and their needs are met, the provider, manager and staff should ensure:

- a) all children have an up-to-date personal plan in place. These should be reviewed with parents and carers, at a minimum, every six months.
- b) personal plans should outline children's current needs and supports required.
- c) all staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs.

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

'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' (HSCS 1.15).

**This area for improvement has not been met and remains in place.**

### Previous area for improvement 2

To support a relaxed, social snack experience, the manager and staff should review and improve the mealtimes experiences. This should include, but is not limited to:

- a) promoting opportunities for developing children's independence and language skills
- b) ensuring children experience positive transitions.

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

'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible' (HSCS 1.35).

**This area for improvement was made on 14 December 2023.**

### Action taken since then

There was some improvement to supporting independence at snack, as children chose where to sit and poured their own drinks. Staff were sitting at one end of the table; however, they could have been spread across the tables to allow for a more relaxed, social experience. This would allow them to be involved and model conversation. There was still scope for children to be more independent in the preparation and serving of snack options. We acknowledge that this has started, and the provider should continue to make improvements as planned. This will be assessed during the upcoming inspection.

**This area for improvement has not been met and remains in place.**

### Previous area for improvement 3

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:

- a) involving children in the planning of the activities on offer
- b) ensuring a balance of play experiences, including, imaginative, active and loose parts play.

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 14 December 2023.**

### Action taken since then

The provider has not yet had time to implement the improvement. This will be assessed during the upcoming inspection.

**This area for improvement has not been met and remains in place.**

## Previous area for improvement 4

To ensure all children can access well-resourced play areas and experiences which support and extend their learning, the provider, manager and staff should review and improve the play and learning resources available to children. The improvements should ensure that spaces are inviting and there are areas provided for children to explore, play and relax.

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

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21); and

'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 14 December 2023.**

### Action taken since then

The provider and manager had started to consider the environment and how to make it more welcoming for children. Since the last inspection, they had added more craft resources for children to access and a cosy area for children to rest and relax. However, there were no loose parts on offer and limited resources were laid out on tables for children to choose from. This limited the children's free choice and access to resources could be further extended.

To support the provider to make improvements we have reworded the area for improvement:

To ensure children have access to a range of developmentally appropriate resources which reflect their interests, encourage creativity and allow them to develop lifelong skills, the provider and manager should review and improve opportunities for play and learning indoors. This should include but is not limited to:

- a) providing suitable resources and materials to effectively engage and challenge children's play, learning and interests
- b) provide an area for children to rest and relax freely.

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

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25); and

'As a child, my social skills, confidence, self-esteem and creativity are developed through the balance of organised and freely chosen extended play, including using open-ended and natural materials' (HSCS 1.31).

**This area for improvement has not been met and remains in place.**



### Previous area for improvement 5

To promote children's health and wellbeing, the manager and staff team should review and improve risk assessing processes. This should include, but not be limited to:

- a) robust benefit risk assessments undertaken to record all potential risks posed to children and the mitigations and measures they have put in place to keep children safe
- b) all staff are fully aware of risk assessments in place
- c) staff and children are involved in risk assessing processes, where appropriate
- d) auditing systems are in place to ensure risk assessing is regularly reviewed and updated.

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

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

**This area for improvement was made on 14 December 2023.**

#### Action taken since then

The provider has not yet had time to implement the improvement. This will be assessed during the upcoming inspection.

**This area for improvement has not been met and remains in place.**

### Previous area for improvement 6

To support staff to have the skills and knowledge to support children to be safe, the provider should implement a robust induction process. This would provide a clear overview to ensure all newly recruited staff have the appropriate training and skills required prior to completing tasks.

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 area for improvement was made on 14 December 2023.**

#### Action taken since then

The provider has not yet had time to implement the improvement. This will be assessed during the upcoming inspection.

**The provider has not yet had time to implement the improvement.**

### Previous area for improvement 7

The manager should develop a more systematic support and supervision process. This should include, but is not limited to, a planned appraisal process with regular reviews. This will support staff to assess their progress, strengths and identify training needs appropriate to their role.

This is to ensure that staffing 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 area for improvement was made on 14 December 2023.**

### Action taken since then

There were no systems in place for supervisions and appraisals. The manager told us about plans to develop systems where staff meet with management every six months for support and supervision meetings. These would help ensure staff are supported to develop in their roles. The provider has not yet had time to implement the improvement. This will be assessed during the upcoming inspection.

**This area for improvement has not been met and remains in place.**

## 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).

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.