

# The Octopus Kids Club Day Care of Children

St. Bride's Church Hall  
Whitemoss Avenue  
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Glasgow  
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**Type of inspection:**  
Unannounced

**Completed on:**  
31 May 2024

**Service provided by:**  
The Octopus Kids Club

**Service provider number:**  
SP2004006937

**Service no:**  
CS2003043295

## About the service

The Octopus Kids Club is situated in a residential area of East Kilbride. Care is provided from St. Bride's Church Hall. The service is registered to provide care for a maximum of 32 children of primary school age and is provided by a parent management committee.

The service is close to local shops, schools, transport links and other amenities. The children are cared for in the large hall, small hall, toilet facilities, kitchen and outdoor play space.

## About the inspection

This was an unannounced inspection which took place on 28 and 30 May 2024. We provided feedback to the manager on 31 May 2024. 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 inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service and six of their family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Our inspection raised significant concerns in relation to how children's health, welfare and safety needs were met. As a result, we issued the service with an Improvement Notice on 6 June 2024. For further details of this enforcement see the service's page on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

**Key messages**

- Children were settled in the service.
- Whilst children mostly experienced kind interactions from staff, at times tones could have been more softer and supportive.
- Limited experiences, toys and materials meant that children were disengaged.
- The environment was clean and tidy for children accessing the service.
- We had concerns the named manager was not registered with the Scottish Social Services Council (SSSC).
- There was no involvement from the provider, a parent management committee. This meant there had been no progress on improvements from the last inspection.
- We had significant concerns that the service continued to use unregistered spaces on days they did not have access to their registered premises.

**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 care, play and learning?	2 - Weak
How good is our setting?	3 - Adequate
How good is our leadership?	1 - Unsatisfactory
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

2 - Weak

We made an evaluation of weak for this key question. Whilst we identified some strengths, these were compromised by significant weaknesses.

### Quality indicator 1.1: Nurturing care and support.

Children were settled in the environment and approached staff for help if they needed to. Children told us they liked "playing with my friends and playing with the Lego. I like the toast as well."

Overall, staff interactions with children were nice. However, consideration should be given to ensuring tones of voices are softer and more supportive to promote children's wellbeing. We discussed this with the manager who agreed to review.

Personal plans were in place for children and these contained core information. For example, parent details, emergency contacts and medical details. However, plans had not been updated with children or families and did not contain strategies needed to support children's individual needs. Whilst parents told us strategies were discussed verbally, the service should ensure personal plans contain accurate information to support children. Parents told us "staff have made a point to get to know my [child] and our family. This helps create effective relationships and allows them to support [their] particular needs." A previous area for improvement had been issued in relation to personal plans. This area for improvement has not been met, therefore we have repeated this at this inspection. (See area for improvement 1).

Children enjoyed sitting with their peers for snack. Options included toast, cakes, water and juice. Further developments could be made to the snack experience to promote children's independence. For example, serving their own food and pouring their own drinks.

Parents were welcomed into the building, helping to sustain relationships and share key information. We observed staff engaging with parents when collecting their children and sharing information.

### Quality indicator 1.3: Play and learning.

Children enjoyed exploring some toys and materials available to them. For example, the building blocks and Lego. However, there was limited toys and materials for children to engage with to support their interests and at times children were bored. Staff acknowledged this through comments such as, 'I know you don't want to do this' and 'I know you're fed up.' As children were often disengaged, some made their own play ideas using mats to build dens.

At times, staff asked children what they wanted to do as they noticed they were disengaged. However, children did not respond positively to any choices offered as these did not meet their interests. Reluctantly one child joined in with table tennis, however, the ball was too heavy and made this unsuccessful. This meant children became frustrated when attempting to play.

Opportunities for outdoor play were observed on the second day of inspection. However, this took a number of requests from children before staff actioned this. Once outdoors, children engaged in football with their peers. We discussed this with the manager, who agreed opportunities should have been provided earlier.

Staff mostly supervised children and many interactions were to give instructions and reminders about safety. Children would benefit from staff joining in with play. They had nice conversation at some points and children enjoyed these engagements. More opportunities would be supportive to encourage play and ideas.

Lack of experiences, toys and materials caused unnecessary disputes between children. During these, children were often told to 'stop it'. Whilst staff recognised children were bored, they did not recognise the impact this had on their behaviour. Staff should improve the quality of experiences and play materials. (See area for improvement 2).

### Areas for improvement

1. To ensure children receive the care that is right for them, the manager should ensure important information is obtained to meet their needs.

This should include, but not limited to, reviewing and updating personal plans with children and their families.

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).

2. To ensure children have access to a range of play types and good quality resources, the provider should increase the range of resources available to children. All resources should be kept in a state of good repair.

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).

## How good is our setting?

### 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

#### Quality indicator 2.2: High quality facilities.

Children were familiar with their routine when entering the service. For example, washing their hands and storing their personal items. Spaces to hang their coats and bags helped promote a sense of belonging.

The environment was clean and tidy for children attending and procedures to support infection prevention and control measures were in place. For example, regular handwashing and clean kitchen areas. On the first day of inspection, we noted the temperature in the small hall was cold and heating was not put on until sometime after children arrived. We discussed with management on prioritising tasks when arriving at the setting to ensure it is comfortable for children. The manager agreed to review this.

Consideration should be given to creating cosy spaces for children to access. Whilst the bigger hall had carpet and some soft mats, the addition of cosy space across both halls would be of benefit to children. This would contribute to their emotional development and overall wellbeing.

Some safety measures were in place to ensure children were kept safe from harm. For example, safe storage of hazardous materials, registers of children's attendance and overall supervision of children. However, we discussed with the manager some areas needed addressing. For example, on the first day of inspection, we noted a parent using the children's toilets. Whilst there were no children using the toilets at this time, there was a potential for children to access these when adults were using them. Toilets should only be used by children during the sessions. The manager agreed to remind all parents of the toilets to use.

## How good is our leadership?

### 1 - Unsatisfactory

We were very concerned about aspects of the care being provided and we evaluated the service as delivering an unsatisfactory level of care for this key question.

#### Quality indicator 3.1: Quality assurance and improvement is well led.

We had concerns around the fitness of the manager. This related to them being removed from the Scottish Social Services Council (SSSC) register. The SSSC are the regulatory body responsible for registering the social services workforce. They provide public protection by promoting high standards of conduct and practice and support the development of those registered with them. As a result, this formed part of the improvement notice issued on 6 June 2024.

There had been recent changes to the parent management committee, who are the registered provider of the service. There was no active chairperson and other members of the parent committee failed to respond to the Care Inspectorate's attempts of communication. We were concerned there was no effective committee in place. The Care Inspectorate were not notified of changes to relevant individuals or when the manager was removed from SSSC. No action was taken to ensure appropriate management was in place to operate a day care of children service. As a result, this formed part of the improvement notice issued on 6 June 2024.

During the inspection, children, families and the registered manager told us they continued to use unregistered spaces on days they did not have access to their registered premises, as outlined in their conditions of registration. A previous improvement notice, dated February 2023, was issued to the service and assurances were provided that the service would not operate on days they did not have access to registered premises. One parent told us "there is one day of the week when they are confined to a smaller room, I am not sure how many children are in the room during the session, but I would imagine it could be busy/cramped." This subsequently formed part of an improvement notice dated 6 June 2024.

There were no improvement or development plans in place for the service and no evidence that any quality assurance work such as, monitoring and auditing were taking place. In addition, it was difficult to review all records relevant to the service. A previous area for improvement was made in relation to the storage of records. This has not been met, therefore, this has been repeated. (See area for improvement 1). The manager of the service acknowledged this was due to lack of provider involvement within the service. The provider must address issues identified throughout this report. A previous requirement had been issued in relation to provider oversight. This requirement has not been met. More information can be found in the outstanding requirement section of this report.

## Areas for improvement

1. To ensure children experience a service that is well led, the manager should ensure all records and policies are well organised and reflective of best practice guidance.

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

'I use a service and organisation that are well led and managed' (HSCS 4.23).

## How good is our staff team?

### 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

### Quality indicator 4.3: Staff deployment.

There were enough staff in place to meet the recommended minimal ratio and they mostly supervised children. Staff communicated throughout the session to share important information. For example, if a task took them away.

Staff should consider prioritising tasks to meet children's needs. For example, on arrival from the school pick ups, ensuring there are toys and materials for children to access whilst snack is being prepared. This would help reduce the time they are not engaged. The manager agreed to review the daily routines to ensure these are supportive of children.

Whilst staff had completed core training. For example, first aid, they had not undertaken any training since the last inspection to increase their knowledge and skills. Staff would benefit from completing training to support high quality care, play and learning for all children. A previous area for improvement had been issued in relation to staff training. This area for improvement has not been met, therefore this has been repeated. (See area for improvement 1).

## Areas for improvement

1. To support children's wellbeing, learning and development, the manager should ensure staff have the right knowledge and skills.

This should include but is not limited to, reviewing appraisals and supporting staff to reflect on training and evaluate the impact on their practice.

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).

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

### Requirements

#### Requirement 1

By 14 October 2022, the provider must ensure that the quality of the service being provided is subject to monitoring and improvement processes. They must ensure the manager is able to carry out all delegated tasks and responsibilities effectively.

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

- a) Develop and implement an improvement plan, which must be submitted to the Care Inspectorate. The plan must contain clear actions, timescales and delegation of responsibility and must seek to address the issues raised in our report and other correspondence.
- b) Put in place systems to monitor the work of the manager, acting on any areas for improvement identified and providing support as necessary.
- c) Put in place systems to monitor the overall quality of the service, which must include children's views, acting on any areas for improvement identified.

This is in order to comply with Regulation 4(1) Welfare of users and 7(1) and (2)(c) Fitness of managers 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 use a service and organisation that are well led and managed' (HSCS 4.23).

**This requirement was made on 12 September 2022.**

#### Action taken on previous requirement

There has been no monitoring or support provided by the provider of the service. There was no improvement plan or systems to monitor the managers practice or to evaluate overall quality of care.

**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 children receive the care that is right for them, the manager should ensure important information is obtained to meet their needs.

This should include, but not limited to, reviewing and updating personal plans with children and their families.

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 18 October 2023.**

#### Action taken since then

Some personal plans contained core information, such as parents details, medical information and some likes and dislikes. However, this was inconsistent and information on how to meet children's individual needs were not recorded. Plans had not been updated with families or children. Therefore, this area for improvement has not been met. We have repeated this as this inspection and commented in the body of the report.

#### Previous area for improvement 2

To ensure children experience a service that is well led, the manager should ensure all records and policies are well organised and reflective of best practice guidance.

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

'I use a service and organisation that are well led and managed' (HSCS 4.23).

**This area for improvement was made on 18 October 2023.**

#### Action taken since then

Some records were stored in a way that was accessible. For example, personal plans and staff details. However, some information was difficult to locate, such as new paperwork for children who recently joined the service and the services constitution. Whilst we recognise there were some records available and stored appropriately, others were not. Therefore, this area for improvement has not been met. We have repeated this as this inspection and commented in the body of the report.

#### Previous area for improvement 3

To support children's wellbeing, learning and development, the manager should ensure staff have the right knowledge and skills.

This should include but is not limited to, reviewing appraisals and supporting staff to reflect on training and evaluate the impact on their practice.

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 18 October 2023.**

### Action taken since then

Staff had completed core training, such as first aid. However, there had been no other training completed. Staff would benefit from completing training to support their practice when working with children. Therefore, this area for improvement has not been met. We have repeated this as this inspection and commented in the body of the report.

## 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).

## Detailed evaluations

How good is our care, play and learning?	2 - Weak
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	2 - Weak
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	1 - Unsatisfactory
3.1 Quality assurance and improvement are led well	1 - Unsatisfactory
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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