

Crown Corner Club Day Care of Children

Crown Corner Club
Crown Church
2 Midmills Road
INVERNESS
IV2 3NX

Type of inspection:
Unannounced

Completed on:
1 August 2024

Service provided by:
Crown Corner Club

Service provider number:
SP2003001775

Service no:
CS2003008585

About the service

Crown Corner Club is situated within the centre of Inverness in an area with a mix of residential and commercial properties. The service provides an after school club during term time and a holiday club during school holiday periods. The club operates from a hall in the upper floor level of Crown Church which is in close proximity to Crown Primary School. The premises includes the use of a hall space, kitchen and toilet facilities. Children also have indirect outdoor access to the primary school playing area.

Crown Corner Club is registered to provide a care service to a maximum of 40 children of primary school age at any one time. The service is provided by the management committee of Crown Corner Club.

About the inspection

This was an unannounced inspection which took place on 01 August 2024 between 08:45 and 17:15. 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;
- spoke with staff and management;
- observed practice and children's experiences;
- reviewed online questionnaire feedback from six families;
- reviewed online questionnaire feedback from three staff members; and
- reviewed documents.

Key messages

- Children benefited from warm and nurturing care from the staff team.
- Children were happy, confident and actively involved in leading their play and learning.
- Children enjoyed a lovely, calming mealtime experience.
- The manager and staff team had taken steps to review and improve some aspects of the indoor learning environment to ensure spaces and resources were more reflective of children's curiosities and interests.
- Quality assurance processes were not yet consistently supporting continuous improvement across the service.

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?	3 - Adequate
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	4 - Good

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

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Quality indicator 1.1 Nurturing Care and Support

Children experienced warm, caring and nurturing approaches to support their wellbeing. Staff were proactive in supporting children with comfort and reassurance when needed, which contributed to children feeling secure in their experience. This supported children's overall wellbeing and fostered a sense they were valued and loved. Children arriving at the service were warmly welcomed on arrival.

The management team and staff all worked together to ensure a positive ethos within the service. They had formed trusting and respectful relationship with the families using the service. This was supported through effective communication. Families received a daily overview of their child's day and achievements which included photographs of children's play experiences through a closed social media and by verbal feedback at the end of the day.

Personal planning was not consistently effective in recording strategies to ensure children's health and wellbeing needs were being met. We spoke with the manager about developing these further along with chronologies, to make improvements and clearly identify support strategies in place for these children. As a result, not all children were being effectively supported to reach their full potential. We signposted the manager to the personal plan guidance available on the Care Inspectorate Hub. **(See area for improvement 1).**

Snack and lunch times were positive, relaxing and sociable times for children. Since the last inspection children had been given some opportunities to get involved in the preparation and delivery of snack. Children were provided with a range of opportunities to develop their independence, for example, children poured their own milk and cleared away their own plates and dishes. As a result, children had opportunities to take responsibility and learn key life skills. At snack and lunchtimes, staff sat with children, which provided opportunities to promote close attachments and develop their social skills. Food choices were healthy and nutritious and children had access to fresh water throughout the day to support hydration. This supported children to be nurtured through their daily experiences.

We found inconsistencies in the management and auditing of medication. For example, audits of medication were ineffective in identifying time sensitive use by dates. This had the potential to compromise children's medical care and support. As a result we made a requirement relating to the safe management and storage of medication. **(See requirement 1).**

The manager now needs to implement effective auditing systems to ensure medication is safely managed in the service.

Staff understood their roles and responsibilities to keep children safe and protected from harm. They could confidently tell us how they would respond if they had any child protection concerns. This contributed to keeping children safe.

Quality indicator 1.3 Play and learning

Children were having fun while they played, they were confident and relaxed and enjoyed their interactions with staff. Children were observed to be happy and enjoying their time with friends. They had a wide variety of exciting opportunities which met their developmental needs, interests, and curiosities. These experiences offered children rich play and learning which included exploring, experimenting, being creative, taking risks and problem solving. As a result, children were highly engaged in their play throughout the session.

Over the summer holidays, children benefited from play and learning opportunities which supported them to learn new skills and have fun. For example, the children took part in Zumba workshops, pizza making and learned how to tie-dye clothes and took part in wood wilding activity outdoors. On the day of the inspection all children thoroughly enjoyed an educational visit from bug and beastie which sparked their curiosity and interest. This supported children to extend their imagination, learning, and spark curiosity in their play experiences.

Staff planned activities based around children's interests. Children had opportunities to put their ideas on what they would like to do or see in their club in a suggestion box. Staff regularly reviewed the daily activities. This was to ensure they met the children's needs. In response to children's wishes to have a book/cosy corner, staff added more soft furnishings and created a book and cosy area. This addition of these spaces supported the development of a more relaxing and engaging environment for children.

Children benefitted from the use of local amenities and resources. This included the walks to parks and visits to the local shops. The holiday club also had local organisations coming in such as bug and beastie man, and zumba workshops. These activities extended children's experiences and supported them to feel part of their community.

Requirements

1. By 09 August 2024 the provider must ensure that the safety, health and wellbeing of the children is improved.

To do this the provider must, at a minimum:

- a) ensure that staff are knowledgeable and competent in relation to safe record keeping and administration of medication;
- b) implement a system for management to audit and review the storage, management and administration of medicine.

This is to comply with Regulations 4 and 10 and of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

4.— (1)

A provider must:

- (a) make proper provision for the health, welfare and safety of service users;

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

"I experience high quality care and support because people have the necessary information and resources".
(4.27)

Areas for improvement

1. To support children's wellbeing, development needs and progress, being effectively met, children's personal plans should be further developed and streamlined.

This should include but is not limited to:

- a) All information is accessible to staff and can be clearly shared.
- b) Plans should be reviewed and updated as children's needs, challenges and achievements change, or at least every six months in line with legislation.
- c) All staff are knowledgeable about each child's health and wellbeing needs and that tailored care and support strategies are provided and used effectively to meet those 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 right for me because it sets out how my needs will be met, as well as my wishes and choices".

(HSCS 1.15).

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality indicator 2.2: Children experience High Quality Facilities

Children experienced a welcoming service with plenty of natural light. It was a clean, tidy and well-maintained space for children to play, learn and relax in. We saw children made good use of the space available and played happily, independently or cooperatively in groups which helped them to build positive relationships with their peers and develop their social skills. Staff told us there was further scope for the indoor environment and the aim was to look at more natural resources to enhance the provision and children's experiences.

Children were enabled to rest and relax as each playroom had cosy and nurturing areas which were well accessed by the children. This resulted in children seeking out a quiet space where they could have some individual time when needed and contributed to them feeling safe.

The play environments had been a recent focus for improvement and this was particularly evident in the indoor area. Cosy corners were developed further to create a more homely feel and it was evident the children enjoyed these areas to relax in.

During the inspection, staff responded positively to children's requests to access outdoor play, where they could explore a range of physical and sports resources as well as loose parts. This provided opportunities for children to be active and healthy and have fun.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. During food preparation and serving, staff followed best practice guidance and carried out effective cleaning of tables before and after children ate and supervised children when handwashing. This contributed to minimising risks of infection for both the staff team and children.

Children's safety was promoted as the building was secure and well-maintained. Children and their family's

privacy was protected as information was stored securely.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Quality indicator 3.1: Quality Assurance and Improvement are Led Well

The management team and staff all worked together to ensure a positive ethos within the service. They had a good working relationship with the families and maintained regular open communication through social media and verbal feedback at the end of the day.

We looked at the service's quality assurance processes and found that a previous area for improvement had not been met. Some quality assurance systems were in place to monitor quality of experiences and outcomes for children. Management had begun to develop an improvement plan for the service. This had highlighted specific areas for improvement, also identified by the inspection process. Quality assurance processes were in the very early stages and needed to be consistently and effectively implemented to ensure high quality outcomes for children. For example, some improvements had been made to the quality of the learning environment which improved children's experiences. We suggested that the service consider streamlining their improvement focus and associated paperwork. An effective cycle of reflection, self-evaluation and implementation of improvements had not yet been established. Self-evaluation helped staff to reflect on practice. However, identified actions and changes had not been put into place so impacts on children's experiences and outcomes were not clearly defined. As a result we made an area for improvement. **(See area for improvement 1).**

The service had recently consulted with families about the quality of the service and their children's experiences. Feedback was positive and we reviewed questionnaires which indicated that families were happy with the service and the quality of care and support provided by staff. We observed that children experienced kind and caring support that met their needs.

The service was not operating within their conditions of registration. This compromised children's safety, and it may have invalidated their insurance. The manager addressed this immediately. The manager has now completed a variation to maintain their conditions of registration to ensure children's safety and wellbeing at all times.

Areas for improvement

1. To support children's wellbeing and promote the continued development and improvement of the service, the manager should ensure robust quality assurance systems are in place.

This should include but is not limited to:

a) Auditing all children's information recorded, including medication information, ensuring this corresponds between recording formats.

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)

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 4.3: Staff Deployment

The staff team were warm and friendly, which promoted a happy and secure environment where children felt valued, loved and secure. Staff were welcoming and engaged in the inspection process. They were responsive to suggestions and showed a commitment to making improvements to support good outcomes for children.

Staff were caring and nurturing. They understood the importance of developing close attachments with children and responded to them with compassionate care. All staff were confident in supporting children to resolve issues and manage their emotions. Staff listened to children's views and helped them to develop their play. Parents were very complimentary of the staff team, some comments included, "The staff at the club are friendly and chatty and approachable if there are any issues". "Staff are friendly and my daughter enjoying coming here".

Adult to child ratio's were being followed. We found that staff were deployed well throughout the service. They interacted well with each other, to ensure they knew their roles and responsibilities for the day. When children were outside playing, staff deployment could have been better. For example, at times, staff positioning to supervise the large space could have been better as the outdoor had different areas where the children could play in.

Induction procedures were effective in supporting new staff to have the necessary skills and knowledge to support children. Staff told us they had been made to feel welcome by the existing staff team and they were given key personal information about children. This meant that children received the care and support that was right for them.

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 to meet their developmental, health and wellbeing needs, the provider and manager should ensure personal plans are in place for all children.

This should include, but is not limited to:

- a) personal plans set out children's current needs and how they will be met;
- b) staff are aware of and understand the information within the personal plans and use this to effectively meet each child's needs; and
- c) personal plans are regularly reviewed and updated in partnership with parents, to reflect children's current and changing needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 27 March 2023.

Action taken since then

Personal planning was not consistently effective in recording strategies to ensure children's health and wellbeing needs were being met. We spoke with the manager about developing these further along with chronologies, to make improvements and clearly identify support strategies in place for these children. As a result, not all children were being effectively supported to reach their full potential. We signposted the manager to the personal plan guidance available on the Care Inspectorate Hub.

This area for improvement has not been met.

Previous area for improvement 2

To ensure children experience homely and nurturing mealtimes, the provider and manager should review and improve the snack time experience.

This should include but is not limited to:

- a) promoting and developing opportunities for children to develop their self-help and independence skills;
- b) involving children in the preparation and delivery of snack; and
- c) reviewing staff deployment during the snack time experience to ensure there are more opportunities to promote social interactions.

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 27 March 2023.

Action taken since then

Children have had some opportunities to develop their self-help and independence skills. For example, they had opportunities to spread their own butter, clear their own plates and pour their own drinks. However, we spoke with the manager about how this could be extended to give children more choice and responsibility during the snack time experience.

Children reported that they did not regularly get involved in the preparation or delivery of snack. We did observe some children passing out plates at their table, however, staff were responsible for most of the snack preparation and delivery during the inspection.

Snack times were a relaxed and sociable experience for the children who enjoyed sitting and chatting with their friends and at some times with the staff. However, staff deployment during snack time was mostly focused on preparation and delivery rather than extending opportunities to promote social interactions with the children. We signposted the Care Inspectorate best practice note: 'Keeping children safe: supporting positive mealtime experiences in early learning and childcare (ELC)' to support the service with their review of the snack and mealtime experiences and to build on the skills and expectations recommended in early learning and childcare services.

This area for improvement has not been met.

Previous area for improvement 3

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 and outdoors.

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.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 was made on 27 March 2023.

Action taken since then

The manager and staff team have taken some positive steps forward to develop more suitable resources and materials to effectively engage and challenge children's play, learning and interests. The manager and staff team had undertaken a review of the indoor learning environment and identified areas to improve. This has resulted in the development of a reading area and cosy corner which children were accessing to rest, relax and read books during the inspection.

Children have also been consulted in the development of the indoor space. For example, children resourced, priced and ordered a new football table which gave them an opportunity to take responsibility, learn key life skills and contribute to the development of the indoor play space.

This area for improvement has been met. We signposted best practice guidance 'School-Age Care Environment Rating Scale' to support the manager and staff team with the ongoing review and development of the play and learning opportunities provided.

Previous area for improvement 4

To support the effective running of the service, the provider should ensure that the manager allocates time each week to effectively manage and lead the care service provided.

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

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

This area for improvement was made on 27 March 2023.

Action taken since then

The manager has been allocated further time to support quality assurance and improvement work within the service. The manager has reported this has had a positive impact on arranging and carrying out management tasks such as support and supervision for staff. It is essential that this time is continued to ensure that the service is effectively managed, leading to improved outcomes for children.

The provider has re-allocated the responsibility for some administration tasks. For example, finance and payment tasks are now carried out by the committee giving the manager more time to lead and manage the service.

This area for improvement has been met.

Previous area for improvement 5

To support the effective development of the service and improve children's experiences, the provider should ensure effective quality assurance processes are developed.

This should include, but is not limited to:

- a) developing clear and effective plans to maintain and improve the service; and
- b) ensuring effective systems are in place to monitor and improve staff practice, quality of children's play and learning experiences and the service as a whole.

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, the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 27 March 2023.

Action taken since then

Quality assurance processes were in the very early stages and needed to be consistently and effectively implemented to ensure high quality outcomes for children. An improvement plan had been developed which identified key areas for improvement and some progress had been made in meeting the actions within this. For example, some improvements had been made to the quality of the learning environment which improved children's experiences. However, identified actions and changes had not been put into place so impacts on children's experiences and outcomes were not clearly defined. As a result we made an area for improvement

Self-evaluation processes had started to be implemented, to support staff in their understanding around engaging in meaningful, reflective practice. However, processes were still in the very early days of

implementation, therefore, it was too early to assess how meaningful they were in ensuring high quality care, play and learning for children and families. We signposted the manager to 'A quality framework for day-care of children, childminding and school-aged children,' and quality assurance bitesize resources available from the Care Inspectorate Hub for support and guidance.

Some progress had been made against this area for improvement, however, we recognised the manager needed more time to fully implement and embed this. As a result, this area for improvement will be continued.

Previous area for improvement 6

To support the effective development of the service, the provider should ensure the manager and staff have the skills, knowledge and expertise required to carry out their role.

This should include, but is not limited to ensuring:

- a) training and support are put in place to address the identified professional developmental needs of the manager in relation to child protection and safeguarding processes;
- b) regular and effective support and supervision for all staff is implemented; and
- c) staff are supported to engage in professional learning opportunities and implement their learning into practice to support improved outcomes for children.

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 27 March 2023.

Action taken since then

The manager and staff within the service were clear on their roles and responsibilities relating to keeping children safe and protected. The manager had undertaken professional learning to extend their skills and knowledge around safeguarding children. This ensured children were safe and protected from harm.

Opportunities for staff to meet with management on a one-to-one formal basis had been carried out through support and supervision sessions. These provided opportunities for staff to meet with the manager to discuss their practice, strengths and areas for development through engaging with training. We spoke with the manager about ensuring actions taken forward from these sessions include specific and relevant actions related to staff professional learning needs and are linked to the service development priorities.

Staff have been supported to engage in professional learning opportunities and implement their learning into practice. For example, staff have developed their knowledge and skills around the importance of developing effective personal planning processes. Staff have commented that taking part in this professional learning had helped them to understand the needs of the children more fully and strengthen the quality of their relationships with them. As a result, children are cared for by a staff team who understand their needs, interests and areas for development.

This area for improvement has been met.

Previous area for improvement 7

To ensure children have opportunities to access regular high quality outdoor play experiences, the provider and manager should review and improve arrangements for staff deployment.

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 27 March 2023.

Action taken since then

The provider and manager have reviewed staffing levels and deployment arrangements to try and improve the accessibility of regular outdoor play for children. At times when the service is close to capacity, there are challenges in meeting children's requests to play outdoors and staffing both the indoor and outdoor spaces effectively. The provider has investigated the possibility of recruiting an additional staff member, however, this is not a financially viable option. Although there is no direct access to the outdoor area, children had the opportunity to go out throughout the session. They had the choice to go outside to the large green area in the school grounds.

This area for improvement has been met.

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 care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 iartras.

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.