Abbeyview Kids Club
Day Care of Children

Abbeyview Community Centre
Abbeyview
Dunfermline
KY11 4HA

Telephone: 01383 623 158

Type of inspection:
Unannounced

Completed on:
5 October 2022

Service provided by:
Abbeyview Kids Club Limited

Service provider number:
SP2003001564

Service no:
CS2003006917

About the service

Abbeyview Kids Club provides a school aged childcare service to a maximum of 48 children, of whom no more than 5 children aged 12 - 15 years may attend during any one session. They are also registered to provide care to one young person for a limited time. The club operates from Abbeyview Community Centre in Dunfermline, which is close to a number of primary schools as well as other local amenities.

Children have access to the main hall, small hall, stage and a smaller room next to the office. There are also toilets to the rear of the community centre. Children can also play in a small concrete outdoor area directly accessible from the hall, as well as a variety of parks and play spaces surrounding the service. Some children are transported to the service in minibuses and relevant risk assessments and safety checks are in place to keep children safe.

About the inspection

This was an unannounced inspection which took place on Wednesday 5 October 2022 between 14:30 and 18:00. The inspection was carried out by one inspector 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 ten children using the service and six of their family members
- spoke with three staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Children were happy, confident and capable of leading their own play.
- Children enjoyed spending time in the club with their friends and liked the play experiences they were offered.
- Staff were kind, caring and compassionate towards children most of the time.
- There were some good systems in place to monitor and evaluate the quality of the service using relevant national expectations.
- Children and families need to be more meaningfully and actively involved in influencing change in the club.
- Play experiences should now be improved to offer children more challenging, creative play that supports them to explore their interests and curiosities.
- Children's food experiences could be improved to be a more positive, social experience that promotes independence.

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?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
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? 4 - Good

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

1.1 Nurturing care and support

Children experienced warm, caring and nurturing approaches from staff most of the time. When children were upset or unsettled, staff offered reassurance and a 'listening ear' for them to talk about their emotions. This helped children to feel safe and secure, creating an inclusive space where children felt valued. Children's achievements were celebrated and recognised by staff, including where children were supporting their local community or mastering new skills. As a result, children's confidence and self-esteem was supported and promoted.

All children had a personal plan which detailed relevant basic information about them, as well as observations about children's care, play and learning. These showed what staff knew about individual children and what children told them about their needs, rights and choices. As a result, staff were able to meet children's needs most of the time. We asked the service to continue developing children's personal plans so that a wider range of achievements were recognised. Staff should also clearly state in the plan how children will be supported to achieve, based on their needs, rights and choices.

Children were offered a good range of hot and cold snacks and had some influence over what they ate each day. Staff took the lead in preparing and serving snack and children told us that they wanted to be more involved in this part of the day. They were keen to re-introduce some favourite foods and take responsibility for the snack experience. We spent time with children discussing how snack could be improved, giving them more choice and independence. Staff should support children to create a snack routine that is unhurried, relaxed and offers children a positive and caring social experience.

1.3 Play and learning

Children told us that they enjoyed spending time at the club, especially being able to play with their friends and take part in a good range of activities. They had some say over the activities that were available and had a few opportunities to take the lead on particular days. During play, children were able to move freely between their experiences, supported by staff when they needed this. They were able to play indoors and outdoors for most of the session, although this choice should be offered more quickly once the snack routine has improved. In addition, the resources and activities for children could be improved to promote children's creativity and imagination in a more challenging way.

Children were full of ideas and suggestions about how their play could be improved and they told us that staff sometimes asked their opinions about play. They enjoyed the activities that staff planned for them as well as the resources they could choose from throughout the day. Staff now need to work more closely with children to ensure they are meaningfully and actively involved in leading their play and learning. Children had been consulted on the play spaces which will be available in the new community centre, however, there were some missed opportunities to act on children's ideas more quickly, for example, in creating a snack bar. Children's views should be fully respected and valued to promote their choice and independence over their own play.

How good is our setting? 4 - Good

We found some important strengths which supported children's wellbeing. A few improvements are required to maximise wellbeing, therefore, we evaluated this key question as good.

2.2 Children experience high quality facilities

Children were offered a good range of play spaces, both indoors and outdoors. Larger spaces were used for active play and there were also smaller, quieter rooms where children could relax away from the busier environments. There was a good range of resources available for children to choose from and children told us they liked the toys which were available to them. There was a good variety of outdoor play spaces for children to choose from in the community as well, including a place for riding scooters and a play park for climbing and taking measured risks. There was a high number of table-top activities available which were fun but limited children's imagination, as well as their opportunities to explore their own interests and curiosities. Staff should use best practice guidance to broaden the play experiences available to children, ensuring children's own ideas fully influence these decisions.

The premises were secure, safe and clean. Some spaces were in need of repair, however, the premises were generally maintained to a good standard. There were plans to build a new community centre in the near future which impacted on the level of maintenance in the building. However, any risks or hazards were identified and fixed quickly. Staff implemented good infection prevention and control measures to keep children healthy and encouraged children to take care of their own personal care needs. Children could now be offered more responsibility for looking after the premises and each other, including influencing the layout and maintenance of spaces. Children had been consulted on the new community centre which had helped them to feel valued and this approach should be used more frequently to impact on children's current play experiences.

How good is our leadership? 4 - Good

We made an evaluation of good for this key question. While there was a culture of continuous improvement, further changes will ensure children have consistently positive outcomes.

3.1 Quality assurance and improvement are led well

The club was a well respected and valued resource for the local community. Families told us that they were very happy with their experiences and that they were kept well informed about the life of the club. There were good links with community projects which helped to build connections between children and their local area. The vision of the service to provide a safe and stimulating experience for children while supporting family life was well embedded. Families spoke very positively about the positive impact the club had on their child's lives and their own. Staff had recognised that families could be more included in influencing the development of the service and plans were in place to improve this. This will ensure that the vision, values and aims of the service are shared and promote positive outcomes.

There were some clear systems in place to monitor the quality of the service using relevant quality frameworks. The team had completed a process of self-evaluation to understand what the service does well, how they know and what they could improve against national standards. This helped them to develop a plan to improve children's experiences, in line with research and best practice. There were specific tasks identified to make these improvements and we discussed how this could more closely linked to promoting positive outcomes. The manager should now implement these plans and ensure that progress is closely monitored and evaluated so that children receive a consistently high-quality experience in their care.

How good is our staff team? 4 - Good

We evaluated this key question as good, where strengths had a positive impact on children's experiences and outcomes and improvements will make this more consistent and positive.

4.3 Staff deployment

Children's wellbeing was being supported by compassionate and responsive staff who knew children well. In play, children and staff spent time together, enjoying each other's company and having fun. Children were treated with warmth and kindness most of the time, which helped to create a welcoming atmosphere. There were times during the snack experience where staff focussed too much on tasks, rather than on creating a social experience for children through enabling and nurturing discussions. Staff should consider how they can interact with children during snack time in the same way they do when children are playing. This will create a more consistent experience for children while offering them independence.

Appropriate staffing levels and flexible teamwork meant that children could explore the play space freely and safely. Children were able to spend quality time with staff when they wanted and any absences were well managed to ensure that children's needs were met. There was a range of experience in the team and staff worked well to manage key tasks throughout the day. Everyone worked together to contribute to children's personal plans, which helped create a holistic view of each individual child so their needs could be met. The team should now work together to deploy themselves more effectively when children arrive from school. This routine should be more child-led and offer children responsibility over where they play and what they want to do. This will ensure that play, independence and choice are at the heart of children's experiences.

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

The provider should further develop children's personal plans to show how they support them in health, safety and welfare, particularly where there are specific identified needs. They should ensure that all plans are reviewed at least once every six months in consultation with parents and where appropriate, children.

This is to ensure care and support is consistent with the Health and Social Care Standards 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 1 September 2021.

Action taken since then

Personal plans were being updated at least once in every six months. Medical and allergy needs were detailed and clear procedures were in place to meet children's needs.

Staff took regular observations to inform the personal plan and also spoke with children and families to record their needs, rights and choices. Therefore, this area for improvement has been met.

Previous area for improvement 2

The provider should develop self-evaluation and monitoring processes to ensure progress with improvement plans and continuous improvement.

This is to ensure care and support is consistent with the Health and Social Care Standards 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 area for improvement was made on 1 September 2021.

Action taken since then

Progress had been made in a few areas to improve children's experiences. Staff had begun to use the quality framework to understand what they do well, how they know and what they could do better. Specific tasks had been identified to make improvements based on self-evaluation of current practice. There were some good quality assurance systems in place and an improvement plan had been developed to support this. Therefore, 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?	4 - Good
1.1 Nurturing care and support	4 - Good
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?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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