Big Country Children's Club
Day Care of Children

Crieff Hydro Hotel
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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Crieff Hydro Childrens Club

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CS2003010102

About the service

Big Country Children's Club is a day care of children service in Crieff, which is registered for a maximum of 140 children up to 16 years of age. The service operates within a modern, purpose-built premises based within Crieff Hydro Hotel. It comprises of a large open plan play area, games zone, enclosed outdoor area and a separate area for children under three years old. The children also make use of the facilities on the hotel grounds to enhance their experiences. Most of the children who attend the service are hotel guests who can visit Big Country during their stay. A small number of children who live locally attend the service for whole or part days in the dedicated room for younger children known as 'Day Care'.

About the inspection

This was an unannounced which took place on 11 July 2022 between 10:00 and 17:30. 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, 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 three families
- spoke with staff and management
- observed practice
- reviewed documents.

Key messages

• Children had fun in a relaxed environment and experienced positive, nurturing interactions.

• Effective personal planning meant staff had the right information to meet children's needs.

• Children and families were meaningfully involved in improving and developing the service.

• Children had a good range of resources to choose from to support their learning and development. They would benefit from more open ended materials to extend their play.

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?	5 - Very Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

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

How good is our care, play and learning? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality indicator 1.1 Nurturing care and support

Children across the setting experienced positive, nurturing interactions which supported them to feel safe and secure. Children were warmly welcomed, and staff recognised each child as an individual. For example, although children only visited the setting for short periods, staff used children's names when chatting and getting to know them. Children were offered physical comfort which supported them to settle, feel reassured and loved.

Children's privacy and dignity was respected, and their personal care needs were well met. Thoughtful interactions during everyday experiences such as nappy changing supported children to have positive, nurturing experiences. Staff recognised the importance of building relationships and attachments during these times.

Children attending the day care experienced a calm, unhurried and relaxed mealtime. They had opportunities to be independent, for example, taking responsibility for feeding themselves. Children had a choice of fruit, yoghurt and crisps for snack. We suggested they review this to ensure children have healthy and balanced snacks. An effective system was in place to ensure staff were aware of allergies or dietary needs which helped to keep children safe.

Effective personal planning enabled staff to meet children's needs. The information reflected children's current needs, routines, and interests. Very good information sharing enabled staff to use strategies shared by families to support children which meant they had a positive experience.

Quality indicator 1.3 Play and learning

Children had opportunities for spontaneous and planned play experiences. They had fun playing together and built friendships. Staff supported children effectively to take part in a range of activities and experiences and responded to their interests. For example, children were involved in exciting opportunities around the hotel grounds such as outdoor sports and visiting animals.

Children in the day care were well supported through their play and learning experiences. Staff had identified children's schematic play and were developing opportunities to extend this. Children's language and communication development was encouraged through skilled interactions. Their achievements and successes were well recorded which demonstrated their progress and development. The use of an online app enabled families to be included and involved.

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

Big Country was spacious, bright, well maintained, and clean which gave a welcoming and inviting message to children and families. Throughout the setting, there were some areas for children to rest and relax. Children made good use of these in the main area, for example sitting on the sofa to chat or read a book. We suggested that they could further develop cosy spaces within the day care.

Children in the day care made very good use of the free flow opportunities between indoors and outdoors which enabled them to make choices about where they wanted to play. They had opportunities to explore, be active, investigate and experiment. A good range of resources, which were relevant to their interests and curiosities, were available for children to access independently. We discussed how some resources could be added to extend children's schematic play.

Children had plenty of space to explore and play in the main area of Big Country and made full use of these. Children spent time in the chill out zone playing games, had opportunities to be creative and explored through messy play. Resources and activities were offered to meet the needs of children of varying ages and stages of development. We discussed the layout and resources and made some suggestions to improve the flow and quality of children's experiences. The garden was currently being refurbished and was not in use. However, children attending each session played in the large castle structure which gave them opportunities to be active and physical in their play. Children told us that playing in the castle was fun, exciting and their favourite thing to do.

Children were cared for in an environment which was safe and secure. Good communication between staff meant that children were always accounted for. They had effective systems in place for signing children in and out of the setting and to ensure that children were collected by an appropriate adult. Staff had a good awareness about their responsibilities in managing information and stored information securely.

How good is our leadership? 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 3.1 Quality assurance and improvement are led well

The management team were very reflective and had a clear vision for developing and improving the service. The vision, values and aims had recently been reviewed with staff to create a shared vision. Children and families were meaningfully involved in improving and developing the service. There was a strong importance placed on children and families sharing their views. As a result, their feedback was listened to and acted on which demonstrated their views were valued and that they were able to influence positive changes within the service.

Quality assurance systems were in place to support improvement. Two improvement plans had been developed to ensure they focused on relevant aspects of improvement within both the day care and the main area of Big Country. Monitoring was carried out to support staff to develop their practice. We discussed the value of following up actions identified and recording the progress to demonstrate how practice has developed and identify if additional support is needed.

How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality Indicator 4.3 Staff deployment

Staff were well deployed to meet children's needs. Effective use of differing staff skills ensured children had positive experiences throughout the day. Strong communication between staff meant that where a task took them away from their responsibilities, they sought support from another staff member or manager. This meant children were consistently well supported. Staff breaks were well planned which meant there was minimal impact upon children. For example, staff took breaks and carried out cleaning between sessions in Big Country. Children attending the day care had familiar adults who cared for them which demonstrated that careful consideration had been placed on the continuity of care.

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

Requirements

Requirement 1

The provider must ensure that all staff employed in the provision of the care service are suitably registered with the relevant regulatory body by 17 May 2019.

This is to ensure care and support is consistent with the Health and Social Care Standards, 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 is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210. Regulation 9 Fitness of Employees (2)(c).

This requirement was made on 10 April 2019.

Action taken on previous requirement
All staff employed in the provision of care who were required to be registered with a professional body were appropriately registered. This requirement has been met.

Met - within timescales

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

Children should have their needs clearly identified and reviewed regularly as part of their personal plan.

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 10 April 2019.

Action taken since then

All children had personal plans in place which reflected their needs. Staff used this information effectively to support children. This recommendation 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?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very 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?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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