Happy Feet Kool Kidz Zone Bothwell Day Care of Children

Parish Church Centre
Bothwell Parish Church
Main Street
Bothwell
Glasgow
G71 8EX

Telephone: 01698 850058

Type of inspection:
Announced

Completed on:
16 October 2020

Service provided by:
Bothwell Out of School Care Limited

Service provider number:
SP2006008226

Service no:
CS2006117565

About the service

We carried out an announced virtual inspection of Happy Feet Kool Kidz Zone Bothwell on 14, 19 and 22 October 2020, using Near Me technology. Feedback was given to the manager and provider on 26 October 2020.

Happy Feet Kool Kidz Zone is registered to provide a care service to a maximum of 60 children at any one time aged from those attending primary school up to the age of 16 years

The values and aims are:

*We will offer experiences for your child which will promote their learning and develop their skills, confidence and self-esteem.
*We will provide safe yet challenging experiences for your child
*We will promote healthy living by providing healthy snacks for your child, encouraging participation in physical exercise and providing a planner of outdoor experiences
*As a staff team, we will supervise, nurture and support your child and respect them as an individual and encourage them to be responsible
*We will record and display experiences and encourage your child to record their achievements, development and provide support if required
*We will give your child the right to play freely
*We will provide an enriched environment for your child to play

This was a focussed inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic.

This inspection was carried out by two inspectors from the Care Inspectorate.

What people told us

As part of the virtual inspection process, we provided contact details for the inspection team should any parents or carers wish to contact us with comments. The service shared our details with parents and carers via social media, although we did not receive any feedback from parents during the inspection.

During our first virtual visit to the service, six children were present and for the second visit, 35 children were present. We offered an opportunity for children to engage with the virtual inspection, although no children chose to do so.

Self assessment

We did not ask the service to complete a self-assessment based on Key Question 5 Operating an early learning and childcare setting (including out of school care and childminders) during COVID-19 in advance of the inspection. During the inspection we looked at how the service was reviewing practice and planning for improvement during the COVID-19 pandemic.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19

Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.

Effective communication with families enables responsive care to support children through changing circumstances.

During virtual visits children were observed to be engaged in a variety of play opportunities across both playrooms. This was supported by nurturing interactions with staff members, which provided a positive atmosphere across the setting.

Consideration had been given to providing a wider range of experiences in each room, now that the grouping of children had been revised. This ensured all children could access similar activities within both rooms.

Children's personal plans had been updated and the manager had discussed any changes in circumstances with parents. The manager provided some examples of where this information had been used to plan for children's care. Reviewing and updating personal plans as needed ensured the service was equipped to support children throughout the COVID-19 pandemic.

Staff had adopted child-centred approaches to implementing changes in practice as a result of the COVID-19 pandemic. Large floorbooks were used to support children to understand the changes that had been made within the setting. As a result, changes in the daily routine were clear and explained in a child-friendly way.

A range of methods for communicating with parents were being utilised, which included using social media along with plans to reintroduce a weekly newsletter. Opportunities were provided for management and staff to exchange information with parents in a safe way, taking account of the need for social distancing.

A number of displays were visible throughout the service, including staff photos and general information. As digital methods for information sharing were being developed, we discussed how consideration could be given to including information that would normally be visible to parents. This would ensure parents have access to any information that is relevant to their child's care.

We asked the manager to consider whether more time could be spent by children outdoors, particularly for energetic play. An additional consideration could be whether all use of the minibus is necessary and whether the time children spend outdoors could be increased.

During the first virtual visit, the door to the cleaning cupboard in the entrance hall was observed to be ajar. As this room contained hazardous chemicals and a sink unsuitable for handwashing, this door should be kept locked when children are present. Action was taken to secure the cupboard at the time of the inspection. We advised that clear signage on the front of the door would contribute towards children's safety.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.

Children are protected as staff take all necessary precautions to prevent the spread of infection.

The premises were bright and clean and the service had implemented new records for tracking and monitoring cleaning carried out throughout the day. Cleaning materials were stored securely within the playrooms but were easily accessible to staff. We observed that a clean and safe play environment was being provided for children. Infection prevention and control training had been undertaken by staff, which further supported staff practice in this area.

Staff were responsive to changes in guidance or to information obtained from their own reviews of practice in relation to infection prevention and control. We noted that the service was striving to comply with guidance while providing a stimulating play environment for children.

The location of the toilets allowed access for children from each room without the need to cross into the space used by another group of children. This reduced the risk of children coming into contact with others and reduced the risk of transmission of COVID-19.

The cleaning of high risk areas such as toilets were enhanced. We discussed the importance of ensuring writing records reflected this practice.

Handwashing was supervised to ensure children were supported to carry this out effectively, e.g. for minimum of 20 seconds and using liquid soap. Staff discussed how they helped younger children with this by singing the happy birthday song. This offered a fun approach to the new procedures.

Staff interactions with children were observed to be nurturing and distancing was applied as necessary, although not at the expense of supporting children.

During our first virtual visit, we found that the service did not have a clear process for managing a scenario where a child develops COVID-19 symptoms while attending the service.

When we conducted the second virtual visit, this had been addressed and a specific room had been identified that could be used as an isolation space. A clear plan for staff roles had been developed. We asked the manager to adopt a formal process for supporting a child with COVID-19 symptoms in order to ensure children are supported in a safe and nurturing way.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.

Staffing arrangements meet the needs of children and families.
Staff are well supported and confident.

A consistent staffing model was in place. This meant staff usually worked with the same group of children and the same colleagues each week. This complied with current best practice guidance and supported continuity of care for children.

Staff were observed to be distancing from each other as appropriate. This ensured that the risk of transmission of COVID-19 was reduced. Where distancing was more difficult, for example on the minibus for school pick-ups, staff and children wore face coverings.

Staff contingencies were in place and would be subject to further risk assessment should this involve using staff from other settings. The service had at least one supernumerary staff member each day. This ensured sufficient staffing levels were maintained while additional duties such as handover of children or dealing with a child who became ill could be carried out.

Interviews with staff demonstrated that all had a good understanding of where they could access PPE and cleaning materials. A clear procedure for the disposal of PPE when used to care for symptomatic children was discussed with the manager. This would help ensure all children and staff face a reduced risk of transmission of COVID-19.

Following discussion with staff, action was taken to review procedures for caring for children who displayed symptoms of COVID-19. Staff then demonstrated an awareness of good practice.

The manager was accessible and visible to staff who commented very positively on the support they have received since the service reopened. All staff noted they would be comfortable asking for support if needed and were confident they would receive this.

Although all staff could describe some of the training that had taken place before the service reopened, it was not always clear whether staff had reviewed and reflected on the impact of this. The manager noted that staff reviews are scheduled to take place and we discussed how this would help to identify any areas where staff may need support with the development of their skills and knowledge.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

This quality theme was not assessed.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
15 Jan 2020	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

Date	Type	Gradings	
19 Mar 2019	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
21 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
16 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 5 - Very good
12 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
3 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
21 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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