East Linton After School Club
Day Care of Children

East Linton Community Hall
73 High Street
East Linton
EH40 3BQ

Telephone: 07964 231 943

Type of inspection:
Unannounced

Completed on:
5 July 2021

Service provided by:
Edinburgh and Lothians out of School Care Network.

Service provider number:
SP2004006939

Service no:
CS2009236007

About the service

East Linton After School Club is one of ten services provided by Edinburgh and Lothians Out of School Care Network. The club are registered with the Care Inspectorate to provide a care service to a maximum of 24 children at any one time from primary school entry up to and including those in first year at secondary school during term time within the care service address and 10 children at the breakfast club at any one time.

The club operate the main club from the Community Hall in the village of East Linton in East Lothian. The breakfast club operates from within the local primary school. Children are escorted on the short walk to the community hall by staff. They have access to the smaller hall and outdoor area.

Aims and objectives for the organisation are in place and shared with parents through the range of information about the service.

An inspector from the care inspectorate carried out this inspection. We visited the service to observe the service experienced by children. We talked to staff and asked for additional information to be sent to us electronically.

As part of this inspection, we took into consideration Key Question 5 - Operating and early learning and childcare setting (including out of school care and childminding) during Covid-19 with a specific focus on quality indicator 5:2: Infection prevention and control practices support a safe environment for children and staff. We will report on overall performance of this indicator in Theme 1 Quality of Care and Support.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, and included.

What people told us

We spoke to a number of children during our visit. Children told us that they liked coming to the club. They liked playing in the park but they also liked the hall and the activities they were provided with. Most children had made good friendships through school but broader friendships in the after school group were well supported by staff.

One parent responded to our request for information about the club. They indicated that they were very happy with the service. Their child enjoyed going to the club and the parents spoke positively about the positive attitude of the staff group.

Self assessment

A self-evaluation was not requested as part of this inspection. We looked at the providers improvement plan for the club and talked to the manager about self-evaluation.

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	4 - Good

Quality of care and support

Findings from the inspection

Staff had a very kind and respectful approach to children in their care. Children went easily to them for support, information or just to have a chat. Staff provided children with consistent boundaries which were gently applied. Staff demonstrated a good understanding of how to keep children safe when out in public spaces and adopted a good approach to risk versus responsibility. For example, children could go and play in a larger group but were reminded of the guidelines and their responsibility to follow them. This enabled children to develop confidence in themselves and in the staff caring for them.

Personal plans were in place, these are tools which identify the individual care needs of children. Improved processes had been developed to ensure that a sufficient range of information was gathered about each child. The manager spent time with parents ensuring that the forms used in the personal plan had been completed fully. This enabled staff to understand each individual child's care needs. The manager needed to improve the recording of some of the strategies that staff used to support some individuals. This information was available but needed to be gathered together for ease of monitoring.

A child centred approach had been taken to the planning of activities for children. Staff had begun to use floor books to evidence the range of activities on offer. We spoke to the manager about developing these to show the outcomes for children. For example, children were not just planting vegetables but learning about different plants, caring for living things and working co-operatively. They could then show how children's activities and ideas were developed. Children told us that they enjoyed the games and activities they had at the club. Several children commented that they had good fun with their friends and with the staff team and we could see that children were happy and relaxed.

All staff had been provided with child protection training by the organisation. There were also opportunities to discuss child protection with the wider organisational team to ensure a consistent approach. Staff could further develop their understanding around child protection by looking at some of the current information about how Covid-19 has impacted on families and child protection. Staff had a good understanding of the wellbeing indicators associated with the national approach to improving the wellbeing of children and young people. They were using these to help provide positive outcomes for children in their care.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. Covid-19 risk assessments for safe operating had been developed and were regularly reviewed to ensure that they reflected the current good practice guidance. Children had been supported by staff to carry out and understand the need for enhanced handwashing and infection control measures in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The club had sole use of the local community hall when in operation. The premises were well maintained and comprised of the small hall and a larger hall. The club used the small hall which had direct access to a small outdoor area. Although resources and displays needed to be removed at the end of the session staff had developed ways to make the hall have a club feel, with information for children and displays of some of their work. Children told us they felt it was their space.

Staff understood the need to have a premises that offered children a warm, welcoming and familiar environment. Staff encouraged children to respect their environment, both in the club and out in the local community. This helped children develop a sense of responsibility. Opportunities for outdoor activities either in the local park or in the outdoor area at the club were provided as staff understood the benefits of active lifestyles. We encouraged staff to use areas in the wider community also.

Risk assessments had been developed by the organisation to ensure that safe practices were carried out. The manager and staff had ensured that risk assessments reflected the individual setting. Staff were trained in first aid and followed appropriate procedures to supervise children when they were out and about in the local park. This helped to ensure children's safety.

Children told us that they had a good range of toys and equipment to use in the club. Art and craft was particularly popular and well supported by staff. Staff were developing their use and understanding of loose parts for children's play. We talked about the difficulties of storing these resources and encouraged staff to use the wider community more for this type of play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staffing in the club had been stabilised since our last inspection. The manager was the consistent member of staff in the club and two practitioners shared the additional staff role. The organisation had made sure that these two staff kept the same days where possible to ensure that they could build relationships with children. This consistency of staffing helps staff develop nurturing relationships with children.

We could see that children were very comfortable with staff and staff knew children well. There was a good element of fun and energy from staff who were observed to be professional in their childcare role and conduct. This provided good role models for children.

Over the period of Covid-19 the organisation had made it clear to staff that there were training expectations. Links to the Scottish Social Service Council training resources and online training had been provided. The manager had been particularly pro-active about training, and it is now important that the staff group widen this training base to include current childhood topics and skills.

All staff held Scottish Social Service Council registration and were aware of the need to continue with their professional development as part of their registration responsibilities. Processes for staff appraisals were in place and had been improved to be more evidence based and include targets for training and development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Improvements had been made to the management structure within the organisation. The structure was now clearly set out as was the role of those in senior management positions. The manager of the club was well supported in her new role by another more experienced manager from the wider organisation. It is now important to ensure that this role has clear recorded purpose to evidence the benefit of this support.

Procedures were in place for auditing and monitoring of the main procedures used in the club. The managing director of the organisation had a good overview of the club performance. The club manager had a good understanding of operational processes, and this will increase with experience. We talked about the need to now develop their own methods for evaluating the experiences for children. We have sign posted to the Care Inspectorate bite sized sessions on quality improvement to help her further understand this process.

For the wider organisation a clear improvement plan had been developed by the managing director and the board. All staff had been made aware of this improvement plan to enable them to influence and comment on the improvement of the organisation.

Communication within the organisation was good. The staff team said that they knew what was going on in the wider organisation. Although it had been more challenging during Covid-19, they had opportunities for meetings with colleagues to share information and experiences.

Communication with parents had been good throughout the Covid-19 period. The organisation now routinely asked parents for feedback about individual clubs and the wider organisation. This feedback had been used to make improvements where necessary or celebrate success which helped staff feel valued.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

The provider must ensure that children's health, welfare and safety needs are met. By 30 January 2020, the provider must ensure that sufficient information is gathered and recorded about each child to develop a personal plan that clearly sets out how their needs will be met. This must include:
a) Recording sufficient information about a child to meet care and support needs and any individual strategies for support to be implemented
b) Ensuring that procedures are in place to enable effective communication and information sharing with staff and other services involved in the care and support of individual children
c) Increased understanding and use of chronologies.

This is in order to comply with: Regulation 5. (1)(2) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011/210.
and
Health and Social Care Standard 1.15 '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.' and Health and Social Care Standard 1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

This requirement was made on 1 November 2019.

Action taken on previous requirement

We have deemed this requirement to be met as processes are now in place to gather the information needed. Communication with the local school was good and improved expectations that parents will regularly communicate with the manager about their child was building good information sharing about children's needs. We have asked the manager of the service to ensure that information is used to assess how children are progressing with the areas they need a little support in.

Met - within timescales

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

Previous recommendations

Recommendation 1

To ensure that children's health needs are met. The manager should ensure that where a child has a medical or dietary need that the signs and symptoms of these needs are fully recorded.

This is consistent with Health and Social Care Standard 1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

This recommendation was made on 1 November 2019.

Action taken on previous recommendation

The personal plan now held sufficient information about diet and medical care.

Recommendation 2

To ensure that the organisation can accurately assess the quality of the service and develop plans for improvement the group manager and service manager should develop an effective and evidence based system for quality assurance.

This is consistent with the Health and Social Care Standards 4.11 'I experience high quality care and support based on relevant evidence, guidance and best practice' and Health and Social Care Standard 4.19 'I benefit

from a culture of continuous improvement, the organisation having robust and transparent quality assurance processes.

This recommendation was made on 1 November 2019.

Action taken on previous recommendation

The organisation had developed an improvement plan. The manager, who was relatively new to the role, had a good understanding of the quality of care the club was providing. We have sign posted her to the Care Inspectorate HUB for further information on how to take this further.

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	
1 Nov 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed 3 - Adequate
28 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
8 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

Date	Type	Gradings	
13 Oct 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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