Crazy Capers - Langcraigs
Day Care of Children

Glenburn Resource Centre
Donaldswood Road
Glenburn
Paisley
PA2 8EA

Telephone: 0141 889 4404

Type of inspection:
Announced (short notice)

Completed on:
25 November 2020

Service provided by:
Crazy Capers Limited

Service provider number:
SP2010011029

Service no:
CS2010269728

About the service

We carried out a virtual inspection between 19 November 2020 and 24 November 2020 using 'Near Me' technology. Feedback was given on 25 November 2020.

This service was registered with the Care Inspectorate on 1 April 2011.

Crazy Capers - Langcraigs is a daycare of children service, based within Glenburn Resource Centre in the town of Paisley. The service provider is Crazy Capers Limited. The service is located within walking distance of local schools, shops and bus routes.

Crazy Capers - Langcraigs operates during school term time, before and after school and during school holidays. The service is registered to provide a day care service to 40 children. The ages of children attending the service range from primary 1 age to 14 years.

The main aim of the service is to provide:
'A quality out of school care service for children aged between 4 and 14 years which is easily accessible and fun for all.' A full copy of this statement can be obtained from the service.

This was a focused inspection to evaluate how well people 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 people experiencing care during the pandemic.

This inspection was carried out by an inspector from the Care Inspectorate.

What people told us

Children were happy at the Out of School Club. We saw warm relationships between children and staff, and children were having fun and making choices with the resources available to them. They particularly enjoyed playing outdoor games with staff.

We spoke with six children during the inspection who told us about their experiences at the Crazy capers. They told us that staff were friendly and helpful and they enjoyed going to the service. Children told us that they liked meeting their friends, doing arts and crafts and playing on the dizzy cars. at the service.

During consultation, children asked for a cosy area to be provided so that they could relax, and to be involved in choosing snack. We agreed that this information would be shared with the manager and provider. We then told the children about the improvements planned by management and staff based on their feedback.

We spoke with four parents on the telephone and received feedback from one parent by email. All parents spoke very positively about the quality of care their children received. In particular, they commented on the level of support their children received at Crazy capers. One parent commented, "I feel that the staff are doing a fantastic job in keeping my child safe and happy during a very difficult and uncertain time, and I couldn't ask them for any more than that".

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 and support during the COVID-19 pandemic?	4 - Good

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

How good is our care and support during the COVID-19 pandemic? 4 - Good

5.1 Children's health and wellbeing are supported and safeguarded during COVID-19.

Children were happy and enjoyed attending Crazy capers. They told us that they liked going to the Club and that staff were friendly and helpful. We observed children laughing and having fun when playing at the Club, for example when playing outdoor games and playing on the 'dizzy cars'.

Although toys and resources had been reduced in line with Covid-19 infection control guidance, they were linked to children's interests. Staff provided additional resources when needed to support children's play.

Children were offered comfort and reassurance when needed, helping them to feel loved and secure. During discussions, children demonstrated a good understanding of the changes in place due to Covid-19. For example, they could explain the enhanced hygiene procedures required and told us that they could not mix with children from other groups in order to reduce the risk of transmission.

Children understood the changes to their routine due to the Covid-19 pandemic. For example, they were unable to select their own snack. However, they told us that they would like a choice of snack. We shared children's comments with the provider and manager who agreed to devise the weekly snack menu in consultation with children.

Parents commented positively on the way the provider and manager had communicated with them to support their child's return to the Club. Text messages, emails and social media ensured sharing of information to help meet children's needs.

Each child had a personal plan that identified their individual needs and set out how these would be met. Plans reflected children's experiences during lockdown which allowed staff to support their return to Crazy capers. Plans were reviewed with parents and we saw examples of how children were being supported based on the information that had been shared. Parents told us that they appreciated the emotional support their children were given based on the information shared.

Children were protected from harm by staff who had a good understanding of their roles and responsibilities in relation to child protection. Staff had participated in child protection training and received annual updates.

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

Children were protected as staff took necessary precautions to prevent the spread of infection. Clear policies and procedures were in place to ensure a consistent approach to infection control. These included a COVID-19 risk assessment, managing illness policy and a COVID-19 health policy.

Staff had received training on infection prevention and control which adheres to COVID-19 guidance. They demonstrated their knowledge of this in practice to keep children safe, for example through caring for children in groups and enhanced hygiene measures. Staff told us that toys and equipment were cleaned between sessions which helped prevent the spread of infection.

Children were supported to understand the need for good hygiene. Activities were organised that showed

how germs could spread and children were sometimes encouraged to wash their hands. For example, on arrival at the Club, before and after snack, and after playing outdoors. Staff should continue to develop this to ensure that handwashing routines are consistent and fully embedded.

We observed that the environment was clean and well maintained, and windows and doors were opened to increase natural ventilation. Children told us that they spent time outdoors every day which helped reduce the risk of transmission.

Overall, physical distancing was implemented for adults in the setting. Children were dropped off and collected at the garden gates. Parents told us that this worked well, and some preferred this arrangement as it supported a quick transition to and from the Club.

The environment had been organised to reduce the risk of infection and soft materials had been removed in line with Covid-19 infection control guidance. However, children told us that they missed having a cosy area where they could relax. We discussed this with the provider and manager who agreed to supply soft seating that could be cleaned after each use.

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

Children's needs were met by the staffing levels at the service. They were cared for in their school groups which reduced the risk of having to self-isolate in the event of an outbreak. Support from the provider and manager lessened some infection control pressures for staff, allowing them to focus on the children.

Children felt well supported by staff. They told us that they were encouraged to follow good hygiene procedures to reduce the risk of infection and they demonstrated a good understanding of the need for changes due to Covid-19 during discussions.

Children told us that staff were fun and helpful, they joined in their games and helped them with their homework. We saw that staff were flexible and responsive to children's interests, for example they quickly adapted the environment when children asked to play with alternative resources.

A Covid-19 policy supported parents and carers to understand the changes made due to the Covid-19 pandemic and helped staff carry out their roles. Staff were aware of the procedures for managing a child with Covid-19 symptoms which would help prevent the spread of infection. Overall, staff observed social distancing guidance. They should continue to monitor this and ensure that social distancing is adhered to at times when staff are together, for example during staff meetings.

Training and regular updates helped staff develop an understanding of their roles and responsibilities in relation to Covid-19. The manager monitored the impact of this training by observing staff practice and offering feedback at the end of every session. The provider and manager should continue with their plans to carry out staff appraisals so that any further training can be identified to help meet children's needs.

Staff were well supported by the manager and provider and they told us that they felt comfortable to approach them with any concerns. This helped create a happy, positive environment for children and families. The management team should continue with their plans to distribute responsibilities which will help ensure that any improvements are sustained.

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

Requirements

Requirement 1

By 28 February 2020, the service must review their environment to ensure that it takes account of children's health and wellbeing needs. Particular consideration should be given to:

- children should experience an environment that is welcoming, peaceful and free from avoidable and intrusive noise.
- children should have access to a good range of quality equipment and furnishings that meets their needs, wishes and choices.
- children should have free access to a wide range of toys and resources, suitable for their age and stage of development, which stimulate their natural curiosity, learning and creativity.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Welfare of users and with Regulation 3 (Principles) of the Social Care and Social Work Improvement Scotland Regulations 2011 (SSI 2011/210).

This is to ensure the environment is consistent with the Health and Social Care Standards which state, "My environment is secure and safe" (HSCS. 5.17). "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS. 5.22). "I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices" (HSCS. 5.21).

This requirement was made on 10 January 2020.

Action taken on previous requirement

We observed that children experienced an environment that was clean and well maintained. They were observed to be relaxed and happy in a calm, welcoming atmosphere. Children told us that they could access a good range of toys and resources that were appropriate for their age and stage of development.

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

Personal plans should be developed for all children within 28 days of them starting the service. Plans should clearly identify how children's health, wellbeing and safety needs will be met. Plans should be reviewed and updated with parents, or children where appropriate, in line with current legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, "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), and in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This area for improvement was made on 10 January 2020.

Action taken since then

We sampled children's personal plans and found that they contained relevant, up to date information. They reflected children's individual needs and identified how children would be supported. Parents told us that they had been asked to review care plans and they were asked about children's experiences during lockdown due to Covid-19. This area for improvement has been met.

Previous area for improvement 2

The service must demonstrate to the Care Inspectorate that the health and safety of children is maintained by introducing a programme of robust risk assessments for activities that present additional risk, and to ensure that the needs of individual children are met. Particular consideration should be given to:

- pick ups and walking back from school
- outdoor storage container
- individual children's needs
- staff involved in the care of children before registration with Scottish Social Services Council has been achieved.

Staff must detail how they will reduce potential risks to children within each assessment. This is to ensure that the environment is consistent in line with the Health and Social Care Standards which state, "my environment is safe and secure" (HSCS 2.17).

This area for improvement was made on 10 January 2020.

Action taken since then

A number of risk assessments had been put in place by the provider to help keep children safe, including a Covid-19 risk assessment. Risk assessments detailed how potential risks to children would be reduced. This area for improvement has been met.

Previous area for improvement 3

To ensure children's safety, the provider must ensure that safe recruitment procedures are in place. Particular consideration should be given to:

- two appropriate and relevant references for all adults employed in the service should be sought, following guidance from "Safer Recruitment through Better Recruitment".

This is to ensure care and support is consistent with the Health and Social Care Standards which state, "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

This area for improvement was made on 10 January 2020.

Action taken since then

We sampled staff files and found that all necessary checks had been carried out to ensure the safe recruitment of staff, following the guidance "Safer Recruitment through Better Recruitment". This area for improvement has been met.

Previous area for improvement 4

The service must demonstrate to the Care Inspectorate that children and parents receive a service which has a culture of continuous improvement through systematic and rigorous procedures for self-evaluation, auditing and monitoring of all areas of the service.

This is to ensure that management and leaderships is consistent with the Health and Social Care Standards which state, "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 10 January 2020.

Action taken since then

The provider and manager submitted a self-evaluation to us when requested, demonstrating how children were being cared for during the Covid-19 pandemic. It contained evaluations of what had been achieved and identified areas for development.

The manager also carried out informal monitoring and shared feedback with staff at the end of each session. Staff appraisals were planned within the next two weeks and, where needed, individual support was offered to staff to support practice. This area for improvement has been met.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

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