# Happy Feet Kool Kidz Zone
## Day Care of Children

Upper Floor
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Telephone: 01698 313111

**Type of inspection:**
Unannounced

**Completed on:**
22 November 2018

**Service provided by:**
Happy Feet Kool Kidz Zone a Partnership

**Service provider number:**
SP2014012358

**Service no:**
CS2014331111

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

Happy Feet Kool Kidz Zone was registered by the Care Inspectorate on 12 December 2014 to provide care for a maximum of 56 children attending primary school. The service runs before and after school care during term time and during school holidays. At the time of the inspection visit there were 105 children accessing the service.

Happy Feet Kool Kidz Zone is operated by a private provider who also has other childcare services.

The accommodation is on the upper floor of a property on the main street in Larkhall. The spacious accommodation offers the children the opportunity to move between a variety of different rooms which offered a wide range of activities and resources.

Included in the aims of the service is to: "provide a friendly, clean, comfortable and safe environment which the children will find stimulating and challenging, and where enjoyment and fun are linked with discovery and learning."

We checked the service was meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's nationals 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 parents to work with the services that help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

During the inspection visits children told us that they could make choices about how they spent their time at the service. They also told us that staff were really nice and that they had good fun with them. We observed staff taking the time to listen to children, offer them support and encouragement during activities and games. Children told us what their favourite activities were and included the following:

"Playing the games in the funky room."

"I like going on the computer."

"Being with my friends."

"My favourite is playing the x box."

"I like playing games on the play station."

"Playing in the house corner pretending to make the dinner is my favourite thing to do."

"I like when we go to the park."

We sent 15 care standard questionnaires to the service to distribute to parents/carers of children who used the out of school care, five of which were returned before the inspection. We had the opportunity to speak with a

further six parents. All parents told us they were happy with the quality of care their child received. Comments included:

"Lynne the manager always goes above and beyond for my child with a long term illness. I am an anxious mother about who I leave in charge of my child's care but I whole heartedly trust Lynne with the care of my child. The other staff are great also."

"The staff are friendly, caring and helpful. My children love the variety of activities available and are encouraged to take part in different activities."

"The staff listen and help with my children's needs and always have their wellbeing as a priority."

"What I notice about Happy Feet over the years is excellent consistency in the manager and care staff team. There is a wonderful mix of mature and younger staff and our child really benefits from both."

"Like any mum I sometimes worry about my child but I send her to Happy Feet safe in the knowledge that staff will talk to me if they need to. Lynne and the staff team are doing a wonderful job."

"I am very comfortable leaving my child in their care. Staff are great and my child loves attending."

"I have been using this service for many years and I am very happy as is my child."

"Staff are very approachable and friendly."

"Staff are great, really caring and they have a great rapport with the children."

"I know if they were concerned about my child's health they would phone me immediately."

## Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We discussed the improvement plan for the service which demonstrated clear priorities for improving outcomes as well as progress made.

## From this inspection we graded this service as:

| | |
|---|---|
| **Quality of care and support** | 5 - Very Good |
| **Quality of environment** | 5 - Very Good |
| **Quality of staffing** | not assessed |
| **Quality of management and leadership** | not assessed |

## What the service does well

We observed happy, settled children who were able to make choices about the resources they played with and the activities they could participate in. The staff actively encouraged the children to be involved in the development and improvement of the service. A children's council had been set up with the children attending

the service voting for who they wanted to be in key positions such as head boy/girl, chairperson and treasurer. This ensured that children felt valued, responsible and included about what was happening in the service.

A wide range of information was shared between parents and service regarding children's health and wellbeing needs. Staff worked with parents to complete a detailed personal plan which recorded children's medical and dietary requirements. Some children required medication which was stored securely with written protocols in place for staff to follow. The outcome of this practice was that children's health and wellbeing needs were being met and parents felt confident in leaving their children at the service. The staff had embedded the wellbeing indicators into their practice which included children having the opportunity to be active and have healthy snacks.

Staff participated regularly in child protection training, they were confident in discussing with the Inspector what action they would take if concerned about a child's welfare. This helped ensure children's safety.

During the inspection we noted that staff had developed positive relationships with the children. It was evident that children were having fun in the company of the staff. Children played very well together and told us how much they enjoyed attending the service and meeting their friends. We noticed that the children were kind and respectful towards each other. Older children displayed patience and understanding when helping the younger children.

Management and staff put children's rights and their safety at the centre of everything they did. Risk assessments were in place for the accommodation, activities, transport and outings. These were completed by both staff and children. Children were responsible for managing waiting lists for using the wide range of console games and computers. This worked well and encouraged the children to be responsible and respectful. Internet safety was discussed with the children and information and rules displayed to remind them how to stay safe.

Children's rights and information about bullying was displayed and discussed regularly with the children. This ensured that they felt comfortable sharing their feelings and thoughts with staff. Through the use of a friendship tree children had the opportunity to explore what friendship means and what makes a good friend.

In consultation with children and to further extend their enjoyment, staff had introduced a range of clubs including Zumba, Baking, Craft and Science. These clubs encouraged children to learn new skills, extend their knowledge and keep active. Children told the Inspector how important these clubs were to them. Due to children's attendance patterns the days of clubs were changed regularly to ensure all children who wished to participate in them had the opportunity to do so. We observed children making cupcakes and decorating glasses. which they thoroughly enjoyed doing.

## What the service could do better

There were no significant areas for improvement identified during this inspection visit. Through our discussions with management, we feel they and staff are well placed to make further progress on the areas they had identified in their improvement plan.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

## Complaints

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

## Inspection and grading history

| Date | Type | Gradings | |
|---|---|---|---|
| 21 Jan 2016 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |

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