

# Care service inspection report

## Livingston Village Out of School Club

### Day Care of Children

Livingston Village Primary School  
Kirkton North  
Livingston Village  
Livingston  
EH54 7EQ  
Telephone: 01506 417343

Inspected by: Tracey Goddard

Type of inspection: Unannounced

Inspection completed on: 29 July 2011



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### **Service provided by:**

Livingston Village Out of School Club

### **Service provider number:**

SP2010010809

### **Care service number:**

CS2004061193

### **Contact details for the inspector who inspected this service:**

Tracey Goddard

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment		N/A
Quality of Staffing	4	Good
Quality of Management and Leadership		N/A

### What the service does well

Staff at Livingston Village Out of School Club provide a very good standard of childcare to families using their service.

Flexibility within their daily programme ensures that children can influence the activities and events they wish to take part in.

### What the service could do better

The provider is required to address the requirement identified through our safer recruitment audit.

### What the service has done since the last inspection

Staff have maintained the very good practice evidenced during the last inspection. They continue to provide children with a wide range of activities that are age appropriate. They offer a service which responds to the needs and interests of the children in their care.

### Conclusion

Staff provide a fun relaxed environment, where children can develop new skills and learn through play

**Who did this inspection**

Tracey Goddard

# 1 About the service we inspected

We registered Livingston Village Out of School Club in August 2004.

The service is registered to care for 45 children of primary school age. The operating hours are Monday - Thursday 8.00 am - 8.55 am and 2.45 pm - 6.00pm and on a Friday 8.00 am - 8.55 am and 12.10 pm - 6.00 pm during term time. During school holidays they operate Monday - Friday 8.00 am - 6.00 pm. On the day of the visit there were 15 children attending and there were 69 children on the roll.

The club is accommodated in the community wing of Livingston Village Primary School and has regular use of the school's gym hall and outdoor area. The children have access to two rooms and snacks were prepared within one of these rooms. There are toilets adjacent to the playrooms.

The aims of the out of school club included:

- \* To promote the care and education of children requiring care out of school hours.
- \* To provide a caring stimulating environment whilst in the care of the club.
- \* To provide a varied programme which will broaden the experience of the child.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - N/A**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - N/A**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.scswis.com](http://www.scswis.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

As requested by us the service sent us a self assessment form. They failed to submit their annual return.

We issued 20 questionnaires to parents of children who used the service. 13 were returned to us before the inspection.

We wrote this report after an unannounced inspection that took place on 20 July 2011. At this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Evidence from the service's most recent self-assessment
- Minutes from staff meetings
- Staff recruitment files
- Incident and accident reports
- Complaint procedures
- Children's files
- Website
- Newsletters
- Aims of service
- Certificate of Registration
- Record of attendance
- Public Liability insurance document
- Observing staff interaction with the children and their work practice
- Examination of toys and resources

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

### **What the service has done to meet any requirements we made at our last inspection**

#### **The requirement**

The service must include in the recruitment procedure a system to record whether a candidate is physically and mentally fit. This is in order to comply with: SSI 2002/114 Regulation 19 (2)(a) - Fitness of Employees. Timescale for implementation: Within 1 month of the publication of this report or prior to the employment of a new member of staff.

#### **What the service did to meet the requirement**

We confirmed that the service had updated their recruitment procedure to include a system for recording the physical and mental fitness of prospective employees.

**The requirement is:** Met

### **What the service has done to meet any recommendations we made at our last inspection**

We made one recommendation at our last inspection visit

It is recommended that the service reviews the current recruitment policy and procedure to include a recording system to show that they have checked professional registers prior to new staff being employed within the service.

Looking at the files of newly appointed staff we evidenced that the service were evidencing that they were checking professional registers.

This recommendation is met.

#### **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** No

### **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service submitted a comprehensive self-assessment, however on looking at the previous self-assessment submitted by the service we saw that they had identified the same areas for improvement. The service should consider reviewing the information contained within their self -assessment and ensure for future inspections that the areas for improvement are identified.

### **Taking the views of people using the care service into account**

On the day of the inspection there were 28 children present. They were engaged in a variety of different activities. The children happily spoke with us and told us what they liked about the club. The children were very complimentary about all the staff. The interaction between staff and children was warm. Staff were consistent in their approach when setting boundaries for the children.

### **Taking carers' views into account**

We issued 20 Care Standard questionnaires 13 were completed and returned to us before our inspection visit. All agreed that overall they were happy with the quality of care their child received from the service. Comments included:

"My child is very settled and happy at Little Villagers. The children have developed strong links with each other- like a big happy family, and that's down to the ethos created by the staff. They are given a wide range of activities to choose from. My child is quite sporty and enjoys these activities the most. Very happy to send my child to Little Villagers!"

"The staff are friendly, approachable and form good relationships with parents and children. Activities are varied and exciting, children are entertained and stimulated with new and challenging activities on a regular basis."

"The staff are welcoming and friendly. My child thoroughly enjoys her time at Little Villagers and quite often complains that she has been collected too soon!"

One parent commented on the quality of snack. This was discussed with the manager. On the day of the inspection the snack appeared healthy and well balanced.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

We found that staff had continued to ensure that parents and children had very good opportunities to assess and improve the quality of care and support provided by the service.

We saw that staff routinely gave parents opportunities to be involved in assessing and improving the quality of care and support in a variety of ways. For example during initial visits, staff would take the time to speak with parents, to build a picture of the children coming into their care. Staff would use this information to help them identify the care needs of individual children. This allowed staff to provide specific care according to parental wishes.

Staff said that they used pick up times as an ideal opportunity to speak with parents and discuss the care and support they were giving to individual children. This meant that both staff and parents were up-to-date with any changes to individual children's care needs.

Staff had developed the very good practice of asking children to give their views and make suggestions about all aspects of the service. This ensured that staff provided a service that met the children's interests and ideas. Discussions with staff demonstrated that they were aware of how this contributed to the overall well being needs of the children in their care.

Throughout the inspection visit, we confirmed that through chatting with staff children could influence the level of support they required. We saw that staff adapted their practice to ensure that they were taking account of the requests made by the children. For example, we saw that staff assisted some of the younger children who requested additional help to participate in board games

It was clear that staff were very aware of the need to consider how parents using this service preferred to feedback their thoughts and suggestions.

Of the 13 Care Standard Questionnaires returned to us before the inspection three parents 'strongly agreed', four parents 'agreed' that staff shared information about their child's learning and development with them and where appropriate their child. Six parents stated 'not applicable' to this statement.

### **Areas for improvement**

Staff should continue to maintain the very good practice of ensuring parents and children have opportunities to assess and improve the quality of care and support provided by the service.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 4**

We use a range of communication methods to ensure we meet the needs of service users.

### **Service strengths**

We found that staff used a very good range of communication methods to ensure they met the needs of children and families using the service.

We looked at the well-placed information board within the Club and found that staff used this space to keep parents up-to-date with a variety of information. For example, programme of events and a variety of policies, including confidentiality, child protection and play policies.

Viewing the daily diary, we could evidence that children were routinely involved in planning the activities they wished to participate in. It was evident that staff were committed to providing a child centred experience for the children in their care. They gave very good examples of how they had changed the daily programme to reflect the interests of the children in attendance.

We looked at the Club's website and confirmed that staff ensured that there were opportunities for parents to be consulted on all aspect of the service. This allowed them to assess if the programme of events would be suitable to meet their child's needs.

Regular newsletters provided staff with additional ways of consulting with parents and keeping them informed about the different types of activities that would be on offer and what the children had been doing. We confirmed this to be very good practice.

Staff described how they involved parents in the life of the Club, this included asking for parent helpers for trips and encouraging families who used the service to donate their 'junk'.

Through discussion, staff demonstrated a very good understanding of the Club's confidentiality policy and procedure. They gave a clear account of why it was important to maintain confidentiality. Examples they gave supported this.

Of the 13 Care Standard Questionnaires returned to us before the inspection ten parents 'strongly agreed' and three parents 'agreed' that the service kept them informed of what was happening through newsletters and information boards.

### **Areas for improvement**

Staff should continue to maintain the very good practice of ensuring that they use a range of communication methods to meet the needs of children and families using the service.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Quality Theme 2: Quality of Environment - NOT ASSESSED**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

### Service strengths

In addition to the strengths identified in Quality Theme 1 Statement 1 we confirmed that staff provided very good opportunities for parents and children to assess and improve the quality of the staffing within the Club

Through discussion staff demonstrated, a very good awareness of how the children's needs determined the training opportunities they undertook.

Looking at the service's questionnaires, we saw that they contained questions linked to our quality themes including staffing. This very good practice encouraged parents to be involved in their grading process.

We saw that the Club's website informed parents of staff's qualifications, roles and responsibilities. Staff photographs on the notice board allowed parents to identify staff easily.

Staff demonstrated a very good understanding of why it was important to encourage parents and children to feedback about the quality of staffing within the service.

Of the 13 Care Standard Questionnaires returned to us before the inspection ten parents 'strongly agreed' and three parents 'agreed' that they felt confident that staff had the skills and experience to care for their child and support their learning and development.

### Areas for improvement

We saw that the complaints procedure was available for parents to see. However, the information within this needs to be updated to inform parents that they can complain directly to SCSWIS if they wish.

At the inspection we were not able to view any committee minutes. However looking at the Club's website we saw that there were minutes available to read on-line. We evidenced that the most recent minutes available were 2010. The service should ensure that relevant minutes from committee meetings are available to all parents.

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**Grade awarded for this statement:** 5 - Very Good

**Number of recommendations:** 0

**Number of requirements:** 0

## Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

### Service strengths

From our safer recruitment audit, we concluded that the service had an adequate system in place to ensure that staff had been recruited and inducted in a robust manner to protect the children and staff.

There was a good induction programme in place for new staff. We confirmed this during conversations with staff and looking at the files of newly appointed members of the team.

The manager confirmed that she provided extra supervision sessions for new staff to ensure that she was confident that they had a good knowledge and understanding of the service policies and procedures, including child protection.

All staff were qualified to at least Scottish Vocational Qualification level 2 (SVQ2).

### Areas for improvement

On viewing the records of the most recent staff to be appointed by the Club we identified the following:-

The provider had employed a member of staff to start working for them without ensuring that a satisfactory Disclosure Scotland check was in place. This does not follow best practice guidance. The chairperson agreed to resolve this by ensuring that this member of staff was checked through the new PVG scheme.

See Requirement 1.

In one staff file there was only one reference available. We discussed with the chairperson that two references are required for all newly appointed staff. She acknowledged this.

See Recommendation 1.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 1

## **Requirements**

1. In order to comply with SSI 210 Regulation 9 (1) Fitness of Employees. The provider shall not employ any person in the provision of a care service unless that person is fit to be so employed.

Timescale-With immediate effect.

This requirement takes account of NCS 12 Early Education and Childcare up to the age of 16 - Confidence in staff.

## **Recommendations**

1. We recommend that the service ensure that two references are obtained prior to new staff being employed. One of which should be from the prospective candidates most recent employer. NCS 12 Early Education and Childcare up to the age of 16 - Confidence in staff.

**Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED**

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

#### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 2	3 - Adequate
<b>Quality of Management and Leadership - Not Assessed</b>	

## 6 Inspection and grading history

Date	Type	Gradings
10 Aug 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
12 Aug 2008	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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