

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: Unannounced
Inspection completed on: 21 March 2018

Service provided by:
Bothwell Out of School Care Limited

Service provider number:
SP2006008226

Care service number:
CS2006117565

About the service

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Happy Feet Kool Kidz Zone (previously known as Bothwell Out of School Care) registered with the Care Inspectorate in April 2011 and provides a care service for up to 60 children at any one time. The club operates from the Parish Church Centre in Main Street, Bothwell. The provider is Bothwell Out of School Care Limited.

The service is located over three rooms within the church centre. The main hall provides a large space for physical games and the two smaller rooms allow for quieter types of play, homework and gaming.

The service aims to provide a caring, nurturing and safe environment for each child.

The service is currently registered with the following conditions:

To provide an Out of School service to a maximum of 60 children attending primary school up to the age of 16 years in Parish Church Centre on a year round basis. (Children who will start primary school in the August term can be cared for by the service from the end of the school term in June through to when they commence primary school at the beginning of the August term).

The service will operate between the times of : 7.30am to 9.00am, 12.00pm to 3.00pm for Primary 1 children August - October and 3.00pm to 6.00pm, during term time and 8.00am to 6.00pm during school holidays Monday to Friday, 50 weeks a year.

During operating times the service will have exclusive use of: The St. Brides Suite, The Games Hall and The Kentigern Room.

What people told us

We did not receive any parents questionnaires prior to the inspection however, we did speak to some parents as part of the inspection process. They told us that their children were happy at the service and they were overall, pleased with the quality of care their children received.

Some of their comments are noted below;

"The homework club is positive, I value that".

"X keyworker is superb, very patient".

"Since Happy Feet came in they are getting new stuff".

"My child is really happy here".

In the last month a new manager and owner had taken over the service. Staff and children told us about the positive impact this had had on their experiences at the service.

We spoke with the children attending the service. They gave us their views on their experiences and most commented positively on their time at the club and told us they liked the staff. Many of the children told us about the improvements that the new owners had made. They were particularly pleased with the new equipment that had been bought. However, some children told us that they would like to be outside more and that they would like more choice. Some of their comments are noted below:

"Staff are nice"

"It's a nice club, I get to play games".

"Staff are friendly and sociable"

"Since Happy Feet came in it's more posh. There's new menu's and some cool gaming stuff"

"It's a fun place"

"It's better since Happy Feet came in, we have new toys and it's not as boring"

"We don't get to go outside- it would be better if we could".

"You don't really get to choose , you just have to do what they tell you".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plans and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

Children spoke highly of the staff who cared for them and we observed good relationships between them. Most of the staff had worked in the service for an extended period of time providing the children with continuity and consistency. Staff and children entered in to two- way fun conversations and children received physical comfort when appropriate. For example, if they hurt themselves. This created a warm atmosphere. One child said "the staff just chat, they have a bit of banter" and another child said "X is so funny, she brightens my day, especially if school has been a bit boring".

Children talked excitedly about the equipment that the new owners had just purchased. They were eager to play in the chill out area and use the new construction toys and gaming stations. Children told us that things were getting better with the introduction of new toys as it stopped them being bored. We observed children who were motivated to play with the new equipment and saw good use of imagination in the building area.

Children were protected from harm by staff who were alert and aware of things that could make children unhappy or cause them harm. All staff had completed child protection training in November and had a good understanding of how to respond to any signs of deterioration in children's health or wellbeing or sudden causes for concern.

Staff communicated with children clearly sharing information about changes to the service. As a result children felt valued and involved in changes.

The new owners had begun improving the snack menu. Children told us it was "posh now". Snack time was a sociable experience and children self selected from a variety of healthy options, including fresh fruit. This promotes healthy lifestyles for the children.

The children had good opportunities for playing physical team games in the main hall. They enjoyed playing football and doge ball. We saw that children were developing physical skills, social skills and confidence whilst participating in this type of play. Staff enthusiastically supported this play, fully emerging themselves in the good spirit of the game and making it fun for the children.

What the service could do better

We saw that some children were not engaged in play for periods of time. They told us that they didn't have anything to do as they didn't want to participate in the set planned activity in the big hall. Some children were also unable to participate in some experiences that they did want to, as staff notified them there was no space for them to join in. Children would be more motivated to participate in play and enjoy their experiences if they were given more choice. The new owners were in agreement that children should direct their own play and freely access a wide range of experiences and resources that stimulate their natural curiosity, learning and creativity. This should include regular access to outdoors. See recommendation 1.

Staff caring for children had been given little opportunity to develop their skills since the last inspection. This impacted on their ability to provide quality play experiences for children. For example, we saw that staff led routines disrupted children's play experiences and staff were sometimes limiting children's experiences of assessing risks for themselves. The new owners valued staff training and supervision and were keen to support staff development as they move forward. They had made a positive start to this by providing the staff with child protection training. They had also facilitated a visit to another after school care service to promote good practice. It is important that the training needs of staff are identified and developed so that children's needs can be better met. See recommendation 2.

The new manager identified that children's personal plans had not been updated to demonstrate how children's health, welfare and safety needs would be met. She understood the importance of taking this forward so that children are fully supported to achieve. See recommendation 3.

We discussed with the new management team the need to recruit staff safely through a robust recruitment process. This ensures the suitability of the staff caring for children. Since the new owners and manager had come in to post no new staff had been recruited, however we did find that some staff files over the last year did not demonstrate that best practice in line with safer recruitment had been followed. The new owners had created a staff record checklist for staff files and we are confident this will work well to support any future recruitment drives.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. We recommend that children are given the opportunity to direct their own play by choosing from a variety of different freely chosen experiences.

To achieve this the service should:

- Provide children with the choice to play outside
- Arrange play equipment in a way that promotes choice
- Consider the deployment of staff to allow children to move freely between rooms
- Incorporate loose parts to inspire children's thinking, curiosity and imagination.

As a result of this children will be better stimulated to learn and play.

This is to meet National Care Standards Early Education and Childcare up to the age of 16, standard 5- quality of experience.

2. We recommend that staff' training needs are identified and acted upon to support their development.

To achieve this consideration should be given to the following:

- Supervision of staff
- Developing a staff appraisal system
- Positive role modelling to support staff development
- Training (in particular linked to the Playwork Principles)

As a result of this staff will be better supported to meet children's needs and provide quality experiences for them.

This is to meet National Care Standards Early Education and Childcare up to the age of 16, standard 12- confidence in staff.

3. We recommend that the service develops children's personal plans which set out how children's health, welfare and safety needs will be met.

Personal plans should be put in place within 28 days of a child starting at the service and should be reviewed at least every 6 months including, involvement from the child and their family.

As a result of this children's needs will be planned for and they will be supported to meet their full potential.

This is to meet National Care Standards Early Education and Childcare up to the age of 16. Standard 6- support and development.

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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