

ASN Holiday Club Day Care of Children

Clickimin Leisure Centre
Lochside
Lerwick
Shetland
ZE1 0PJ

Telephone: 01595 743922

Type of inspection:

Unannounced

Completed on:

23 July 2019

Service provided by:

Disability Shetland

Service provider number:

SP2014012267

Service no:

CS2014324452

About the service

The service was registered with the Care Inspectorate on 10 July 2014.

ASN Holiday Club operates from areas within the Clickimin Leisure Centre - the main pool, hydrotherapy pool, bowls hall, main hall, and Loch Bar, changing facilities and toilets. They also operate from the Sandveien Neighbourhood Centre, having exclusive use of premises - games hall, small kitchen, three rooms, changing facilities and toilets, outdoor garden area.

The service is registered to provide a care service to a maximum of 24 children aged three years to 19 years and still in education. The service operates during school holiday times only and currently provides a full day or part day session. As part of their holiday programme they include a wide variety of trips and outings and regular sailings on their boat 'Woolton Lass'.

Included within the vision of the service was:

- "Disability Shetland supports the efforts of disabled people to realise their full potential in all areas of life".

We carried out an unannounced inspection of the service over two days, beginning on Wednesday 17th July and ending on Tuesday 23 July 2019. During both days we observed daily practice and talked with eight of the children who attended. We spoke with three parents as well as the manager, two Disability Shetland directors, eight staff members as well as several volunteers. We observed staff practice and checked documentation relevant to the inspection. We gave feedback to the manager and field worker on 23 July 2019.

The Care Inspectorate 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 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. 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.

What people told us

There were 22 children attending on 21 July 2019 and 19 on 22 July 2019. We talked informally with those children who were happy to talk with us. We asked them if they liked coming here to play and they indicated that they did.

During both days we observed the children as they played. We saw happy, smiling faces and children who were relaxed and happy with their chosen activities. Children were familiar with the club routines and familiar with the setting. Children interacted confidently and naturally with the staff and we saw very positive relationships had been established.

We sent out 12 Care Standards Questionnaires to the service to give to parents and received two questionnaires back. We emailed those who supplied an email address but did not receive a reply. We spoke with three parents during the inspection. We noted that parents were very happy with the service and shared their views with the manager and fieldworker during the feedback session.

Parents told us they were happy that the new premises used were suitable, and provided a safe environment for the children. They commented on the quality of the staff team describing them as: "really nice" and "good with the children". They liked that the staff group was familiar to the children, therefore, providing continuity for the children and reassurance to them as parents.

One parent described how the club were very good at ensuring everyone was included. They commented on the planning and effort that was made to ensure children experienced so many different activities and had such a good range of opportunities for holiday activities and play. They told us the outings were well organised and transport was good.

We shared all feedback with the manager and field worker during the feedback session at the end of the inspection.

Self assessment

The service was not asked to complete a self-assessment before the inspection. We looked at the service's audit systems and discussed how they needed to have a development plan showing how they planned to maintain and improve the service during the feedback session.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Since the previous inspection the service has continued to expand with more children and young people using the holiday club. They were now using different premises because the previous venues did not now meet the changing needs of the children. Clickimin Centre and Sandveien Neighbourhood are both familiar to the children (being used for Saturday Club and swimming). The venues both have various small rooms that can be used as 'break out' areas or for children to have quiet time. The premises are easily accessible, which is very important for the children using the club. Parents told us they were happy with the venues used and children were very used to both these premises.

We found staff had a very good knowledge and understanding of the needs of each child and shared this knowledge with volunteers. This ensured that all carers were able to actively support children. On both days we saw the full staff team have a short meeting at the start of each session to discuss the specific support required. Staff knew the children very well, and described their individual care needs confidently. All staff and volunteers were nurturing and caring with all children and understanding regarding their specific needs. We saw children were happy, settled and comfortable with staff.

From looking at the records we noted information was gathered from parents and fed into the children's care plans. Each child had a detailed plan outlining their support needs, which was regularly updated. This helped staff prepare their holiday programme ensuring there were enough activities each child could enjoy. Effective partnerships with parents, other professionals and community organisations supported the high quality care children received. We noted good use was made of community resources, for example they had use of a mobile hoist.

We noted the service had suitable procedures in place to safeguard children, with a child protection policy providing clear guidance for staff. Staff had a clear understanding of their roles and responsibilities to protect children. Appropriate systems were in place for recording and reporting any concerns. Staff attended child protection awareness training as part of their core training. Staff were also up-to-date with first aid training, food hygiene and manual handling. When using Clickimin pool they had additional support from well-trained lifeguards.

Children were supported to be healthy through opportunities for physical and sensory play as well as daily access to outdoors. Parents told us they liked that their child could go for trips and considered the club organised these very well. Children also have regular trips on Disability Shetland's own boat, which provides a wonderful opportunity for them to be at sea in a safe, controlled way.

On the first day we accompanied a small group to a nearby field to feed the ponies and some could sit and have a short ride on the pony. It was lovely to see the delighted smile on the face of one young child when he sat on the pony. On the second day we saw them having fun in the swimming pool. The pool was used by the community and we enjoyed seeing all the children enjoy water play together. We noted a large play area with an interesting range of activities as well as bouncy castle for the afternoon session. Children were supported with lunches, which parents provided and staff were competent in supporting with eating, including specific feeding regimes. We saw staff teaching other staff how to help a child with tube-feeding, which was done in a calm, nurturing way.

Children had access to a wide and varied selection of activities. We saw busy children enjoying their play. Feedback from parents we talked to was that the children enjoyed their time at club and staff were very good at providing activities they knew they would enjoy. Children were interested and engaged in their play and were gently supported to achieve their potential with a high adult/child ratio depending on each young person's needs.

Staff worked very well together as a team. One of the strengths of the ASN Holiday Club was that the staff caring for the children were also worked with them in another setting, for example: ASN department at Bell's

Brae Primary School and Anderson High School. This ensured continuity of care and helped the children feel secure in different settings.

Permanent staff were registered with the Scottish Social Services Council (SSSC), the body responsible for registering people who work in social services and regulating their training. We saw volunteers received training before they started working in the service.

Overall ASN Holiday Club is a busy, well-used service which has a warm, caring and friendly atmosphere and ensures children can experience a positive holiday programme.

What the service could do better

During the feedback session we discussed several areas we agreed the service should look at.

This included:

- we discussed how they could manage the care plans more effectively. We discussed the methods used to update information included within plans. The manager was aware of the need to review these six monthly. However, due to the nature of the service (holiday care) they did this at the start of the programme to ensure they had up-to-date information, but this could prove challenging. We suggested various methods they might try for gathering information and shared examples other services have used.
- we asked the service to develop a formal development plan to demonstrate how they planned to further develop and improve the service. We discussed how we no longer ask services to complete a self-assessment but look at their own evaluation systems and development (or improvement) plans.
- we reminded the manager of the need to inform the Care Inspectorate regarding any changes to the service. We reminded them to use the online notification system and apply for variations when needed.
- we asked them to look at the entrance door at the Sandveien Neighbourhood Centre to ensure the children are safe. The club has more young able-bodied children, including preschool children, and the door was not locked. This was due to the busy nature of club with children coming and going frequently during the day to access the outdoor area or go for walks with staff. However, due to the fact that there are preschool children a risk assessment should be completed.
- we noted bar soap was used in the Sandveien Neighbourhood Centre and asked them to obtain their own supply of liquid hand-wash for the children to use, which must not be antibacterial. This is in line with current infection control guidelines:

Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) September 2015 - see page 5:

<http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/infection-prevention-control-childcare.pdf>

Scotland's National Hand Hygiene Campaign available at:

http://www.washyourhandsofthem.com/the_campaign/children's-pack.aspx.

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.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings								
6 Jul 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	4 - Good	Staffing	5 - Very good	Management and leadership	4 - Good
Care and support	5 - Very good									
Environment	4 - Good									
Staffing	5 - Very good									
Management and leadership	4 - Good									
16 Jul 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	3 - Adequate
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	3 - Adequate									

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