

Care service inspection report

Full inspection

Glaitness Summer Playscheme Day Care of Children

Glaitness School
Pickaquoy Road
Kirkwall



HAPPY TO TRANSLATE

Service provided by: Orkney Islands Council

Service provider number: SP2003001951

Care service number: CS2007154460

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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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	4	Good
Quality of environment	5	Very Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

What the service does well

Glaitness Summer Playscheme gave young people the opportunity to take part in a range of fun activities in a safe and well resourced environment. Young people were well supported by an enthusiastic and motivated staff group. The service provides individualised care to young people on a one-to-one basis where they enjoyed structured outings and activities during the school holidays.

What the service could do better

There was a need for the service to develop their care planning to ensure that it reflects the best practice wellbeing indicators. It would be beneficial for parental input on young people's risk assessments to ensure that these reflect actual risk that young people may display.

What the service has done since the last inspection

The service had developed the mechanisms to ensure that there is parental involvement in the service. All parents are invited to an open day to discuss their children's individual needs. There is also a well developed evaluation

questionnaire that parents are encouraged to complete at the end of the service.

Conclusion

Glaitness Summer Playscheme provides a valuable respite service to families of young people who have additional needs. Staff were committed and motivated to providing a quality service.

1 About the service we inspected

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Glaitness Summer Playscheme provides a service for up to 32 children with additional needs. The service was located in the Glaitness School building, which was purpose-built to be fully accessible for a wide range of needs. The accommodation has suitable parking, outside playspaces, a large hall and classrooms, as well as a ball pool and a sensory room.

The playscheme is designed to provide a service to children whose support needs mean they are not otherwise able to access the full range of community based activities available to other children.

The summer playscheme aims to provide safe, supervised and stimulating play for the young people involved.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or

orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 4 - Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 4 - Good

Quality of management and leadership - Grade 4 - Good

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.careinspectorate.com or by calling us on 0345 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

This report was written after an unannounced inspection that took place between 9:30am and 3:30pm on the 31 August 2015. Feedback was given to the registered manager on the 18 August 2015.

As requested by us, the provider sent us an annual return and completed a self assessment.

We issued 20 Care Standards Questionnaires (CSQs) to parents of children using the service and five were returned.

In this inspection we gathered evidence from a range of sources, including:

- policies and procedures
- training records
- child registration forms
- referral forms
- risk assessments
- medical consent forms
- parental consent forms
- daily record and debrief book
- staff records
- children's communication books
- information for parents.

The inspector also:

- spoke to the co-ordinator and members of staff
- spoke to children

- spoke to five parents about their views of the playscheme
- made observations of the staff interaction with the children
- inspected the general environment and the equipment available.

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.firescotland.gov.uk

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: Yes - Electronic

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 self assessment was submitted on time and was completed to a satisfactory standard.

Taking the views of people using the care service into account

We spoke with all young people who attended the playscheme. All young people at the Kirkwall Grammar site were able to verbalise their comments about the service. All stated that they had had a great time. Some indicated that they had particularly enjoyed the swimming and would have liked more outings to the Pickaquoy Centre. All stated that there was a good range of activities and the highlights had been the trips to see the buffalos and also the cinema outing. We observed very good relationships between young people and staff. Young people indicated that they felt safe.

We observed a prize ceremony where the young people were all presented with a medal, certificate and a DVD of photos of their attendance at the playscheme. This was well received by young people and their parents.

Taking carers' views into account

We received five CSQs from parents. Four 'strongly agreed' and one 'agreed' with the statement: "Overall, I am happy with the quality of care my child receives in this service."

The questionnaires contained the following comments:

- "A fantastic service that is put on for young people with additional needs. This year there has been a new co-ordinator who has been fantastic and should be praised highly. All staff there are so lovely and keen. The children have fun. We are so grateful that our son was given a space to attend."
- "My son has enjoyed his time with the group and my son is very keen on his keyworker."

We interviewed five parents during the inspection. All had very positive comments with regards to care and support that the service offered. All indicated that they felt the resource was extremely valuable and allowed young people to have access to a range of activities and outings that were fun. All parents indicated that they had an opportunity to talk with staff prior to starting the service and that they had daily communication with staff with the use of diaries and daily chats when they dropped young people off at the playscheme.

We examined the evaluation of the service which was collated into an annual report. Again, parents comments regarding the service were all extremely positive.

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

Grade awarded for this theme: 4 - 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 assessed this Quality Statement by:

- speaking with the young people and parents who use the service
- speaking with the co-ordinator and staff
- examining records, such as the service's own questionnaires, minutes of meetings with families and the support files for a selection of people who use the service.

At this inspection, we found that the performance of the service was very good for this Quality Statement.

The information which was created for having individual contact with parents on an open day and gleaned from professional reports and care plans which were used in other local authority provisions was viewed. All families had completed a referral form which took account of the needs of the individual young people. This information enables staff to be made aware of the child's needs, likes, dislikes, and medical information. A consent form for medication and activities was also completed by parents.

We observed very good communication with parents during our visit, parents indicated that they thought the communication with the service was excellent. We examined communication diaries which gave parents up-to-date information on how their child's day had went. Children were also given the opportunity to put their comments in these diaries. They staff also commented that these were essential tools in keeping them up-to-date with children's behaviour at home. Parents told us that the chats at the beginning and end of day were extremely important.

The service kept parents up-to-date with letters informing them of the activities that were planned during the three-week period. There was also a weekly newsletter which gave parents an account of activities and achievements. All parents indicated that they had very good information on the playscheme prior to it starting. This information contained contact details for the co-ordinator who parents commented was "very approachable and dealt with any queries or worries" they had.

The parents who were interviewed were extremely positive about the service. Indicating that staff had a good knowledge and awareness of their children's needs. They indicated that staff were able to listen to their comments and responded appropriately, making parents listen too and feel valued by the staff.

Seven parents completed CSQs and all 'agreed' with the statement: "Overall, I am happy with the quality of care my child receives from the service."

All seven 'agreed' "that [they] received clear information about the service" and again all 'agreed' with the statement: "Staff share information about my child's learning and development with me and, where appropriate, my child."

The service had well developed evaluation forms which were issued to all parents and children at the end of the playscheme. This covered all aspects of the provision and asked for suggestions or comments about the playscheme. These had been used effectively to plan activities from last year's playscheme and were seen as critical in developing an improvement strategy for next year. Regrettably we were unable to evaluate this year's questionnaire as it had only recently been sent out to families. It was evident from comments from young

people and their parents that this was a very valued service which gave young people a fantastic opportunity to take part in a range of fun activities.

Areas for improvement

The service should consider reviewing how it shares information about making a complaints, as many parents indicated that they did not know how to make a complaint.

A number of parents indicated that due to transport changes this year this had made it difficult to drop their children off in time for sessions starting. The management are aware of this issue and will try to resolve it before the start of the playscheme next year.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

We assessed this Quality Statement by:

- speaking with the young people who use the service
- speaking with the manager, co-ordinator and staff
- spending time observing the support received from staff (when it was appropriate)
- examining records, such as the files for a selection of people who use the service.

At this inspection, we found that the performance of the service was good for this Quality Statement.

There was a variety of activities planned for the children who attended the summer playscheme over a three-week period. These included a number of outings to local places of interest, such as the buffalo farm, the Pickaquoy Centre for swimming, soft play, trampolining and the cinema. The service had also arranged for the emergency service to visit both sites and saw the young people having visits from the fire service and also the ambulance service. These activities were based around feedback that the service had received from parents and young people. The feedback from young people was exceptional and these were key to expanding their interests and learning. All young people enjoyed these new experiences and it gave them the opportunity to visit and take part in events that were happening in their own communities.

The playscheme was situated over two sites within the Glaitness School and the New Kirkwall Grammar buildings, this ensured specialist equipment and resources were available. This allowed children of a wide range of age to have a range of resources and activities which were age appropriate with a range of needs to join in with as many of activities as possible.

Both sites offered well planned activities, such as arts and crafts, games, construction, baking, and physical and sensory play. The service had open access to well resourced outside spaces and young people were out in the fresh air every day. The playscheme had access to the school gym halls and provided a range of activities taking into account children's interests.

Staff worked hard at supporting young people to achieve tasks or cope with experiences which were new to them. We saw young people being encouraged to plant and care for seeds. The children attending the playscheme covered a wide range of ages and abilities, the service had created two sites which enabled them to have some with children needing higher levels of support in one venue which they were familiar with and also an older group to enable them to take part in other activities at another site. These needs of young people were all taken into account in arranging staffing ratios and there was good staffing provision which enabled young people to feel appropriately supported when trying out new activities.

All young people had personal plans which had been created from previous assessments. These were used to underpin the information gathered from parents. It would be beneficial for new personal plans to be created and to create these documents prior to the service starting and also sharing these with parents and young people (see Areas for Improvement). Most young people had individual timetables were they were encouraged to indicate preferences in their own ways and these were described in their support plans. As the playscheme was only active for a limited time period, reviewing the children's plans were occurring prior to the scheme being active again. All young people had up-to-date risk assessments that took account of behaviour strategies that the service would use to ensure young people could be kept safe.

All young people who had specific health needs were clearly detailed in the personal plans and indicated how the young people's medication should be administered and managed.

We observed staff offering a wide range of activities which helped children to reach their potential during the short time they attend the playscheme. Additional communication based on pictorial symbols and boards and a board maker was used to enable and would help many of the children to express their preferences. Further training in Makaton for staff was planned and Cornerstone hoped to ensure that all staff had a basic level of understanding. Training on introducing the use of board maker was also planned by the manager.

Areas for improvement

The service should develop personal plans for all young people that is informed by the Scottish Government's initiative Getting It Right For Every Child (GIRFEC) guidance. These should incorporate the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible and included) wellbeing indicators. It would be beneficial to create these documents prior to the service starting and also sharing these with parents and young people.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

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 environment within the service."

Service Strengths

We assessed this Quality Statement by:

- speaking with the young people who use the service
- speaking with the manager, co-ordinator and staff
- examining records, such as the support files for a selection of people who use the service.

Most parents had had the opportunity to view the premises prior to starting as the service had an open day where parents had the chance to speak to staff. Many parents were familiar with the premises as young people had either accessed this resource previously or used it for their schooling. The service had a notice board which displayed young people's pictures but also had photographs of staff. Parents brought their children to the playscheme and collected them each day and had the opportunity to talk to staff or ask to see over the building.

The young people who this service supported and their families had a very good standard of involvement in assessing and improving the quality of the environment. The resources were evaluated annually and the activities and resources reflected their preferences. We discussed how the service's staff involved people under Quality Theme 1 - Statement 1 and those comments are also relevant here.

Areas for improvement

The service should continue to offer parents and young people the opportunity to access the environment.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

We assessed this Quality Statement by:

- speaking with the manager, co-ordinator and staff
- touring both premises
- observing staff and young people as they used the service
- examining records, such as the support files for a selection of people who use the service.

Both premises provided young people with a comfortable, warm, well maintained and well resourced space for activities. The activity rooms were bright and spacious. There was also break out areas for relaxing and quiet time. There was also a secure well resourced outside space which allowed young people access to fresh air. There were suitable toilet facilities for personal care, as well as for independent access. There were larger rooms or halls for physical exercise with suitable equipment choices.

Staff had made some good alterations to how they used the environment and this had contributed positively to support young people's privacy. The service at Glaitness had created an additional sensory room which provided a safe space for young people to relax and rest. The Kirkwall Grammar site had a sensory room which was well used by the older children.

Each premises had a kitchen area where the children could be involved in cooking and baking as an activity. Lunches and snacks provided by parents were safely stored. There were also suitable areas for the children to have lunch along with the other children and staff as a social occasion.

Both premises were close to very good public parks where young people had access to play areas so children could get a chance to be active every session. The children were also able to use community resources to be active and frequently used the Pickaquoy Centre during the short period of operation. Outings were an important part of the holiday programmes and children had had a great range of new experiences, such as visiting the buffalo farm.

We observed staff communicating with parents, this was done in a way that supported their privacy and confidentiality. Young people were asked about their privacy. Staff indicated that they always knocked on doors and that young people felt respected and valued by staff.

Staff were also highly aware of the requirements of their conduct in terms of confidentiality and data protection and were observed putting this into practice in dealing with direct requests from young people. Young people stated that they felt valued and that all staff treated them respectfully.

Areas for improvement

The service should continue to offer opportunities to improve the privacy of young people.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

We assessed this Quality Statement by:

- speaking with young people who use the service
- speaking with the manager, co-ordinator and staff
- examining staff recruitment records.

The young people who used the service had a very good standard of involvement in assessing and improving the quality of staffing. We discussed how the service's staff involved people under Quality Theme 1 - Statement 1 and Quality Theme 2 - Statement 1 and those comments are also relevant here.

The service had developed an evaluation questionnaire which had allowed inputs from parents and young people on the staff and their training. We found that many children were well matched with the skills and interests of individual carers. This enhanced the experience of the service for individual young people.

Areas for improvement

The service to continue to offer and explore opportunities for parents and young people to access the quality of staffing.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service Strengths

We assessed this Quality Statement by:

- speaking with young people who use the service
- speaking with the manager and staff
- examining records, such as team meeting minutes, debriefing meetings, training, and the service annual report.

We graded this Quality Statement as good as staff received good support and training. This was evident in the number of strengths.

Due to the short time period of operation the play scheme has an agreement with the Scottish Social Services Council (SSSC) regarding registration of staff. If staff are employed for a three-year period then they will have to seek registration. Many of the staff group are already registered with the General Teaching Council (GTC) or the SSSC.

The service operates a safe recruitment policy which ensures staff are recruited safely. This includes the need for all staff to be registered in the Protection of Vulnerable Groups (PVG) Scheme.

Staff were given an intensive week's training prior to the service becoming active. This involved the staff undertaking first aid training, low arousal autism training and child protection training. Many of the staff group had previously worked in the service and had individual training attuned to the needs of the children the staff were identified to look after.

Staff were found to be well motivated and enthusiastic. Many of the staff had a range of complimentary skills which enabled them to fully meet the needs of the young people. The group of staff were committed to ensuring that young people in their care had a fun time during their summer holidays.

Staff were well supported by the co-ordinator and the registered manager. There were daily staff meetings and debriefing occurred at the end of each day. These were used to share information and also reflect on any learning that had occurred. The co-ordinator had a very visible presence and staff felt that they were able to share their opinions about the planning and development of the service. We were impressed with the maturity of this young staff team.

Areas for improvement

It would be beneficial for all staff to under take de-escalation training prior to the service being active. The service recognises that there was some essential planning issues around access to training courses in the summer period.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.”

Service Strengths

We assessed this Quality Statement by:

- speaking with the young people who use the service
- speaking with the manager, co-ordinator and staff
- examining records, such as the service's own questionnaires and reviewing the annual report.

The young people and families that were supported by the service had a very good standard of involvement in assessing and improving the quality of management and leadership. We discussed how the service's staff involved people under previous Quality Themes and those comments are also relevant here.

In particular to this Quality Statement we saw that the young people and parents were actively encouraged to feedback on the management and leadership with their questionnaires. Families' opinions were actively sought prior to starting the service at the open day and also during their drop offs and pick ups of the young people. The service also used these systems to inform the summer playscheme report which had identified development areas for the next year's playscheme.

Areas for improvement

The service should continue to offer opportunities to encourage parents and young people assessing the quality of management and leadership.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

Service Strengths

We assessed this Quality Statement by:

- speaking with young people who use the service
- speaking with the manager, co-ordinator and staff
- examining records, such as debriefing records, self evaluation documents and the annual report.

We found that the workforce were fully involved in determining the future direction of the service. We graded this Quality Statement as good as there were major strengths.

The service had a well developed annual report which covered all aspects of the service development from planning to evaluation with clear recommendations to further develop the service.

This annual report was informed by comments and questionnaires filled in by the young people and their parents. Staff had also been involved in this process with direct feedback from their debriefing sessions that informed this plan.

The playscheme had a quality assurance document which ensured that a number of audits were carried out by staff in both sites. All staff were aware of

this document and were committed to ensuring that the service would continually improve. Staff all acknowledged that they were fully involved in auditing and delivery of the service and were given the opportunity to feel involved in the development of the service.

Areas for improvement

There are some constraints placed on the development of the service due to it only operating for a short time in the summer and the difficulties bringing together a staff group for a short period of time. This has created difficulties in access to training and also planning for the playscheme. The registered manager is aware of these weaknesses and was continuing to resolve these issues.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
31 Jul 2012	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
27 Jul 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not Assessed
		Management and Leadership	4 - Good
28 Jul 2010	Announced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed

		Management and Leadership	Not Assessed
27 Jul 2009	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 5 - Very Good 4 - Good 4 - Good
23 Jul 2008	Announced (short notice)	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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