Midlothian Play and Activity Scheme
Day Care of Children
Saltersgate School
3 Cousland Road
Dalkeith
EH22 2PS

Inspected by: Sandra Wright
Type of inspection: Unannounced
Inspection completed on: 23 October 2012
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Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Care service number:
CS2011296915

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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

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<td>Quality of Care and Support</td>
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<td>Quality of Environment</td>
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What the service does well

The service provided high staff ratios in recognition of the complex needs of the young people.

The staff at the playscheme were friendly, and caring they had a good understanding about the needs of the young people. They provided care in response to the young people’s individual needs.

What the service could do better

The service should consider how they could help parents to feel involved and include them in the development of the service.

What the service has done since the last inspection

This was the first inspection since registration.

Conclusion

The playscheme provides a very valuable respite service to parents, children and young people.

The children and young people benefited from staff who were sensitive and considerate and committed to meeting their individual needs.
Who did this inspection
Sandra Wright
1 About the service we inspected

Midlothian Play and Activity Scheme is funded by Midlothian Council. Capability Scotland run the Play and Activity Scheme for children with disabilities and offer a range of activities including arts, crafts, sports and games accessible to children of all abilities in the Easter and Summer holidays. The service provides care for a maximum of 80 children and young people aged 4 to 18 years and is based at Saltersgate Primary School Dalkeith. Children have access to classrooms and a variety of other resources within the school.

Their vision is to provide a high quality playscheme service which offers age appropriate stimulating activities supporting the service users to have new experiences, maintain and develop friendships and provide families with a break. Service users and parent/carers experience an effectively and efficiently managed service which places them at the heart of service planning.

The key principles of the service are:

to be fair and transparent

to provide a high quality service

to ensure that the rights of children and young people are upheld and promoted keeping families together.

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

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 4 - 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 0845 600 9527 or visiting one of our offices.
The level of inspection we carried out
In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
We wrote this report following an unannounced inspection that took place between 9:30 and 14:30 on 1 August 2012. The inspection was carried out by Sandra Wright, Inspector.

As requested by us, the provider of the service sent us an annual return. They also sent us a completed self assessment. Before the inspection we sent the service twenty questionnaires to be given to the people who use the service. We received six completed questionnaire.

During this inspection we asked the service to show us evidence to support their self assessment. We looked at records:-

* Staff training records
* staff meeting minutes
* care plans and young people’s files
* staff rotas
* records of medicines administered
* risk assessments for young people
* incident forms
* complaint records
* repairs and maintenance logs.

We met with the Manager, the Area Manager and three members of staff. We spoke informally with other members of staff and observed staff practice during the inspection.

We took all of the above evidence into consideration when writing this report. We also took into account the Public Services Reform (Scotland) Act 2010 and associated Statutory Instruments, the National Care Standards for Early education and childcare up to the age of 16, and the Scottish Social Services Council (SSSC) Codes of Practice for Social Service Workers and Employers.

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
What the service has done to meet any recommendations we made at our last inspection
This was the first inspection since registration.

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 Care Inspectorate received a completed self assessment document from the service provider. We saw that the service had identified what they were good at and some areas where they needed to improve. In the Main, the evidence we found at the inspection reflected what was identified in the self assessment.

Taking the views of people using the care service into account
The Inspector observed staff with children and young people throughout the inspection. It was clear that they had developed a good relationship and that they were happy and comfortable with the staff and volunteers.
The Inspector spoke to some of the children and young people during the inspection. All of them said that they enjoyed the playscheme. In particular they said that they liked being with other people their own age. They said that the volunteers were good fun. Favourite activities were the outdoor play area and swimming.

Taking carers’ views into account
Carers include parents, guardians, relatives, friends and advocates. They do not include care staff.
Before the inspection we sent out 20 Care Standard Questionnaires. We received six completed questionnaires:
Four indicated that they strongly agreed and two indicated that they didn’t know if
they agreed with the statement
"Overall, I am happy with the quality of care my child receives from this service"
Comments included
"Every time my child goes to playgroup I feel there are always issues" - We were unable to follow this up with the person who said this as they did not give us their contact details.
"If it wasn’t for Summer Play and Activity scheme the summer and Easter holidays would be a nightmare"
"We are very grateful and thankful to have this service available to us".
"Time at playscheme should be longer - why does it finish at 2.30pm every day?"
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 found evidence that the service looked for the views of the young people and their families in a number of ways, including:

* Profile sheets
* Young peoples evaluation forms
* Evaluation at the end of each block of sessions
* Daily diary communication
* Family open feedback session
* Capability Scotland customer involvement questionnaire
* Open afternoon
* Weekly activity plan to parents
* Newsletters.

Each young person had a profile which detailed their needs. The information was gathered from parents, Social Workers, and other professionals working with them. This provided staff with an understanding of how to work with the young person and ensure that they were safe, comfortable and provided with activities that they liked. During the inspection we saw staff using the individual young persons preferred method of communication to find out what they wanted to do. We saw that the staff were skilled in reading the emotions and gestures of the young people in order to understand their feelings. This meant that the young people were more relaxed and comfortable.

Staff used evaluation forms with the young people to try to find out their views. The forms were available in different formats such as script and picture to enable them to be accessible to more e of the young people.
Evaluation at the end of each block of sessions involved discussion between staff based on their observations of what had gone well and what had been less well received. They also considered the questionnaires completed by the young people and any communications from parents. As a result of this some changes had been made, for example giving young people smoothies instead of milkshakes and making more use of the bigger playground and the computers.

Young people had a daily diary which was used to communicate with their people at home, where they lived and provided a link between home and playscheme.

The service had offered parents the opportunity to attend open feedback sessions, however the take up on these had been very limited. The service said that they would keep trying these in order to give parents options to present their views. In order to try to keep parents informed the service sent parents a weekly activity plan to let them know what activities their young person would be involved in. This gave parents information to base comments on as to whether they felt the activities were suitable for their young person.

As a company Capability Scotland had produced a robust customer involvement strategy. Strategies such as customer satisfaction surveys were available in a variety of formats, such as symbols, large font and easy read so that they could be used by everyone. The company had developed an ‘Improvement Request System’ whereby staff and service users could make suggestions and complaints and raise concerns. Parents had access to ‘Have your say’ forms to put forward suggestions to Managers. These could be used to identify current issues or to recognise potential issues, or to put forward ideas for improvement.

All of the strategies used by Capability Scotland were overseen by senior managers who ensured that responses were made within identified timescales.

Replies to the Care Standard Questionnaires told us that from the six people who responded four parents agreed, and two disagreed with the statement ‘The service has involved me and my child in developing the service, for example using ideas and feedback’.

Two parents agreed, two disagreed and two parents indicated that they felt it was not applicable, with the statement: ‘I am kept informed about what is happening in the service, for example through newsletters and information boards’.

To the statement ‘The staff ask for my child’s views about activities and outings and use them to plan future activities, two parents disagreed and four felt it was not applicable.

Areas for improvement

Whilst we saw that the service had many systems to get the views of parents the Care Standard Questionnaires clearly indicated that some parents did not feel involved and some were unclear about whether their young person’s views were asked for. During the inspection we discussed this with the with the Manager. They expressed committed to trying to ensure that all parents are aware of how their children are
involved and their views are asked for and to ensure that all parents feel involved. See recommendation 1
The service identified in their self assessment that they intended working towards improving children’s profiles to include daily information to build better picture of likes and dislikes.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The service should consider how they could check with parents to make sure they feel included and are aware of what their children do in playscheme and how their views are sought. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 13 - Improving the service.

**Recommendations**

1. The service should provide guidance for the nurses to exactly what their responsibilities ware and what is expected of them. National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3 - Health and wellbeing
Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths
Evidence found in Theme one, Quality of Care and Support, Statement one, also applies to this statement. We found that the service used the same processes to consult parents and children about the environment.

Areas for improvement
Evidence in Theme one, Quality of Care and Support, Statement one also applies to this statement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
The service performed to a very good standard in this area. The premises used by the playscheme were purpose built to accommodate children and young people with additional needs. Therefore they were fully accessible and had appropriate facilities such as disabled access to toilets. The changing facilities had all of the required equipment such as adjustable plinths and hoists. The premises used were maintained to a very good standard by Midlothian Council. They had suitable lighting, heating and ventilation and were in a good state of repair. A system was in place to report any concerns about premises. Staff confirmed that all safety and premises issues were dealt with quickly and efficiently. The rooms used by the playscheme were clean and hygienic and procedures were in place to ensure regular cleaning took place. Staff kept the rooms tidy and clutter free to allow the young people as much movement as possible. The activities and equipment available was suitable and of good quality. In addition the service had access to resources specifically aimed at children with additional
needs, for example, a well equipped sensory room. All of the premises had outdoor play areas which were checked for damage and danger before the young people went outside. Children went collected and returned home and went on outings in minibuses, which had the correct seats for the children who were travelling. Parents could be confident that their children were protected by sound security procedures which included the Mangers taking an overview of where children were and what they were doing. Comprehensive risk assessments had been carried out both for indoor and outdoor areas. Policies and procedures regarding infection control and health and safety were in place and known to staff.

Replies to the Care Standard Questionnaires told us that from the six people who responded all six agreed with the statements:
'The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment'.
'There is enough space for the children to play and get involved in a range of activities'.

Two indicated they did not know, three agreed and one disagreed with the statement: 'The service has a suitable range of equipment, toys and materials for the children'.

Areas for improvement
The service was committed to working with the school to access additional space and use of resources.

Grade awarded for this statement: 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
Evidence found in Theme one, Quality of Care and Support, Statement one, also applies to this statement. We found that the service used the same processes to consult parents and children about the quality of staffing.

Areas for improvement
Evidence in Theme one, Quality of Care and Support, Statement one also applies to this statement.

Grade awarded for this statement: 4 - Good

Number of recommendations: 0
Number of requirements: 0

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
We found this service was performing to a very good standard in relation to this statement.

All of the volunteers had attended induction training before the start of the playscheme. The training included child protection, first aid, epilepsy awareness and safer assistance. Volunteers confirmed that this had been informative and helpful. Capability Scotland staff either held a qualification or were working towards qualifications in order to be registered with the Scottish Social Services Council (SSSC). The SSSC are the body who regulate care staff and decide the level of qualification for each post. Group Leaders had a good overview of volunteers which meant they were supported to work with the young people.

All of the staff and volunteers were aware of the SSSC Codes of Practice. Suitable staffing policies and procedures were in place such as a
All staff and volunteers were given an annual appraisal at the end of the playscheme which identified their skills and abilities. The appraisal also helped to identify areas for development and encouraged them to look for further training.

All of the staff and volunteers had the opportunity to meet together at the end of the day to discuss practice issues and explore ideas for the next day.

The Manager and Group Leaders worked alongside staff and volunteers demonstrating good practice and having high expectations of staff. All of the staff and volunteers appeared happy and motivated. In discussion they said that they felt supported by their Manager and colleagues and that they enjoyed working at the playscheme.

Capability Scotland published comprehensive staff guidance in an intranet system which was accessible to all staff. This system allowed provided staff with appropriate support and instruction to enable them to carry out their work with service users. It also provided access to Capability Scotland’s policies and procedures such as, grievance procedure and the whistle blowing policy.

All of the staff in the service held relevant qualifications in order to register with the Scottish Social Services Council (SSSC). The SSSC are the body who regulate care staff and determine the level of qualification for each post.

Staff who were required to be registered had done so.

All staff were aware of the SSSC Codes of Conduct.

Replies to the Care Standard Questionnaires told us that from the six people who responded four agreed and two indicated that they did not know with regards to the statement, ‘I am confident that staff have the skills and experience to care for my child and support their learning and development’.

One strongly agreed, three agreed and two indicated they did not know, with regards to the statement, ‘My child appears happy and confident with staff’.

**Areas for improvement**

The service identified in their self assessment that they were looking to produce a competency based qualification for volunteer staff.

**Grade awarded for this statement:** 5 - Very 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
Evidence found in Theme one, Quality of Care and Support, Statement one, also applies to this statement. We found that the service used the same processes to consult parents and children about the quality of management and leadership.

Areas for improvement
Evidence in Theme one, Quality of Care and Support, Statement one also applies to this statement.

Grade awarded for this statement: 4 - 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
In Quality Theme 1 Statement 1 we identified a range of ways that the service involved parents/carers and young people in passing on their views. Other people who were involved in the service are known as stakeholders. These could include social workers and other professionals such as Occupational Therapists.
We found that the views of other professionals were sought through Care Planning Meetings and after any visits to the service.
The management team used staff meetings, support sessions and end of day briefings to reflect with staff on the needs of the young people in order to provide the most effective support.
We found evidence that the area Manager visited the service regularly and met with the Manager. This ensured that she had an overview of what was happening in the service.
In the main, the teams worked well together and staff had a clear understanding of
their responsibilities.
Staff said that they felt supported by each other and the Manager.
The manager could access all policies and procedures and use these to inform
practice.
The Manager used a variety of communication methods such as email, wipe board,
diary and discussion to enable communication.
Capability Scotland had achieved ISO 900 (International Organisation for
Standardisation). This is an internationally recognised management system which is
independently certified,
They have a quality management system in place and the appropriate policies and
procedures which support them in delivering the service to service users throughout
Capability Scotland.
They demonstrated that the quality management system they use provides a
framework for evidencing that they are on track to meet their stated objectives.
We found that the company internal review systems were used to identify and
address issues as well as provide a structure for training and career growth.
Staff had access to the quality policies through the company intranet system.

Areas for improvement
The service should continue to monitor improve upon the very good standard they
demonstrated at this inspection. They should ensure they continue to identify areas of
improvement and implement action plans to address these.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0
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

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<td>Statement 1</td>
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6 Inspection and grading history

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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