

Can-Do Day Care of Children

Community Centre
8 Law Road
North Berwick
EH39 4PN

Telephone: 01620 893 823

Type of inspection:
Unannounced

Completed on:
8 November 2021

Service provided by:
Can-Do a Scottish Charitable
Incorporated Organisation

Service provider number:
SP2020013522

Service no:
CS2020379947

About the service

Can-do is a charitable organisation providing holiday clubs and youth clubs which are registered with the Care Inspectorate. The service is registered to provide a care service to a maximum of 50 children and young people aged between 5 years and 18 years at any one time.

Care may be provided from the following venues as follows:

- From Community Centre, 8 Law Road, North Berwick, EH39 4PN care may be provided to a maximum of 45 children at any one time.
- From Meadowpark, Victoria Road, Haddington, EH41 4DJ care may be provided to a maximum of 25 children at any one time.
- From The Hub, Sanderson's Wynd Primary School, Sanderson's Wynd, Tranent, EH33 1DA care may be provided to a maximum of 18 children at any one time.
- From The Cove, Dunbar Primary School, Lammermuir Crescent, East Lothian, EH42 1DG care may be provided to a maximum of 10 children at any one time.
- From Ross High School, ASN Unit, Well Wynd, Tranent, EH33 2EQ care may be provided to a maximum of 15 children at any one time.

Care may be provided on weekdays during school holidays. During term time, care may be provided on Tuesday and Thursday evenings between 18:00 and 22:00.

For this inspection we visited the October holiday club which operated from the Community Centre in the town of North Berwick in East Lothian. The service have the sole use of the community centre whilst the playscheme is in operation. The premises provide a number of bright and airy play spaces, access to an enclosed outdoor area and kitchen facilities. The premises is close to the centre of North Berwick, the beach, parks and gardens.

Aims and objectives have been developed for the services and were shared through the promotional materials for the organisation. Aims and objectives included:

'Can-Do will offer Playschemes, Youth Clubs and other social opportunities to children and young people aged 5-18 years who live in East Lothian and have a disability.

The aims of the charity's activities are to reduce social isolation, improve the quality of life, and encourage young people with a disability to become more comfortable and independent in utilising local leisure resources and amenities within their communities.'

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

What people told us

We spoke to some of the children at the playscheme during our visit. These we spoke to said that they were having a good time and we could see that they were having fun.

We asked the service to issue an e-mail to parents to gain their views about the service. Three parents responded to our request. Parents said that their child had a good time at the playscheme and that the respite provided by the playscheme was important to them.

Self assessment

A self-assessment was not requested for the purpose of this inspection. We discussed the services processes for self-evaluation

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

Children were well supported in the playscheme by staff who had good quality information about their care and support needs. Information was kept up to date through regular review and discussions with parents and professionals who provided support for individual children. Systems to ensure that relevant information was shared with those caring for children had been developed. Team leaders acted as the overall keyworker for a small group of children with voluntary helpers providing the one-to-one support for the child. Opportunities for team leaders to discuss care and support needs with managers and helpers were in place to ensure that children's needs were met throughout the playscheme.

Children were having fun in the playscheme. There had been a range of activities provided in the building but also a range of outings and activities in the local community. Children had opportunities for choice in their activities and although many were encouraged to join in small group games they could also opt out. The interactions between carers and children were friendly, kind and positive which resulted in children feeling comfortable and respected.

Those caring for children had an understanding of behaviour support through training and practice modelling from managers and team leaders. Some children had individual strategies in place to ensure that their behaviour was supported in a consistent and clear way. Staff were experienced at ensuring that escalating behaviours were identified quickly. De-escalation techniques were used, and flexibility was built in to the day to enable children to have an experience which met their individual emotional needs.

Lunchtime was a relaxing and social time of the day. Children brought their own lunches to the playscheme and could choose where to eat them. Some children sat by themselves listening to music or reading or in small groups supported by staff having a chat. Procedures for the heating and serving of foods met current good practice guidance. Where children needed significant assistance with eating, this was achieved in a child centred way by staff, who were well trained in feeding techniques such as percutaneous endoscopic gastrostomy (PEG) or nasogastric intubation.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. Carers had received information and training on infection prevention and

control. This training was well implemented through good handwashing procedures, cleaning and the use of personal protective equipment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The Can-do services are based over a number of settings in East Lothian. For this inspection we visited the playscheme provided in the North Berwick Community Centre. The building provided children with a number of separate play spaces including a large hall, smaller hall, sensory room and arts and craft room. There was also access to a canteen area for lunches and snacks. Although the premises is an older building the facilities were in good order, clean, bright, and airy which provided children with a pleasant environment in which to be cared for.

The building had a small outdoor area which children could use in most weathers. Carers understood the importance of encouraging children to have physical exercise and aimed to develop children's confidence to encourage them to access their local community or other community groups in the longer term. They used the local parks, the beach and rural walks throughout the playscheme. They also went on trips to the cinema and swimming. On the day of our visit children were very excited about going to a nearby farm to pick pumpkins.

Systems to keep children and the environment safe were in place. The procedures for the administration and recording of medication were comprehensive and followed consistently. To enhance children's safety, some had additional personal risk assessments which were held with their medication plan and personal plan. We found that these assessments enabled children to take part in a greater range of activities as staff took additional measures to make sure children could join in rather than being excluded from an activity.

Accidents and incidents were recorded and audited by senior staff to identify any patterns or changes that may be needed to the risk assessments which were in place. All safety procedures were reviewed regularly and amended as necessary.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Children were supported by a mixture of permanent staff and voluntary helpers. Staff were clearly focussed on making sure that children had a fun and interesting time at the playscheme. The recruitment of younger people as voluntary helpers provided valuable role models for children using the playscheme.

Children were cared for by people who had been appropriately recruited to ensure that they were suitable to work with children. Recruitment followed good practice guidance and good procedures for interviewing and assessing the capacity of a person to develop professionally in their role, were in place.

The organisation had developed very good procedures to induct staff and give them the core information and skills that they needed to care for children appropriately. Helpers told us that the level of support given by the managers and permanent staff ensured that they could ask questions and seek assistance if they needed it. Staff and volunteers were encouraged to be reflective about their performance and practice. Team meetings and opportunities for de-briefing and supervision were used to share experiences to inform future practice.

Managers had taken time to match children with volunteer helpers. The matching process took account of previous skills and children's needs. The success of each match was monitored by team leaders and managers to ensure that the right people were supporting each child.

To ensure that staff and volunteer helpers felt confident in their role the organisation had provided a range of training for all staff and volunteer helpers. Staff and volunteers, we spoke to said that the level of training they had received made them feel confident about areas such as child protection, behaviour support, infection prevention and control and first aid. In addition, permanent staff and managers had access to more in depth courses to support their professional practice.

Permanent staff were registered with the Scottish Social Services Council (SSSC). The SSSC is the body responsible for the development of the social care workforce. Although volunteer helpers are not required to be registered, the organisation ensured that all people working with children were aware of the SSSC Codes of Practice and expectations of behaviour and conduct.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Managers in the organisation provided strong leadership for staff and volunteer helpers. Managers were well trained and experienced to provide support to staff and an understanding of care for children with additional support needs. Management arrangements throughout the playschemes and youth clubs were well organised to ensure good schemes of delegation and responsibility. Managers were aware of their statutory duties and knowledgeable about current guidance and the need to make notifications to the Care Inspectorate.

Staff and volunteer helpers told us that they felt part of the wider organisation. They felt included in some of the decision-making processes which helped them feel invested in the quality of the service provided. The organisation was a parent led charity. The Board met regularly to discuss the service with managers and provide a strategic overview.

In order for the organisation to assess the quality of the service provided for children, they used several methods to seek feedback. Children were observed during activities and asked about their experiences in order for staff to assess how these were received. Volunteer helpers were also asked to assess how children enjoyed or managed certain activities. Parents were asked to comment on the quality of the service provided. The organisation used social media to share information about activities and plans for future playschemes and youth clubs and some families used this format to provide feedback. Others communicated directly with the service. Discussions with staff at team meetings fed into the self-evaluation process and there were clear development plans for the organisation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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