

Care service inspection report

The Dash Club

Day Care of Children

Possilpoint Community Centre
130 Denmark Street
Glasgow
G22 5LQ

Type of inspection: Unannounced

Inspection completed on: 5 March 2015



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Service provided by:

The Dash Club, an Incorporated Association

Service provider number:

SP2010011248

Care service number:

CS2010275127

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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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The staff provide an inclusive atmosphere where young people can feel comfortable, included and enjoy spending time with their friends. They provided a high staff ratio to ensure that they met each young persons needs. Staff were committed to providing a varied, challenging and safe environment for young people to develop their life skills.

What the service could do better

We discussed personal plans and guided the manager to the regulations relating to these. As the service had already developed personal plans incorporating Getting It Right For Every Child (GIRFEC) we discussed how these could be reviewed to capture all the required information.

What the service has done since the last inspection

There is a new management team in place who are keen to make the service more accessible and sustainable.

Conclusion

The manager and staff provide very good care and support to the young people using the service. Staff are well-trained which is evident on how supportive and enthusiastic they are about working with the young people.

1 About the service we inspected

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognise good practice.
- A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The Dash Club was to the Care Inspectorate on 12 December 2011. The Dash Club is based within Possilpoint Community Centre in Glasgow and is registered to provide a care service to a maximum of 35 secondary school aged children up to 18 years with additional needs. The service operates between 3 and 7pm, Tuesday, Wednesday and Thursday. It also operates an Easter and Summer Playscheme, between 9am and 4pm, Tuesday, Wednesday and Thursday..

The service has the use of a large hall and 2 rooms within the Community Centre and has access to toilets in the corridor area.

The service's aims include "to promote play and mental health by sports and leisure activities, to promote psychological health through social interaction and through the arts, to provide respite care for the parents of our clients, also allowing them quality time with other family members." The Dash Club motto states "We aim to make a difference."

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very 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

We wrote this report after an unannounced visit took place on 3, 4 and 5 March 2015. As requested by us, the service sent us a copy of the self assessment.

We received eight Care Standards questionnaires before the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Registration and Public Liability Insurance Certificate
- Service user information
- Risk assessments
- Services own questionnaires/evaluations
- Newsletters
- Meeting minutes
- Complaints Policy
- Health & Safety Policy
- Child Protection Policy
- Care Standards Questionnaires returned to us by people using the service

- Observations of Practice
- Observations of Environment
- Informal discussions with children and young people
- Telephone discussions with 1 parent/carer
- Email questionnaires returned from 2 parents/carers
- Discussion with Therapeutic Massage Therapist

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

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.

We received a completed self assessment document from the service provider. This contained a wide range of information which identified strengths and areas for the future development of the service. This was completed to a satisfactory standard and gave relevant information against each of the Quality Themes and Statements associated with this inspection.

Taking the views of people using the care service into account

Young people were observed to be happy, relaxed and comfortable in the surroundings. They responded positively to staff and were involved in a number of activities.

Taking carers' views into account

We had eight Care Standards Questionnaires completed and returned us during our inspection. We also emailed questions to two parents/carers and spoke with one via telephone. Comments from parents/carers are detailed throughout this report.

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: 5 - Very 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 the service's performance very good in the areas sampled for this statement. People who use the service had been provided with very good opportunities to help develop the quality of care and support. Staff were available to speak to parents/carers on a daily basis either via telephone or bus drop off times. The club offers a wide range of activities which young people can attend at any time, space permitting. These include swimming, ten pin bowling, drama, art, music and hydrotherapy.

The staff provide daily diaries during Easter and summer programmes that the young people attend. They have provided evaluations/questionnaires for parents and young people on their summer programme. Positive feedback from evaluations which in turn influence the next holidays sessions provided. The management team advised that they were developing a newsletter to provide arena for feedback as well as informing parents/carers about what's going on in the club.

The parents/carers who completed the Care Standards Questionnaires, all strongly agreed/agreed that they were kept informed about what is happening within the service for example through newsletters and information boards. Parents commented "With feedback forms, if there is a problem with my child they will phone to discuss the matter. They also have a website and a Facebook page", "During the holidays the club gives us a daily diary. They telephone us any time they have anything to pass on or ask" and the parent we spoke with commented "Club always looking for ideas for young people from parents and letters, questionnaires asking for our opinions".

Areas for improvement

We discussed with the manager how reviewing the paperwork to make it more meaningful and effective for example by focussing on what the service needs to know about how the club is performing in individual areas. We will look at this at the next inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found the young people to participate in activities and supported them in their learning. Staff had very good knowledge of the young people in their care and supported them to be involved in a variety of activities both indoors and outdoors. Staff had respectful relationships with young people and were able to discuss personal issues, family, relationships as appropriate.

As the young people all attend Milton School staff work very closely with the school to see what targets the young people have been given by staff. They then build on those targets through observations which tie into activities and resources to continue with promoting learning and development targets. Snacks and any other food is provided by parents/carers.

Young peoples folders contain consent and other necessary info as well as info on GIRFEC SHANARRI indicators giving overview of what support is needed. This was important as young people can have more complex support needs at different times which could be dependent on their health, wellbeing and personal issues Target and progress reports include information on each individual. The new management team had recently reviewed the paperwork to make sure the personal plans are more meaningful for staff, parents and young people. We highlighted the legislation and best practice guidance which can be found on 'The Hub' within www.careinspectorate.com

Parents commented "My son is always so excited about the club and what they have done on the day, we changed from bowling to drama class", She enjoys the varied activities that the dash club run and comes home excited about her time and activity she has taken part in" and "My child is a wheelchair user and cannot talk.....she likes to go swimming and have a massage and play.....she is a happy wee girl when she comes home".

Areas for improvement

The service should continue to monitor and develop the very good practice identified in this statement.

Grade awarded for this statement: 5 - Very 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

Please see Quality Theme 1 Statement 1 for information on how the provider involved parents/carers and children in assessing the quality of the service.

Areas for improvement

See Quality Theme 1 Statement 1.

Grade awarded for this statement: 5 - Very 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

We found the services performance very good in the areas sampled for this statement. The rooms were clean, welcoming and suitable for the children using the service. They were organised dependent on what activities were taking place. This was beneficial as the activity rooms and equipment were not disrupted. Children and young people were able to use resources safely and independently. Staff made good use of the local communities amenities such as swimming pool, indoor bowling and indoor games.

On Thursdays the service has full use of the premises. They have a separate small physical area for treadmill and step machine, large games hall, small room for sensory/relaxation, foyer area. Some rooms within the building are being renovated just now. Risk assessments for the premises and other venues being used by the service are completed every 6 months. A risk assessment is used by the coordinator each time the young attend the session. This was especially important as some of the young people required extra physical support. We were advised by the manager that the disabled toilets have been put forward for refurbishment which will be started at the end of March 2015.

Parents commented "Dash club is a special place where I feel my child gets to be a child. Planning with other children and has lots of activities" and "As a parent and carer I feel confident knowing he is being looked after in a safe and happy environment with lots of fun activities".

Areas for improvement

The management team advised that they were in the process of applying for more funding which would enable them to make changes such as open more days, offer the club's amenities to more young people in the wider community and provide independent life skills.

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: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

Please see Quality Theme 1 Statement 1 for information on how the provider involved parents/carers and children in assessing the quality of the service.

Areas for improvement

See Quality Theme 1 Statement 1.

Grade awarded for this statement: 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 found the service's performance very good in the areas sampled for this statement. Staff had appropriate training for their post and were registered with the Scottish Social Services Council. Staff were aware of best practice guidelines. Staff support and supervision took place on a regular basis. Staff advised that they could request training to enhance their professional development as well as fulfilling a need within the service.

The service had followed their own procedure, legislation and best practice guidance in their recruitment of staff. Staff files contained the appropriate paperwork on interview, qualifications, references, contract, health questionnaire and PVG. Staff we spoke with both formally and informally were very enthusiastic about their job and how important the young people were to them. They had created a fun, inclusive and relaxed atmosphere where the young people could be themselves. The service provided extra members of staff for each and every session due to the complex needs of the young people. This was really good as it highlighted the value the management team placed on young peoples wellbeing and the support they required to join in the activities being offered.

Parents commented "The service is very well organised, well staffed", "I could not fault it, have found the staff very approachable if I have any issue with something" and one we spoke with stated that they would be confident that staff would listen to any concerns they had.

Areas for improvement

The provider should continue to monitor and develop the very good practice identified in this statement.

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: 5 - Very 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

Please see Quality Theme 1 Statement 1 for information on how the provider involved parents/carers and children in assessing the quality of the service.

Areas for improvement

See Quality Theme 1 Statement 1.

Grade awarded for this statement: 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 found the service's performance very good in the areas sampled for this statement. Please see Quality Theme 1 Statement 1 for information on how the manager and staff involved parents/carers and young people in assessing the overall service.

Board meetings took place once per month. the Board was made of parents both former and current and the management team were actively seeking new members with specific expertise which would help them take the service forward. They are also looking to recruit a member of staff to assist with the administrative running of the club and to help get funding.

Due to the management team being new in post they had the opportunity to make small meaningful changes at the time of inspection but were able to speak confidently and with commitment about how they wanted the service to prosper. They always kept the needs of the young people and parents at the heart of these discussions. We will look at what impact this has had on the service at the next inspection.

Areas for improvement

The management team should continue with its commitment to improving and developing the service.

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

No other 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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
17 Jan 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

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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