

# Snap

## Day Care of Children

Blacklaw Primary School  
Glen Arroch  
St Leonards  
East Kilbride  
G74 2BP

Telephone: 01355 236317

**Type of inspection:**

Unannounced

**Completed on:**

9 July 2019

**Service provided by:**

Special Needs Adventure Playground  
(SNAP)

**Service provider number:**

SP2003001528

**Service no:**

CS2003006717

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

Snap is registered to provide a playscheme to a maximum of 30 school age children up to the age of 16 years.

From 2 July 2019 until 29 July 2019 a second playscheme for an additional 30 school age children up to the age of 16 years may be provided from Mount Cameron Primary School, Blacklaw Drive, East Kilbride G74 2EX

The service operates for a four week block over the school summer holiday period. The main base is Blacklaw Primary School, Glen Arroch, St Leonards, East Kilbride. The additional service based in Mount Cameron Primary School had been introduced this year following a successful funding bid.

Special Needs Adventure Playground (SNAP) is the provider of the service.

The children and young people have daily access to enclosed outdoor play areas within the school grounds. The service is close to parks, shops and main roads with public transport links. South Lanarkshire Council provide buses to transport children and young people to the service if required and the service have additional access to this transport throughout the week to enable smaller groups to go on outings within the local area.

The service aims include:

'to provide an enjoyable and valuable play scheme for children with additional support needs in a safe, secure and caring environment.'

## What people told us

There were 28 children of primary school age present on the first day of the inspection based at Blacklaw Primary School and 21 young people of secondary school age based in Mount Cameron Primary School on the second day of the inspection. We observed the majority of children and young people to be happy and engaged in a variety of activities, with adult support where required, over the course of the inspection.

The majority of children and young people were transported to the service by bus. We did not have the opportunity to speak with parents/carers over the course of the inspection, but left our contact details with the service should families wish to contact us at a time more convenient to themselves.

We sent 10 care standards questionnaires to the manager to distribute to the parents/carers of children and young people who had experienced care at the service. Six were returned before the inspection. Parents spoke highly of the qualities of staff and the valuable service they provided. All six parents agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development, that their child appeared happy and confident with staff and that overall they were happy with the quality of care their child received in the service. Parental comments included:

'Amazing summer club for the kids. All the staff work so hard ensuring it is run to its full potential. This will be my child's third year at the club and they absolutely love their time there. The staff always ensure their needs

are met and that they are kept busy at all times. Loads of fun activities for them and day trips keeping them busy and ensuring they have much needed routine over the holidays. Amazing club, amazing staff. Keep up the great work.'

'We as a family are more than happy with the care our child has received with SNAP. Our child is non-verbal and unable to express what he likes at times, but staff are great at trying new things.'

'Excellent staff and head teacher. Really approachable and supportive. However, they always seem short staffed.'

We shared all comments anonymously with the manager of the service. We observed there to be sufficient staff and volunteers in place to meet the care and support needs of the children and young people over the course of the inspection. Management had carefully deployed staff to meet children and young people's needs on a day-to-day basis. However, we understood that having additional staff would always offer more flexibility within the service.

## Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We viewed and discussed their improvement plans and quality assurance procedures to determine their priorities for development and how they were monitoring the quality of provision.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	not assessed

## What the service does well

Snap provides a valuable service for children and young people with additional support needs and their families over a four week period within the school summer holidays. There was a welcoming, nurturing and caring ethos within the service. Children and young people were supported by enthusiastic and skilled staff and volunteers to participate in a variety of activities, both indoors and outdoors. This alongside planned outings and visiting specialists offered a variety of fun, active experiences to stimulate children's natural curiosity, learning and creativity.

Staff:child ratios were very good. Management had carefully considered children's individual needs when deploying staff. Written profiles had been further developed to include children's detailed care and support needs, likes, dislikes, personalities and preferences. Management and staff had developed positive relationships with families sharing information both verbally and through written daily diaries. This included and informed staff and ensured children and young people could build trusting relationships with the persons supporting and caring for them in a way they both were comfortable. We saw that each child's care and support needs and happiness was the main focus of staff's attention. We observed staff as they supported children and young people to make choices, offering praise, encouragement and support. Children were supported by staff to

communicate in a way that was right for them. The varied strategies used within the service contributed towards all children and young people feeling valued, respected, loved and secure.

Primary school aged children and secondary aged children were based in separate buildings this year, following a successful funding bid to extend the provision. Access to both schools was through a secure entry system. The layout, activities and resources had been differentiated to suit both age groups. Sensory areas and cosy corners offered a place to relax and enjoy quiet time. Both settings had use of a large hall with direct access to an enclosed outdoor area and additional rooms to offer a variety of activities and experiences. We observed free flow play where children and young people could choose when they wanted to go outdoors, which activities they wished to participate in, including having time and space to spend time alone or in smaller groups, if preferred. Staff supported children and young people appropriately. This created a warm, relaxed and safe environment.

We observed lunchtime to be a sociable, relaxed and pleasant experience in both settings. Staff sat and ate alongside the children and young people, joining in conversations and helping with eating and drinking in a dignified way. This respected children's personal needs and preferences. We advised ensuring fresh drinking water was available at all times and offered more regularly out with lunchtime. Visual prompts could also be used to assist with communication.

## What the service could do better

Health and medical staff were in place to advise and assist with the administration of medication which may be required by the children/young people who attend the service. We sampled medication records and noted that although the information had been requested from parents, the required care plans to support some children's health needs were not in place prior to the child starting at the service this year. We emailed the manager current good practice medication guidance, 'Management of medication in daycare of children and childminding services' to assist with the development of medication policies and procedures (see recommendation 1).

Due to the nature of the service, there was a large number of staff in place. There was a core staff team alongside seasonal employees and others who were volunteers. Many volunteers became employees within the service in subsequent years. We emailed the manager a copy of current good practice documentation 'Safer recruitment through better recruitment' to assist with the development of application forms and the required content of staff files. This would assist with the annual review and update of the staff recruitment and volunteer policies and procedures. This would contribute to the quality assurance processes within the service and ensure more robust safe recruitment practices (see recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. Where health care plans are in place to support a child/young person's diagnosed medical condition, a copy of this should be in place prior to the child/young person attending the service. This is to ensure that staff are

aware of the child/young person's current care and support needs and how these will be met in the service. This would contribute towards the child/young person's overall health, safety and wellbeing.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, 'I experience high quality care and support because people have the necessary information and resources.'  
(HSCS 4.27)

2. The staff and volunteer recruitment policies and procedures and the content and maintenance of staff files should be reviewed and updated in line with current good practice document 'Safer recruitment through better recruitment.'

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, 'I am confident that people who support and care for me have been appropriately and safely recruited.'  
(HSCS 4.24)

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings								
20 Jul 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	Not assessed									
22 Jul 2013	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
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Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
29 Jul 2010	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	Not assessed
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Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	Not assessed									
24 Jul 2008	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
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