Danestone After School Club
Day Care of Children
Danestone Primary School
Fairview Brae
Aberdeen
AB22 8ZN

Inspected by: Marion Sutherland
Type of inspection: Unannounced
Inspection completed on: 24 October 2011
Contents

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Service provided by:
Bridge of Don Playcare Services Ltd

Service provider number:
SP2009010405

Care service number:
CS2009228299

Contact details for the inspector who inspected this service:
Marion Sutherland
Telephone
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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

<table>
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<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>N/A</td>
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What the service does well

The service provides a relaxed club where the children were able to take part in a variety of activities.

What the service could do better

More effective systems need to be in place to support staff when they are moved between after school clubs. Better communication would ensure that they were aware of the location of all paperwork and procedures designed to meet the needs of the children.

What the service has done since the last inspection

The numbers at the club have been building up and the staff have been trying to take the children’s choice into account in planning activities.

Conclusion

The club is popular with parents and children and the staff were welcoming and approachable.

Who did this inspection

Marion Sutherland
1 About the service we inspected

The Out of School Club took place in Daneston Primary School and had use of two rooms, as well as the large gym hall and the outside play area. The main playroom was large and gave the children room to take part in a variety of activities such as arts and crafts and construction games.

Before the 1 April, 2011 the service was registered with the Care Commission. On this date the new scrutiny body, the Care Inspectorate, took over the work of the Care Commission, including the registration of care services. This means that from 1 April, 2011 this service continued its registration under the new body, the Care Inspectorate. The club is registered to provide out of school care to 24 school aged children.

The main aims of the service are;

- To provide quality, affordable and accessible childcare for children attending Scotstown, Daneston and Braehead and other schools within transportation distance.
- To provide a community resource for the children and families of the Bridge of Don area.
- To assist parents to access further education, training and employment.
- To create quality out of school facilities that will meet children and young people’s social, physical, intellectual, creative and cultural and emotional development needs, including play and recreation.

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 - N/A
Quality of Management and Leadership - N/A

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.scswis.com or by calling us on 0845 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 following an unannounced inspection which took place on 24 October, 2011 between 3.25pm and 5.45pm.

Feedback was given to the acting manager following the inspection.

Before the Inspection

The Annual Return
The service submitted an annual return prior to the inspection.

The Self Assessment Form
The service submitted a self assessment form as requested by the Care Inspectorate.

Views of service users

The service issued 15 service user questionnaires on behalf of the Care Inspectorate of which 4 were returned prior to inspection.

During the inspection the Care Inspector spoke with:

• the acting manager
• the 2 play workers
• children
• 6 parents.

During the inspection, evidence was gathered from a number of sources including:

• Aims of the service.
• Newsletter.
• Equal Opportunities Policy.
• Food Safety.
Observations were made of the environment and the interaction between staff and children.

**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

The need to review the use of the rooms to maximise the effective use of the space is still ongoing, as is the development of a formal quality assurance process.

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 had been completed with appropriate details of the strengths and areas for development for the club. Areas for improvement included informing and involving parents more, as well as more consistent recording of feedback from parents and children.

Taking the views of people using the care service into account

The children were observed to be engaged with the activities which were on offer. They related well to each other and to staff. Some children preferred the more active games but they were able to move easily between the areas.

Children’s comment included:

‘Good fun, yes I like coming here.’

‘I like the Wii.’

‘Lots of fun.’

‘I like to play outside.’
Taking carers' views into account

Four Care Standards Questionnaires had been completed prior to the inspection and all agreed or strongly agreed that ‘Overall, I am happy with the quality of care my child receives in this service’. All had received clear information about the service and the opportunity to visit the service before they started to use it. Three of the parents felt they were kept informed about what was happening in the service through newsletters and information boards, but one parent did not know. All parents were confident that there were enough staff and that the staff were able to protect the children from harm, abuse, bullying and neglect.

The 6 parents who were interviewed were all very positive about the club and in particular they felt their children enjoyed coming there. Parental comments included:

‘Excellent. Son enjoys club, likes the range of activities.’

‘Trying to get him away can be a problem.’

‘Excellent. Child happy. Staff give me information and there are newsletters.’

‘Very happy. No concerns. Happy with staff. Use the holiday club as well.’

‘Very happy. Children enjoy it.’

‘Yes it’s quite good. The transport service has been very good. They are accommodating and flexible. Daughter enjoys it.’
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

Overall 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 this service was performing well in the areas covered by this statement. We concluded this after we spoke to the acting manager and two members of staff, parents and children. We also reviewed paper work and observed the operation of the club.

There was a "customer comments" policy in place which aimed to encourage parental involvement within the service. This was part of the Participation Policy which the club had as the basis for ensuring participation between parents/carers, children, staff and management. A newsletter was also issued by the service each term to share information with families.

During the inspection, staff were seen to respond appropriately to children's requests. In discussion staff were aware of the importance of involving children in the development of the service. They used mind mapping sessions to explore children's ideas, especially round any themes or topics they wanted to explore.

There were children's meetings to encourage children to have a say in the development of their club. They had been consulted on the new positive behaviour chart which was in the hall, and good behaviour helped your 'rocket' to climb further towards the moon.

There were questionnaires to seek parents' views on the club and the results of these were shared with the parents and carers. There was also a suggestion box and a copy of the National Care Standards for Early Education and Childcare available for parents and children.
The staff talked about the importance of daily communication with parents and carers which gave them a chance to comment informally on the quality of the care and support provided by the service.

The service had an appropriate complaints policy in place and this was given to parents. Customer comments forms were also available and parents were encouraged to speak to members of staff if they had any issues which they wished to raise.

During the inspection the children were seen to be free to choose how they spent their time. Staff monitored activities to ensure fairness and to provide assistance and ideas if these were required.

All the parents who came to collect their children during the inspection were very positive about the club and how much their children enjoyed coming. They felt they had a good range of activities, including the outside area.

**Areas for improvement**
Newsletters and other communications with parents should be issued on a regular basis and information kept up to date on information boards.

When deciding on activities it is important that the more confident children are not able to over rule the quieter ones and staff must ensure that everyone’s voice gets heard, not only those that shout the loudest.

The club had identified the need to document their children’s meetings and choices more consistently and to feed these back to the children, so they could see that their views were being taken into account. This should be part of an overall quality assurance process, which would reflect on all the information which was gathered about the club, collated and used to form part of a development plan for the club.

**Grade awarded for this statement:** 4 - 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 found this service was performing well in the areas covered by this statement. We concluded this after we spoke to the acting manager and two members of staff,
parents and children. We also reviewed paper work and observed the operation of the club.

During the inspection the children were seen to be able to choose between a wide variety of activities. The Hama beads were popular with a range of ages and the children were very creative in their use of the beads. They were well supported and encouraged by the staff throughout the process.

Children were able to choose to use the gym hall quite freely throughout the session, other than when it was being set and cleared after snack. Children were seen to be treated individually and were well known to the staff, who were able to discuss their needs throughout the session.

Children’s enrolment sheets were designed to gather information on the children and their likes and dislikes.

There were sheets on the wall showing children’s choice over - 'What we like to do outside' and 'What do we like for snack'.

In the self assessment the provider detailed how staff were helped to understand how to plan activities for children of a range of ages, through their training and through the clubs induction policy. Staff were given an induction booklet based on the national care standards and the senior staff were trained in playwork. Staff were also made aware of child development and the need to respond to individual learning needs.

Children were seen to be able to play, or just rest, individually or in groups. At times they liked to interact with the staff who were happy to join in activities with them, or give them help or encouragement to meet a challenge.

Staff modelled good behaviour and encouraged it in the children, with a good behaviour chart which was used to respond to positive actions by the children.

There were core staff in place who knew the children well, and the other staff had either worked in this group before or knew the children from holiday clubs. As well as knowing the children, this was reassuring for the parents who obviously had a good relationship with the staff when they came to collect their children.

**Areas for improvement**

There was a weekly planner on the wall but this did not appear to have been drawn up with the children and the activities refered to were not all on offer.

Although staff were familiar with the children, being moved between settings meant there were a number of difficulties in identifying where essential paperwork was, such as the location of the allergy sheet. (See Requirement 1)
The children could be encouraged to give more assistance in the making and clearing up of snack. Children should be pouring drinks, as well as helping to serve and tidy up. This would help to encourage their independence and their ability to work together as a group. (See Recommendation 1)

In their self assessment the club had identified the need to inform and include parents/carers more in their activities, including the planning, and to give them more feedback.

**Grade awarded for this statement:** 4 - Good  
**Number of requirements:** 1  
**Number of recommendations:** 1

### Requirements

1. Staff must be aware of the location of all information relating to the health and welfare of the children.

   **Social Care and Social Work Improvement Scotland Regulations 2011/210 Regulation 4 Welfare of Users (1)(a).**

   **Timescale within one week of the receipt of this report.**

### Recommendations

1. Children should be encouraged to be more independent and to help with the preparation and serving of snack, in a way that helps to build their confidence and abilities.

   **National Care Standards Early Education and Childcare up to the age of 16: Standard 4 - Engaging with Children.**
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
See Quality Theme 1, Statement 1.

Children were able to be involved in choosing artwork to display within the club.

Areas for improvement
See above.

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
We found this service was performing well in the areas covered by this statement. We concluded this after we spoke to the acting manager and two members of staff, parents and children. We also reviewed paper work and observed the operation of the club.

The club was held within a modern primary school building which was well decorated, bright and welcoming. It was in a good state of repair with suitable accommodation for the children, including a large gym hall and outside areas. Aberdeen City Council was responsible for maintenance within the building and any defects were reported to them.

There were appropriate toilet facilities which were cleaned daily. Assessment sheets were available to note any faults and to help risk assess the environment when it was being set up for use by the club.

The club had a large storage unit in the playground, where they could store a wide range of toys and activities, including outside and gym equipment.
A ‘Keep Safe’ code was on display for the children and parents had to sign their children out.

There was a good range of equipment for the children, who were seen to be using balls, bats, hoops and mats in the main hall. The activities available in the playroom on the day of the inspection included construction toys, puzzle books, jigsaws, small world toys, craft activities, board games, television with DVD and hama beads.

Staff supervised the children effectively throughout the session. They monitored the children in the two rooms which were in use and ensured that children washed hands before snack. They reminded children of safety rules and procedures when needed. Staff also greeted parents when they arrived to collect children.

**Areas for improvement**

The risk assessments which were in place were not sufficiently detailed to take account of the needs of individual children. Especially on outings and in using the outside play space, which was shared with other users. (See Recommendation 1)

Staff should have a way of easily identifying the children from the club who are outside, and also of knowing how many children are outside if some are outside and some are inside. Coloured bands worn by the children when they go out, would be one way of doing this but other methods could be explored by staff with children and parents.

Using the hall for the snack does mean that staff have to be very vigilant in cleaning and drying the floor afterwards to prevent the surface being unsafe for the children playing active games. There is another room available for the club and it may be work exploring whether it was suitable for serving snack instead of the hall. The use of the hall after snack should have a risk assessment in place. (See Recommendation 1)

The Visitors log in was not in use on the day of the inspection and the insurance certificate on display was out of date. Staff should ensure that all visitors sign in and all information on display should be up to date.

The club had identified the benefit of using the space available in their second room more effectively.

The outside storage unit could benefit from being better lit, as it was difficult for staff to identify and retrieve items due to the poor lighting. Cleaning records should be kept up to date for toys and equipment.

Staff should all have up to date child protection, food hygiene and first aid training. A training programme should be in place for all staff to provide regular updates, either through certificated courses or in house updates. (See Recommendation 2)
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The risk assessments for all activities and outings should be reviewed and updated.


2. Core training should be kept up to date for all staff.

    National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in Staff.
Quality Theme 3: Quality of Staffing - NOT ASSESSED
Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED
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
Not applicable.

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

<table>
<thead>
<tr>
<th>Quality of Care and Support - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<tr>
<th>Quality of Environment - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<table>
<thead>
<tr>
<th>Quality of Staffing - Not Assessed</th>
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<table>
<thead>
<tr>
<th>Quality of Management and Leadership - Not Assessed</th>
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6 Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>22 Sep 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<tr>
<td></td>
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<td>Staffing 4 - Good</td>
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<tr>
<td></td>
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<td>Management and Leadership 4 - Good</td>
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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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