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Care service inspection report

St. Helen's Primary Out Of School Care

Day Care of Children

Lomond Drive
Condorrat
Cumbernauld
G67 4JJ
Telephone: 01236 720070

Inspected by: Isabella Semple-Lawson

Type of inspection: Unannounced

Inspection completed on: 3 February 2012

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Service provided by:

St. Helen's Out Of School Care

Service provider number:

SP2003000988

Care service number:

CS2003004765

Contact details for the inspector who inspected this service:

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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	4	Good
Quality of Environment	4	Good
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

What the service does well

The service has several different ways in which it asks parents, carers and children what they think about the service and their suggestions for improvement. For example they use questionnaires for parents/carers and children to gather information about how to improve activities, staff and the environment.

What the service could do better

We discussed children's personal plans and guided the manager to the regulations relating to these. The manager agreed to take account of the new regulations and will now develop personal plans for this service. The manager should address the areas for development highlighted in this report.

What the service has done since the last inspection

The service had met the two recommendations from the last inspection. They had relocated to the gym hall which allowed them to provide physical activities on a daily basis.

Conclusion

The service offers parents and children a good standard of care and support.

Who did this inspection

Isabella Semple-Lawson

1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland known as 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.

St Helen's Out of School Care (OSC) are a voluntary group, managed by a committee. They operate within St Helen's Primary School, Condorrat, Cumbernauld. The group have been registered with the Care Commission since 1 April 2002. The service provides an OSC service for a maximum of 30 school aged children between the age of 5 and 12 years. They are presently operating from Monday to Friday, 3pm until 6pm, term time only. The service operates from the gym hall. There is a secured entry door system and parking is nearby for parents.
They "Endeavour to foster positive relationships with children and parents to ensure that your child is happy whilst learning through play". The full Statement of Aims and Objectives is available to service users and carers.

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

We wrote this report after an unannounced inspection that took place on the 24 January 2012 between 3pm and 5:30pm by Inspector Isabella Semple-Lawson. A completed annual return was sent in by the service. We sent out 20 questionnaires and 6 were returned to us by parents and carers.

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
* Children's Information
* Services Own Questionnaires
* Newsletters
* Controlling Infection Policy
* Partnership with Parents Policy
* Complaints Policy
* Child Protection Policy
* Care Standards Questionnaires returned to us by people using the service

* Observations of practice
* Observations of the environment
* Discussion with the manager, staff and children using the service.

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 following recommendations were made at the services last inspection:

1. Quality Statements 1.1,2.1,3.1,4.1. The service should further develop approaches to consultation with children and parents as discussed at the inspection.
NCS 13 Early Education and Childcare: Improving the Service.
This recommendation had been met. The service had reviewed questionnaires to include all aspects of the service for parents and children.

2. The manager should replace bins with pedal bins to ensure a high level of infection control.
NCS 3 Early Education and Childcare: Health and Well-Being.
This recommendation had been met. The manager advised that they had replaced their bin with a pedal operated one but unfortunately it had been broken and replaced with a non pedal one by the school. They have since spoke to the head teacher and a new pedal bin will be purchased. This will be confirmed at the next inspection.

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 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

18 children were present on the day of inspection. Children were observed to be happy, relaxed and comfortable in the surroundings.
Children commented:

* Staff are really nice , they help you
* The staff are strict when people are misbehaving
* I get help with school projects

Taking carers' views into account

Six Care Standards Questionnaires were completed and returned us before our inspection. When asked about the overall quality their child receives in this service, all indicated that they were very satisfied.
A selection of comments we received are included in 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: 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 the service's performance good in the areas sampled for this statement. People who use the service had been provided with good opportunities to help develop the quality of care and support.
Staff said that they spoke to parents and carers every day about their child and passed on information about the service. The service used questionnaires for parents and children to gather a wide range of information to improve the service. The results from the questionnaires were audited and feedback to parents, carers and children with action points in the newsletter. Parents were given newsletters that contained information on the suggestions from parents, fundraising ideas and changes to the service provision. These were given out regularly.

There was a childrens representative group which gathered feedback from the children as to what activities they would like to do and produced a rota for some activities. Children were able to identify resources and activities that they would like to be involved in and could comment on previous activities.

All 6 parents/carers who completed the Care Standards Questionnaires strongly agreed/agreed that they were kept informed about what is happening within the service for example through newsletters and information boards.

Areas for improvement

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

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 the service's performance was good in the areas sampled for this statement. A wide range of information about the service and other relevant information was displayed in the entrance area.

We saw staff interacting well with the children; showing support and encouraging positive behaviour while maintaining boundaries. As previously mentioned the service provides opportunities for parents/carers and children to work with staff on issues that may arise. We observed staff consulting regularly with children and they stated that this was to improve on the activities being offered and allowed them to plan the next activities for the children. The programme of activities offered to children included active and outdoor play. Staff encouraged spontaneous learning and supported children in developing their ideas and progressing these to the next step. Staff advised that activities were planned to accommodate the different days children attended and took into account the childrens interests.

All 6 of the respondents to the Care Standards Questionnaires strongly agreed/agreed that their child can experience and choose from a balanced range of activities and that staff encourage their child to form positive relationships with other children. A parent commented "The staff know my child well and ensure he takes part in a varied range of activities throughout the session".

Areas for improvement

The service identified further developing the childrens representative group.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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
We found the services performance good in the areas sampled for this statement. Please see Quality Statement 1.1 for information on how the manager and staff involved parents, carers and children in assessing the quality of the environment. People who use the service had been provided with good opportunities to help develop the quality of the environment.

Parents were able to comment on the resources and layout of the OSC when they first started with the service.

Of the 6 parents/carers who completed the Care Standards Questionnaires, 3 respondents indicated that they strongly agreed/agreed, two didn't know and one was left blank, that staff ask for their child's views about the activities and outings and use them to plan future activities.

Areas for improvement
The service identified the childrens representative group being involved in developing new questionnaires for children.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 5
The accommodation and resources are suitable for the needs of the service users.

Service strengths
We found the services performance good in the areas sampled for this statement. The service had a secure door entry system in place. Toilet facilities were accessible and appropriate to the children attending. The gym and entrance area was bright with a range of colourful displays of children's work and learning activities. It was well organised with furniture suitable for children, creating quiet, cosy and busier areas for the children to freely move around in. Children were able to play with resources safely and independently. Staff made use of the large gym area for larger physical activities

such as group games and had a wide range of outdoor toys and resources which were suitable and age appropriate for the children using the service.

The service had detailed risk assessment checklists for all areas of the service and completed daily cleaning checks. .

Of the parents/carers who completed the Care Standards Questionnaires, 5 strongly agreed/agreed and one blank that there is enough space for children to play and get involved in a range of activities. One parent commented "I have been delighted with the high standard of care which has been maintained through moving location within the school".

Areas for improvement

Members of staff from the school and cleaning staff were accessing the the gym hall when children were present (see recommendations 1& 2). The manager has spoken to the Head Teacher of the school and advised her of the concerns and issues regarding other staff.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The provider should ensure that staff from the school do not use the gym hall unnecessarily when the OSC is being provided.
   NCS 2 Early Education and Childcare up to the age of 16 - A Safe Environment

0. Guidelines for cleaning staff access to the gym hall should be developed.
   NCS 2 Early Education and Childcare up to the age of 16 - A Safe Environment

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

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

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 5	4 - Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings	
12 May 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - 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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