

Care service inspection report

Pupil's Out Of School Care Club

Day Care of Children

Community Centre

Flatt Road

Largs

KA30 9NF

Telephone: 01475 673505

Type of inspection: Unannounced

Inspection completed on: 12 September 2014



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Service provided by:

Pupils Out of School Care

Service provider number:

SP2003003407

Care service number:

CS2003034591

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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	5	Very Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

Children's/parents/carers are consulted with and are involved in evaluating activities, outings and events to assist staff in planning to meet their needs and preferences.

The service promotes and supports the health and wellbeing of the children attending in an inclusive environment.

Staff work well together as a team and share responsibilities. They provide a relaxed, welcoming environment and enjoy positive relationships with the children attending.

Management are committed to improving and developing the service to provide positive outcomes for the children attending.

What the service could do better

The provider, management and staff should act on the requirement made and take account of the recommendations and areas for improvement identified within this report.

What the service has done since the last inspection

Management and staff are continuing to develop practices and procedures to further improve outcomes for the children. The constant staff team provide continuity for the

children. The environment has been improved through the refurbishment of toilet facilities and additional resources requested by the children and staff.

Conclusion

Pupil's Out of School Care Club provides children with a welcoming, inclusive environment in which they are safe and secure. Management and staff know the children well and are responsive to their needs and preferences. Parents/carers we consulted with are confident in the overall care and support their children receive.

1 About the service we inspected

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

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could 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 recognised 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.

Pupil's Out of School Care Club is based within a community centre in the coastal town of Largs in North Ayrshire. The service operates between the times of 7.15am - 9am and 3pm - 6.15pm. Monday to Friday during term time and 7.15am - 6.15pm during school holiday periods. The group is managed by a voluntary committee who employ staff to deliver the service.

The service aims to offer play opportunities that are both fun and challenging.

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 5 - Very Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - 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 following an unannounced inspection that took place between 8am - 8.45am and 2.35pm - 6.25pm on the 22nd August 2014. A further visit took place on the 12th September to complete the inspection and provide feedback on our findings.

As requested by us the service sent us an annual return and completed self assessment.

We sent copies of our questionnaires for the service to give to parents/carers. Ten were completed and returned to us before the inspection took place. We also sent out staff questionnaires. Five were completed and returned to us.

In this inspection we sampled evidence from various sources, including the following:

- Returned Care Standards questionnaires
- Information from most recent self assessment
- Parent questionnaires
- 'Post it' wall
- Children's 'mind mapping'
- Pictorial resources folder
- Letters to parents
- Committee meetings parent involvement
- Breakfast/snack choices
- Accident/incident records
- Policies and procedures
- Displayed information/photographs
- Children's personal information
- Administration of medication forms
- Visitor's signing in/out facility
- Children's register
- Risk assessments - outings/venues/activities
- Cleaning records
- Staff questionnaires

- Staff meetings minutes
 - Staff SSSC registration
 - Staff training
 - Staff/management meetings
 - Good practice guidance documents
 - Evaluation methods
 - Development plan
 - Registration certificate
 - Insurance certificate
-
- Discussions with the manager, administrator, staff members at breakfast club and after school club and five of the children attending
 - Observations of the environment, resources and staff/child interaction

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

Not applicable.

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 fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

Ten school age children attended the breakfast club and twenty six were present during the after school session. Those attending breakfast club were provided with appropriate choices prior to being escorted by staff to local primary schools in the area. Two children we spoke to told us they enjoyed being there and were happy with the breakfast options available to them.

The children attending the after school care club were provided with various activities and appeared to enjoy positive relationships with one another. Those we spoke with said they were happy to attend the service and that there was lots to do. They shared information about the various trips they had been on during the school holidays and

that staff members were "nice" and they felt they could talk to them if they had any issues. They felt involved in making choices and putting forward their views.

Taking carers' views into account

Carers include parents, guardians or relatives of the children and young people attending the service.

All ten parents/carers we consulted with were happy with the quality of care their children received. Comments received included:

"I believe that the children are truly cared about and this is more than I ever expected"

"Both my children love going to the after school PUPS club"

"My children are very happy attending PUPS"

"There is always a very positive and happy atmosphere"

"They enjoy their time there and are generally very positive about the activities and relationships with staff and other children - I am happy with the service"

Additional comments are included within this report.

A comment made with regards to healthy breakfast options was discussed with the manager and administrator. We observed breakfast during our inspection and felt that there was a good range of choices available to the children including healthier options. Staff told us that they consult with the parents on what their children should and should not be offered, for example, sugary cereals.

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

On the evidence we sampled, we graded this Quality Statement 5 - Very Good. We looked at how parents and children were consulted with and how they were kept informed.

The service operated participation and partnership with parent's policies. Parents were formally consulted with through questionnaires asking them for their views of their children's experiences at the club and if anything could be improved on. Those we viewed provided the service with very positive feedback and no areas for improvement were identified. Staff were available to speak with parents on a daily basis should they have any concerns or to share any comments/suggestions.

Parents were involved in managing the service through committee work. This meant they had a say in the running of the service and their views and suggestions sought on changes to be made.

It was evident that the children were consulted with on many aspects of the service including activities and snack options. A 'what do you want to do today?' pictorial folder was readily available for them to choose from the range of resources the service had to offer. 'Mind mapping' took place to gain the children's ideas for events such as physical week, outings and new resources required. Ideas were taken forward and included in planned activities. This showed us that parents and children were included and their views respected through the service's consultation and participation methods.

Parents and children were kept up to date through information and photographs displayed throughout the premises, individual letters and newsletters.

Areas for improvement

Management and staff should continue to maintain and develop methods of involving parents and children in assessing the service they provide and encourage them to put forward any areas for improvement.

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

On the evidence we sampled, we graded this Quality Statement 4 - Good. We looked at information gathered on the children, how staff promoted their health and wellbeing and accident/incident records. As part of this inspection, we have focussed on how this service has promoted children's health and wellbeing through infection prevention measures.

Staff knew the children well and were responsive to their individual needs and preferences. Information gathered from parents/carers, observations made by staff and consultation helped them to do so. Children's registration forms included details of any allergies and relevant medical information to assist staff in meeting their needs.

Routines included indoor and outdoor play, physical activities and outings. The children had access to the adjacent primary school playground for outdoor activities, providing regular opportunities for them to take part in active play in the fresh air. A local park was also accessed to extend these opportunities.

Breakfast menus were varied and included healthy, balanced options which the children told us they enjoyed. Staff sought the children's particular preferences for snack options and included these in the weekly menus. Disposable plates and cups were used as part of infection control procedures.

The children were encouraged to be responsible for themselves and others. Simple club rules were displayed and daily helpers were identified to carry out certain tasks.

Staff gathered medical information and administration of medication policies and recording facilities were in place. The manager and some staff members held current first aid training certificates to enable them to deal with any incidents which arose

appropriately.

Accidents/incidents were appropriately recorded and parents signed to confirm that they had been made aware of any instances and the action staff had taken. The service child protection policy and staff responsibilities had been reviewed and the administrator of the group was the named child protection co-ordinator. All staff were due to attend updated child protection training through the local authority in the week following our final inspection visit.

Areas for improvement

On our visit, snack consisted of a choice of fruit. We noted that some of the children did not like fruit, however, there was no other option available. We brought this to the manager and administrator's attention and this was attended to prior to the completion of the inspection with an additional choice being provided.

We discussed the good practice guidance with regards to the administration of medication. We are satisfied that policies and administration procedures will be reviewed and updated to meet this.

We noted that the children made use of hand gel prior to eating snack. In order to promote the children's health and wellbeing we advised the manager that this was not good infection control practice (See recommendation 1 in this Quality Statement).

Children's personal plans, required through regulation, were not in place. We provided examples of how these could be developed taking account of the 'Getting it right for every child' well-being indicators (See requirement 1 in this Quality Statement).

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 1

Requirements

1. In order to meet the requirements of regulation personal plans need to be developed for each child attending the service detailing how their health, welfare and safety needs will be met. Plans need to be reviewed at least once in every six month period or sooner as required. This is in order to comply with SSI 2011/210 Regulation 5. Timescale - Due to the large numbers of children attending the service we have agreed on a six month timescale to complete these. The manager and administrator are aware that a plan requires to be in place within 28 days for any new children starting the service.

Recommendations

1. In order to meet best practice with regards to infection prevention and control the children, rather than using anti-bacterial gel, should wash their hands prior to eating. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2 - A safe environment.

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

The strengths recorded under Quality Statement 1.1. are also relevant for this Quality Statement.

Areas for improvement

See Quality Statement 1.1.

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

On the evidence we sampled, we graded this Quality Statement 5 - Very Good. We looked at entry procedures, resources, risk assessments and the general environment. As part of this inspection, we have focussed on how this service has promoted children's health and wellbeing through infection prevention measures.

The children had access to two separate play rooms, toilets and the adjacent primary school playground. Entry to the premises was secure and we were asked for identification and to sign the visitor's sheet on arrival. A children's booking-in sheet was kept and parents' signatures sought when collecting their children.

The areas in use were clean and fresh and provided the children with natural light. Both rooms provided the children with various choices of activities and plenty of space to move around them. The toilets had been refurbished since the last inspection. They were clean and fresh and liquid soap and hand dryers were supplied to help reduce the risk of cross infection. A Food Standards Agency pass certificate had been achieved for the kitchen area where breakfasts/snacks were stored and

prepared. Fridge temperatures were checked and recorded to ensure food/liquids were stored appropriately and safely.

There was a small garden area within the grounds of the community centre, however very good use was made of the adjacent school playground and a local park for outdoor activities. Outings were pre-arranged and risk assessed to identify any hazards to the children. Very good risk assessments were also in place for parks and activities.

Activities were suitable for the ages of children attending and we saw them making their own choices. Wall displays were regularly changed. Artwork reflected current topics the children were working on, for example, the local Viking Festival.

Areas for improvement

Risk assessments for outings, parks activities etc should be reviewed and reflect any identified changes in safeguarding the children.

Although we found no hazards during our inspection visit we recommend that a written risk assessment is developed for the premises and outdoor play area (See recommendation 1 in this Quality Statement).

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. A risk assessment should be developed for all areas within the community centre and the outdoor areas accessed by the children. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2 - A safe environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

The strengths recorded under Quality Statement 1.1. are also relevant for this Quality Statement.

Areas for improvement

See Quality Statement 1.1.

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

On the evidence we sampled, we graded this Quality Statement 4 - Good. We observed staff/child interaction and looked at staff meetings minutes, appraisals, qualifications, access to best practice material and registration with SSSC. As part of this inspection, we have focussed on how this service has promoted children's health and wellbeing through infection prevention measures.

Staff:child ratios were being maintained. Staff members held a range of qualifications and were registered, as required, with the Scottish Social Services Council (SSSC). Two staff members were registered with conditions to gain qualifications relevant to their roles within the service. They worked well together as a team and were well aware of their roles and responsibilities.

The children were relaxed and familiar with staff and confidently approached them with their requests for activities. Very good relationships were observed and the staff knew the children well and were able to respond to their individual needs.

Regular staff meetings took place where information was shared by management and staff discussed various aspects of the service. Individual meetings with a member of the management committee allowed staff to reflect on their roles, identify any training needs to progress their own development and inform their practice to provide best outcomes for the children attending the service and identify any improvements which could be made, for example, additional resources for the children's benefit. The manager and some staff had attended training such as food hygiene, infection control and first aid. The manager and administrator shared their learning from 'Getting it right for every child' (GIRFEC) training with the staff team to raise their awareness. Staff had access to good practice guidance documents/publications to keep them up to date and help inform their practice.

The five staff members who completed and returned our questionnaires indicated that they were aware of the service policies and procedures, that they have the necessary equipment/materials for the job, they are given opportunities to meet up with other staff to discuss their day-to-day work and that they are asked for their opinions on how the service could improve. This told us that they were respected, included and motivated in their day-to-day practice.

Parents we consulted with were positive about the quality of staff in the service. Comments included, "The staff are really all very friendly and always update me on everything that goes on. Can't stress enough how professional, informative and really nice the staff are", "The staff are very enthusiastic and caring. I trust that they will care well for my children" and "The staff and management are fantastic overall".

Areas for improvement

Opportunities for staff training and personal development could be improved (See recommendation 1 in this Quality Statement).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff should be provided with further opportunities to progress their own professional development to assist them in keeping up to date with current best practice. This could be done through a mixture of external/internal training, reading and research. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 12 - Confidence in staff.

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

The strengths recorded under Quality Statement 1.1. are also relevant for this Quality Statement.

Areas for improvement

See Quality Statement 1.1.

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

On the evidence we sampled, we graded this Quality Statement 4 - Good. We looked at consultation with parents/children, evaluation processes, service improvement plan, policies/procedures reviews, committee meetings and held discussions with the manager and administrator.

Please see methods of consulting with families in the strengths included in Quality Statement 1.1. In addition, parents/carers and children's views were sought on activities, outings and the summer holiday club which helped evaluate the service and provide staff with feedback to help them plan for future events and make any improvements required. These processes showed us that they were included and respected.

The service policies and procedures were regularly reviewed to provide accurate information for parents and staff. The complaints procedure provided parents with details of the steps taken should concerns arise and guided staff in the process.

Parents were invited to have their say in the operations of the service by becoming members of the management committee. The service's development plan provided some information on how priorities were being taken forward to make improvements.

Areas for improvement

Information contained in the service's development plan was limited (See recommendation 1 in this Quality Statement).

The provider and manager should develop monitoring procedures to assist in assessing the quality of children's experiences and the service as a whole (See recommendation 2 in this Quality Statement).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Management should expand the service's development plan to reflect identified priorities, how they are going to be progressed and action taken to make improvements to benefit staff and children. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 13 - Improving the service.
2. Procedures should be developed to effectively monitor the work of staff, the environment and the service as a whole. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 14 - Well-managed service.

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

6 Inspection and grading history

Date	Type	Gradings
24 Aug 2011	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing Not Assessed Management and Leadership Not Assessed
22 Sep 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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Telephone: 0345 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com