Blacklaw Out of School Care
Day Care of Children
Blacklaw Primary School
Glenaroch
East Kilbride
Glasgow
G74 2BP

Type of inspection: Unannounced
Inspection completed on: 19 May 2015
Contents

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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

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<tr>
<th>Area</th>
<th>Grade</th>
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<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
<td>Good</td>
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<td>Quality of Staffing</td>
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What the service does well

The management team supported the staff effectively. Staff were enthusiastic and knew the children and parents well. People who used the service were involved at a level that suited them. Staff worked well together. They had a good awareness of how to maintain strengths and how to improve the service.

Children received praise, encouragement and affection from staff. They were treated with respect and dignity, their successes and achievements were celebrated. The routine, layout and work of the staff enabled the children to become involved in a variety of child led activities and experiences responsive to their needs. This approach meant that the children directed and led their own play.

What the service could do better

New staff should be enabled to lead initiatives and projects.

Children should better manage risk during their general play, and be enabled to decide where to play outdoors.

What the service has done since the last inspection

Children were independent and were confident, able and enthusiastic. Children were comfortable in the environment. They were happy, engaged, talkative and content.
The staff team and the children worked well together. They had participated in initiatives about healthy eating and the national framework ‘getting it right for every child’ (Girfec). These improved outcomes for children using the service. The children had a good knowledge of these.

The recommendations made at the last inspection have been addressed.

**Conclusion**

At this inspection we considered eight quality statements in four quality themes. For the statements considered at this inspection the service is performing at a very good level in three quality statements and at a good level in five quality statements. The care of the children is in place, the work of the staff and routine ensured enhanced outcomes for people using the service in a pleasant environment.
1 About the service we inspected

Blacklaw Out of School Care is registered to provide out of school care to a maximum of twenty eight primary school children up to twelve years of age. The provider is the committee of Blacklaw out of school care.

The service has sole use of a playroom in Blacklaw primary school, in St. Leonard’s, East Kilbride. The service operates five days a week during term time and is open from 7.45am to 9am and from 3pm to 6pm. It is close to shops, local amenities, and bus routes. The accommodation is on one level.

The aim of the service is to offer before and after school care to children of primary school age.

The full aims and objectives statement is available to people who use the service.

Recommendations
A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements
A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Act, its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people’s health, safety or welfare.

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 4 - 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. The inspection took place on 15 May 2015 from 3.40pm to 6 pm. A further announced visit was made on the afternoon of 19 May 2015 to complete the inspection.

As part of the inspection, we took account of the completed annual return and self-assessment form that we asked the provider to complete and submit to us.

We gave twenty care standard questionnaires to the manager to distribute to parents and carers. Eleven parents/carers sent us completed questionnaires.

During the inspection process, we gathered evidence from various sources. We spoke with:
- the manager,
- the practitioner,
- the support worker,
- three parents,
- children individually and in small groups.

We looked at:
- accident, incident records,
- personal plans/profiles,
- policies and procedures,
- minutes from meetings,
- evaluations and feedback from parents and children,
- risk assessments,
- quality assurance,
- the environment, resources and equipment.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.
The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It’s a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight ‘indicators’ of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

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

We made seven recommendations in the last inspection report. There are no recommendations outstanding.

Staff should ensure that all documentation returned from people who use the service is dated and record when their views and suggestions have been actioned. Staff could demonstrate when suggestions had been received on a range of dated documentation therefore this recommendation is considered addressed.

Staff should ensure accident forms contain all relevant information and parental signatures. Forms contained all relevant information including parental signatures therefore this recommendation is considered addressed.

Staff should ensure that forms to administer medication contain all information in accordance with management of medication guidance. Accident forms contained relevant information therefore this recommendation is considered addressed.

Staff should improve practice to reduce the risk of cross infection. Procedures were appropriate therefore this recommendation is considered addressed.

Staff should review children’s access to left over snack and ensure good hand washing procedures are in place. Appropriate procedures were in place therefore this recommendation is considered addressed.

Staff should demonstrate how quality assurance methods in place improve outcomes for the children, parents and themselves. Quality assurance was a strength in the service and methods demonstrated how outcomes had improved therefore this recommendation is considered addressed.

The self assessment should be updated on a regular basis, all staff should be involved in completing this. All staff were involved therefore this recommendation is considered addressed.
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. Strengths and areas of improvement were identified.

Taking the views of people using the care service into account

The children were settled and engaged in play. They chatted to the Inspector about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment. Staff enabled and cared for the children.

Taking carers’ views into account

We sent out twenty care standard questionnaires for distribution to people who use the service and eleven were returned to us before the inspection.

These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership.

Information from the care standard questionnaires can be found in this report.

Views from parents and carers who took part in the inspection can be found in this report.
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 that the performance of the service was very good for this quality statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive. We looked at how children and families were involved and observed the children at play. We spoke with staff, children, parents, and management and considered information written and verbally presented by the staff.

In the care standard questionnaires parents wrote:
"The children are involved in planning of play, snack, outings and more. The staff are very good and endeavour to let the children’s voices be heard”.
"I am very happy with the service; the quality of play and learning experiences is superior”.

A partnership with parents’ strategy is in place and parents have very good opportunity to become involved. They gave feedback about the service in writing and verbally using various methods. They were invited to join the committee of parents who oversee the running of the service. They could attend meetings, complete questionnaires and give their views in the children’s personal plans. They commented about specific events. The actions taken and planned by staff were recorded and demonstrated aspects of the service that had improved. The views of people who use the service were listened to and implemented. Staff have identified that they would like to progress this as some methods in use were not yet wholly successful. We discussed how personal plans could be used as a way for parents and children to evaluate the service.
Children were confident, independent and expressed their opinions well. They talked about their time here enthusiastically. We could see how their thoughts and ideas were valued by staff. Children had ownership and responsibility, strategies and initiatives were in place to encourage the children to use their skills to help themselves, their friends and care for their environment. They showed a keen interest in topics and were absorbed in the very good range of activities and experiences.

Children took an active part in making decisions for example in how to make the service better. Discussions with the children were held to get their views; they were consulted about resources, toys, equipment, the environment, snack, activities, outings and the work of the staff. They planned, reviewed and evaluated their own play. The environment, activities, routine and work of the staff enabled children to make decisions in the service. The outcome was that children directed and determined their own play; experiences were child led, and occurred naturally. They were actively involved in their own learning and development. Children were independent in setting their own targets and were confident, able and enthusiastic.

Children and parents influenced care and support, the environments the children use and the work of the staff. Opportunities to involve children and parents had a positive impact on service development.

Based on the findings at this inspection, the grade for this quality statement is very good.

**Areas for improvement**

See the areas of improvement in quality theme two, quality statement two and quality theme four, quality statement three.

**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
At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects in relation to meeting the health and welfare needs of children effectively. We looked at physical activity, and emotional well-being, accident and incidents and related records kept by the service. We observed the children at play and spoke with staff, parents, children, and management. We considered information written and verbally presented by the staff.

In the care standard questionnaires returned to us parents wrote:
“The staff are always friendly and approachable, and deal with matters promptly and efficiently”.
“My child thoroughly enjoys it, and we have increased the days as my child wanted to attend more”.

The children really enjoyed being outdoors. Staff told us that children get out most days. Outdoor play occurs to extend the children’s learning experiences. Children were sufficiently clothed. Additional trips in the local community and surrounding areas have commenced and more are planned. Children at the inspection told us about their trip to the safari park that they had enjoyed.

We observed children using their skills; this included moving freely between activities, and carrying out activities independently as they moved around the premises. The resources and experiences created an environment that gave children independence. Children played freely at their own pace, made decisions and applied choice. They were motivated and happy in the staffs care. We found that experiences were enjoyable and stimulating for the children. Staff supported the children in their decisions. Children were encouraged to share their views and opinions, they were involved daily in making choices. This showed they were respected, responsible and included.

Children were involved in health and well-being projects. The benefit of taking part and promoting these areas had provided children and families using the service with information on making healthy life choices. Children explained the SHANARRI well-being indicators and how they used them. For example how they kept themselves safe while at the service and during play. They had named each well-being indicator to help them associate more with the indicators. They drew characters to increase their understanding and make this framework more interesting for them.

Staff were knowledgeable about child protection procedures and had identified that
they wanted to update their knowledge about this. Procedures are in place for emergencies, risk assessments are completed, and accident books are kept.

Based on the findings at this inspection, the grade for this quality statement is very good.

**Areas for improvement**

See the areas of improvement in quality theme two, quality statement two and quality theme four, quality statement three.

**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: 4 - Good

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The premises met most aspects in relation to providing a safe environment where children are protected. We looked at infection control procedures, lighting and heating systems and viewed the premises and how they were being used.

Children were involved and could influence parts of the environment and how they were used. The premises consist of one playroom, toilets, cloakroom, and kitchen facilities. Children were provided with knowledge, understanding, skill and confidence in their ability to cope with new and different challenges. Children were encouraged to participate in opportunities to explore the out of school and community environments. The environments supported them to express themselves in a variety of different ways. Children sought staffs assistance as required and were able to influence their own play, how they spent their time, who they played with, and where they played indoors. We could see that the children experienced appropriate interactions in a warm and nurturing environment. Younger children who needed more support were assisted by staff. Positive relationships between the staff and children were evident.

The service has applied to increase the numbers of children who attend and increase the areas used. In the care standards questionnaires returned to us parents wrote: "Although the children get to use outdoors whenever they can, the only thing to improve could be more indoor space and gym access, to allow physical play when the weather isn’t good."

Children benefitted from staff guidance in helping them to learn how to keep themselves healthy and free from the risk of cross infection. All children were learning how to wash and dry their hands properly before eating, and after messy play or using the toilet, showing clear links to them learning to be healthy, active and safe. Hygiene in the playroom and surrounding areas was of a high standard. There was appropriate lighting and heating. All children accessed the toilets independently,
located directly off the playroom. The environment was stimulating, welcoming, hygienic, bright and attractive. There was a lively atmosphere; children were busy, occupied and engaged.

Meal times were unrushed and seen as part of the routine. Children tidied up and cleared away, they enjoyed these experiences. Staff assisted the children if they needed help. Staff were trained in food hygiene and good hygiene practice was in place.

Based on the findings at this inspection, the grade for this quality statement is good.

Areas for improvement
Although there were important strengths associated with this statement, during the inspection we found that:

Children were involved in risk assessment and we reviewed accidents and incident forms and found that most occurred outside and after 4pm. Children were independent in the service and made a range of decisions, we recommend that staff offer more direction to the children who were tussling with each other during their play, and we saw during the first visit that this continued for some time. Children decide where to play and we recommend that this is extended to include outdoor areas. Staff should be stationed here as part of the routine and outdoors should be used similar to inside. This may reduce accidents, and ensure that at all times play is meaningful for the children. See recommendation one.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Children should better manage risk during their general play, and be enabled to decide where to play outdoors. National care standards for early education and childcare up to the age of 16, Standard 5: quality of experience, standard 13: improving the service, standard 14: well managed service.
Statement 3
The environment allows service users to have as positive a quality of life as possible.

Service strengths

At this inspection, we found that the performance of the service was good for this statement. The service met most aspects in providing a range of resources and equipment that supported the children. We observed how the children and staff used these. We looked at how the children were involved in the local community, and considered information written and verbally presented by staff.

We saw a range of resources in the playrooms that were appropriate for children’s development. All were organised and easily accessible to the children enabling the children to make independent choices about what to play with. The layout allowed the children to play independently or in small groups. There was a range of children’s work displayed meaning that they were respected and included. Staff told us that the children enjoyed choosing and buying new resources. Children set up the playroom and tidied away they had a good knowledge of the contents of the resource cupboard and how to move equipment safely. Children complete and take part in risk assessments and explained their role and responsibilities.

There were cupboards in the premises used to store additional toys and equipment and staff told us they knew what was kept in each cupboard and knew the range of resources available. Staff told us they were aware of the procedure for reporting defects. Staff and children also took a range of resources outdoors. In the care standards questionnaires returned to us parents wrote: “A really good service that I value and greatly appreciate”. “Blacklaw is a fantastic establishment, I genuinely feel safe and confident about leaving my child in their care”.

The staff used a range of equipment to assist them in providing appropriate care and support. Equipment including tables and chairs for children and staff, household goods and soft furnishings meant that the environment supported staff to provide a range of facilities.

Children used the local facilities and the service was active in their community. Parents, children and staff told us they used local parks, and the shops. The service notice board told parents and children about community events. Children with staff participated in local events.

Based on the findings at this inspection, the grade for this quality statement is good.
Areas for improvement
See the areas of improvement in quality theme two, quality statement two and quality theme four, quality statement three.

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 2
We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths
At this inspection, we found that the performance of the service was very good for this statement. The service met most aspects in relation to recruiting and inducting staff in a safe and robust manner. We considered the recruitment and induction procedure and looked at staff files, procedures and policies.

Most core staff employed had gained the relevant qualifications and were registered with the relevant professional body such as Scottish Social Services Council (SSSC). The provider had a recruitment and selection policy and procedure. Two new staff and the manager provide the care service. Two staff files were examined and contained what staff planned to achieve, record of training, copy of their qualifications and certificates.

Prospective employees were required to complete an application form. They were provided with written information and were informed about the aims and values of the service.

Recruitment practice required candidates to undergo a PVG check and provide names of two referees one of which was from the immediate previous employer.

There was an appropriate skill mix of staff and this meant the outcomes for children and parents were positive. The staff employed since the last inspection told us about their induction programme and what this involved.

Staff self evaluate their own practice against a range of guidance and documentation to improve. Files demonstrated staff achievements, evaluation and training. Staff were motivated and committed to providing a high quality service. Priority was given to involving children and improving outcomes. Staff consulted with the children and children planned what they wanted to do.

There was an ethos of working in partnership with people who use the service and
this created a welcoming and friendly working environment. Staff were supported, felt valued, and consulted each other regularly.

Children received praise, encouragement from staff. They were treated with respect and dignity. Written documentation to support the work of the staff was presented and provided good information about the service.

The staff and management team had a very good awareness of how to progress the service while maintaining strengths. There was a strong sense of team work ensuring that children developed and achieved well.

Based on the findings at this inspection, the grade for this quality statement is good.

Areas for improvement
See the areas of improvement in quality theme two, quality statement two and quality theme four, quality statement three.

Grade awarded for this statement: 4 - 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
At this inspection, we found that the performance of the service was good for this quality statement. The service had met all aspects in relation to a professional, trained, and motivated workforce, which operates to National Care Standards, and legislation. We looked at staffs communication and interaction with children, staff awareness, knowledge of the children in their care, and how staff shared practice and implemented new initiatives.

Staff were informed about children’s needs and development, the children were motivated and happy in the staffs care. The care routines in place were appropriate. We observed staff interacting with the children; they were caring, considerate and had a professional manner at all times. The children were confident and at ease communicating with them.
We heard staff reinforcing positive behaviour and they praised the children regularly. The staff and children had formed positive relationships. The children were happy and content and were provided with care and support that met their needs. Staff were attentive in ensuring children felt included and respected.

The staff team had attended workshops and training focused on reviewing and developing the service they provided.

Parents who took part in the inspection spoke highly of the staff and were satisfied with the service they provided. The told us they felt informed and involved. Parents who completed the care standards questionnaires thought that staff were skilled and experienced and treated their child with respect.

In the care standards questionnaires returned to us parents wrote:
“They are a credit and I regularly recommend the quality of this provider to other parents”.
“The service is provided very well with excellent communication with children and their parents”.

Based on the findings at this inspection, the grade for this quality statement is good.

Areas for improvement
See the areas of improvement in quality theme two, quality statement two and quality theme four, quality statement three.
Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 3
To encourage good quality care, we promote leadership values throughout the workforce.

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The service met most aspects in supporting leadership values throughout the service.

The management team told us communication with each other was good and they spoke and met regularly. They considered how to encourage and support each other to provide the service. The manager and the staff were present at all times. Appraisals were carried out with the staff and staff gave their views. Staff were recently involved in updating policies and procedures in accordance with most recent guidance.

Staff understood the aims of the service and implemented service policies and procedures. They were confident in carrying out their role. Staff encouraged the children to consider the well-being indications of SHANARRI and children implemented these to encompass activities and experiences. This resulted in children have a greater understanding resulting in healthier outcomes for them. As well as leading their own play, children were involved in other aspects of the service. For example they made a presentation for the service handbook telling parents why they should bring their child to use the service, and what was important to them. They also designed questionnaires for their friends to complete after specific events. The mission statement informs that all people will be involved in the service.

In the care standards questionnaires returned to us parents wrote:
“My children are extremely disappointed if they don’t go or are collected early”.
“The staff are friendly and very flexible which helps parents enormously”.

Parents who took part in the inspection told us that the snacks were healthy, the liked the nature of staff to child interaction, there were numerous activities and the service was really welcoming and friendly. Parents over see the running of the group and the management team and staff meet regularly to take the service forward, for
example increasing space and numbers.

Based on the findings at this inspection, the grade for this quality statement is good.

**Areas for improvement**

Two new staff cared for the children; they were not yet fully involved in leading initiatives or projects. We discussed with the manager how their role could be progressed.

**Grade awarded for this statement:** 4 - 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

At this inspection, we found that the performance of the service was very good for this statement. The service all aspects in ensuring quality assurance systems and processes involved children, parents, staff and stakeholders.

The staff and management worked together to improve the service. A monitoring timetable and calendar is in place. Priorities and targets to progress the service have been identified and agreed. Staff had a clear vision and this is shared with families who use the service. Monitoring systems are implemented and provided opportunity for staff to enhance play outcomes including collaborative meetings, learning and support sessions for staff, self-evaluation, focusing on experiences, and management of resources.

All staff were involved. Parents, children and staff were encouraged to give their views, opinions and suggestions both in writing and verbally. Children strongly influenced the service they received. Documentation provided information and supported the work of the staff and demonstrated the views of people who use the service.

Appraisals and staff meetings are held regularly. Monitoring of staffs work occurs. The national framework, 'Getting it right for every child' is implemented. Staff were aware of Care Inspectorate developments and publications. The staff told us they felt the management team listened and implemented their views.

Learning outcomes for children, their progress, profiles, care routines and consultations are in place incorporating national guidance. Staff and the management team review and evaluate the service through the improvement plan, attending meetings, carrying out observations and by using various self-evaluation tools such as the national care standards and principles of play work. Formats for personal plans were in use. Monthly and annual reports are completed about the service for continued improvement.

Parents who took part in the inspection said:
"My child enjoys their time at the after school and always enjoys going".
"This is a fantastic service. The staff are excellent and my child is very happy attending".

We found staff could demonstrate how outcomes for children and parents had
improved following the use of the quality assurance systems already in place.

Based on the findings at this inspection, the grade for this quality statement is good.

**Areas for improvement**
See the areas of improvement in quality theme two, quality statement two and quality theme four, quality statement three.

**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

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 - 4 - Good

| Statement 2 | 4 - Good |
| Statement 3 | 4 - Good |

### Quality of Staffing - 4 - Good

| Statement 2 | 4 - Good |
| Statement 3 | 4 - Good |

### Quality of Management and Leadership - 4 - Good

| Statement 3 | 4 - Good |
| Statement 4 | 5 - Very Good |

6  Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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| 21 Aug 2012     | Unannounced   | Care and support 4 - Good  
|                 |               | Environment 4 - Good  
|                 |               | Staffing 4 - Good  
|                 |               | Management and Leadership 4 - Good  |
| 25 Nov 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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