Care service inspection report

Full inspection

Oscars - Mintlaw Out of School Club
Day Care of Children

Central Buchan Community Office
The Pavilion
North Street
Mintlaw
Peterhead

Inspection report for Oscars - Mintlaw Out of School Club
Inspection completed on 17 March 2016
Service provided by: Aberdeenshire Council

Service provider number: SP2003000029

Care service number: CS2003002569

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care 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 5 Very Good
- Quality of staffing 4 Good
- Quality of management and leadership 4 Good

What the service does well

Children were confident, responsible and independent in their self chosen activities indoors and out. Children were listened to and consulted with by staff and their views respected.

Children had very good opportunities for outdoor play which contributed positively towards children’s health and wellbeing.

The staff team were highly motivated and work in partnership with each other creating a warm, welcoming environment and ethos of respect for all children and families.

What the service could do better

To improve outcomes for children we have recommended that asthma inhalers are not stored in a locked box but are more easily accessible when needed.

The manager had identified some areas where she could improve her management of the service now that her working hours have increased.
What the service has done since the last inspection

The manager and staff involve children and families much more in evaluating the service; as a result children have a lot more influence on the activities provided and what they choose to do. Children now have more choice and better access to resources; this means they can follow their own interests and their individual experiences are better.

Conclusion

The out of school club has made improvements over the last year that mean they are better meeting their aims and objectives; play experiences for children were fun and challenging. Parents continue to be pleased with the service.
1 About the service we inspected

The Care Inspectorate is committed to improving the health and well-being of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

OSCAR - Mintlaw Out of School Club is a service provided by Aberdeenshire council. It is registered to provide a care service for maximum of 24 children aged from 4 to 13 years of age. The service currently operates from 2.45pm to 6.00pm during term time.

The service is accommodated in the Pavillion, located in the centre of the rural village of Mintlaw Aberdeenshire. The children benefit from the well-equipped public park and sports fields adjacent to the Pavillion which the out of school club make good use of. Children are collected from Mintlaw and Pitfour primary schools. Children from other schools are welcome to attend at parents own arrangement.

The aims of the service were comprehensive and included:
- Wanting OSCARS to be the best place to grow up, which values play as a life-enhancing daily experience for all the children and young people who attend the setting.

- To offer play and education opportunities that are both fun and challenging.

- Promote the dignity, privacy, choice, safety, potential and diversity of all service users and staff.

- To ensure that everyone at the club; children, parent/carers and workers are involved in ensuring the child and family are at the centre of everything we do.

- To support children to ensure they are safe, healthy, achieving, nurtured, active, respected, responsible and included.

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.

**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 Public Services Reform (Scotland) Act 2010 (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 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 carried out by one inspector. The inspection took place after school on 9 and 10 of March 2016. Feedback on the findings from the inspection was given to the service manager on 17 March 2016.

As part of the inspection we took account of the annual return and self assessment that we asked the service to complete and submit to us.

Before the inspection we sent the service 15 Care Standards Questionnaires (CSQs) to give to parents and carers who use the nursery. Five parents/carers sent us completed questionnaires.

During the inspection process we gathered evidence from the following sources:

We spoke with:

- the manager
- the three staff
- three parents
- the children.

We observed:

- staff practice
- the children’s experiences
- the environment for the children.

We looked at relevant documents and records:
- the aims of the service
- children’s records and care plans
- children’s rights and entitlements
- equal opportunities policy
- policy of partnership with parents
- consultations and evaluations with children and parents
- noticeboards and displays
- newsletters
- risk assessment policy and records
- prevention of infection, illness and
- accident, incident and infection control policy
- child protection policy
- staffing policy
- whistleblowing policy
- staff training plan
- staff training and supervision records
- improvement plan
- quality assurance
- team meeting minutes
- complaint policy.

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.firescotland.gov.uk
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 Care Inspectorate received a completed self assessment document from the provider. The provider identified pointers to what the service did well, some areas for development and any changes planned. The provider told us how the people who used the care service had taken part in the self assessment process. The content could have been more evaluative and told us more about outcomes for children.

Taking the views of people using the care service into account

The children attending the service were observed to be happy, motivated and interested in the activities. Those children spoken with confirmed they liked coming and commented that:

- “I come every day and I like to go out to the park; it’s right next to the club”.
- “I like doing arts and crafts as well as going outside”.
- “We get bits of paper and we write on it what we want to have for snack”.
- “I like to leave my butter to melt on my toast because it tastes better”.
- “It’s good here as I have different friends to play with than school”.

Taking carers' views into account

Feedback about the service was positive. We spoke to three parents informally during the inspection. All reflected positively on their children’s enjoyment; particularly the outdoor play opportunities.
Five parents returned very positive CSQs about the service. Written comments included:

- “My child loves going to OSCARS and always has a great time. They do a wide range of activities and children can choose to make use of the park (weather dependent). The staff are friendly and make sure my child is happy. They encourage the children to come up with ideas for snack and things to do at the club”.

- “A wonderful service with very helpful staff. My daughter loves going here after school”.

- “The service could be more transparent i.e. no information seen i.e. GIRFEC etc. Offers good after school care but no breakfast club - feel this would be utilised in this area. The staff are lovely, helpful and caring - my children really enjoy going here - however I can only assume they are suitably qualified etc. as there is not a 'staff board' to identify who is who, this might be an idea for the future or ID badges”.

- “My child is very happy and content at OSCARS. The staff are very professional at all times and my child has a good relationship with staff. The staff have greatly contributed to my child gaining confidence and building relationships with other children. Staff at OSCARS are doing an amazing job”.
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**
This statement was assessed as the participation of children and their parents and carers in their care and support is very important to achieving good outcomes for children. In 2015-16 all services were inspected against this statement.

At this inspection we found the service to have a very good performance in relation to this statement. We came to this conclusion after we looked at records and displays and talked with the manager, staff and children. We also took account of information from parents and responses to our CSQs.

At the previous inspection we had recommended that the provider and manager should develop more strategies to regularly involve parents and children in the evaluation and improvement of the service in relation to all quality themes.

At this inspection we found that the amount of consultation with children had improved significantly. We saw that children were respected and their input and involvement in their care and support was valued and promoted. Staff displayed and used the ’7 Golden Rules of Participation’ developed by the Scottish
Commissioner for Children and Young People. Staff were very aware of children’s rights and helped children to understand about their right to be heard and that their views were important and listened to.

We saw examples of children’s participation for example; children’s ideas for snacks displayed on paper plates, ideas for activities, games and new resources recorded on 'mind maps'. Children’s records evidenced ‘all about me’ forms completed by children to tell staff all about their likes dislikes and needs. This meant that staff recognised that children are unique.

Staff enabled children to make choices about the activities they wanted and took part in on a day-to-day basis. Questionnaires evaluated children’s views about their experiences in the club and were used for future decisions. Children had been consulted about whether they would like a committee but were happy with the way they were presently consulted with.

We saw from our observations, from our questionnaires and those carried out by the service that staff had established effective working relationships with parents. They made themselves available to talk with parents at the end of the session, which contributed to children’s needs being met effectively.

One questionnaire carried out by the service with parents reflected 'staff are very easy for the children to talk to and seem to have a good relationship with the children'; this was the evaluation that we concluded following our observations in the service. We saw that children were very comfortable in talking to staff about anything at all; this meant that children were confident in expressing their needs and fears and helping staff to care for them well.

**Areas for improvement**
The service should continue to maintain and develop this very good level of involvement and consultation with children and their families.
Grade
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
This statement was assessed because supporting the health and wellbeing of children is very important to achieving good outcomes for children.

At this inspection we found the service to have a good performance in relation to this statement. We came to this conclusion after we looked at records, talked with the manager and staff and observed practice. We also took account of information from parents and responses to our CSQs.

Children were helped to learn about healthy food choices and foods associated with cultural and seasonal celebrations through fun activities. A variety of foods were served which encouraged the development of healthy tastes and preferences. Children had been encouraged to learn about healthy options when baking and a child had bought in a healthy wartime cake recipe that was low in fat and sugar. Children were encouraged to contribute ideas for snack menus and to help with the preparation. Allergy information relating to menus was shared with parents.

Children walked the journey to and from the local schools which was good exercise. During club time most children chose to spend most of their time outdoors being active in the fresh air. Children told us they enjoyed the club because they have access to the adjacent park. We saw that they used a variety of small and large apparatus in the park, which would develop their strength and coordination. The free space of the sports pitch enabled children to be physically energetic; running, developing sports skills and playing imaginative games.
The partnership between staff and parents was positive and ensured good verbal communication. As a result staff knew the children well as individuals and supported their needs effectively. All were clear about medical and dietary considerations. Staff supported children to manage their own medication where appropriate but followed good practice in ensuring spare asthma inhalers were kept in the club.

Staff were friendly, relaxed, and warm towards children; they ensured that all children were and felt included.

**Areas for improvement**

From the records we sampled we saw that children’s care plans showed a date of planned review at 6 months however a few had passed the 6 monthly update dates. The manager agreed that she was running a little behind with these but planned to get them up-to-date as soon as possible.

We found that staff kept medication secure, however, this included spare asthma inhalers; kept in a locked box. Asthma inhalers should be readily accessible when required in an emergency (see Recommendation 1).


**Grade**

4 - Good

**Number of requirements** - 0

**Recommendations**

**Number of recommendations** - 1

1. To ensure children’s health and wellbeing asthma inhalers must not be locked away but stored in an easily accessible place.

**National Care Standards for early education and childcare up to the age of 16. Standard 3: Health and wellbeing.**
Statement 5

“We respond to service users’ care and support needs using person centered values.”

Service Strengths

This statement was chosen because using person-centred values help services to support children effectively and achieve the Scottish Government initiative GIRFEC.

At this inspection we found the service to have a very good performance in relation to this Statement. We came to this conclusion after we looked at records, talked with the manager, staff and children and observed practice. We also took account of information from parents and responses to our CSQs.

At the previous inspection we had recommended that the manager and staff should develop more flexible routines to encourage children to be more independent, make their own choices and take responsibility for themselves. At this inspection we found that there had been significant changes to the layout of the club, children’s access to resources and staff approaches. For example children could choose to have snack as soon as they arrived so that their play was not disturbed later. They could choose individually whether they wanted to play indoors or out and for how long. This meant that children were more independent and took responsibility for themselves in the general routine.

Staff had helped children to understand their rights through a project on respecting each other. Through this children had begun to understand not only their rights but the rights of others to be respected and their responsibility to consider the impact of their actions on others. This contributed to a calmer atmosphere and improved behaviour towards others.

We saw that staff were good role models to children. They showed interest in the children as individuals, listened and engaged with their conversations. Staff were tuned in and supportive to children’s moods and emotions, skills and creativity were encouraged and friendships between children were nurtured. As
a result children were very happy and relaxed in the setting.

The manager and staff had used questionnaires to gather parents' views about the service. We saw that responses were very positive; comments included:

- “Children are able to make choices of activities and their opinions and ideas are asked for and taken on board”.

- “Staff ask and take an interest in what the child/parent is doing outside of Oscars and ask if there is anything else they would like to do at Oscars”.

- “Staff help children with activities they personally enjoy instead of all children having to do the same”.

These comments reflected very good practice in providing a service based on person centred values.

**Areas for improvement**
The manager and staff should continue to maintain and develop this very good level of practice.

**Grade**
5 - Very Good

**Number of requirements** - 0
**Number of recommendations** - 0
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
This statement was assessed as the participation of children and their parents and carers in evaluating the quality of the environment contributes to achieving good outcomes for children.

At this inspection we found the service to have a very good performance in relation to this statement. We came to this conclusion after we looked at records, talked with staff, the manager and parents and observed practice and outcomes for children.

The manager and staff had used questionnaires to gather parents’ views about the service. We saw that responses were very positive; comments included:

- “The children are able to make choices of activities and their opinions and ideas are asked for and taken on board”.

- “Children are able to choose which activities they participate in; she likes being able to choose what to do”.

These comments showed children were consulted with and had autonomy in their play choices.

Questionnaires had also been used with the children to find out what they liked to do best and to gather new ideas for activities. These had been collated and used to improve the service. Weekly plans showed mainly children’s suggestions
during the last six months; for example going for a walk and having a dance day. There was evidence that these suggestions had been followed through.

Children showed good levels of independence as they self-selected resources and initiated their own play; they were able to express their creativity and imagination.

**Areas for improvement**

Questionnaires were not always dated to show when they were carried out. The manager agreed that this would be an improvement that could easily be added in.

**Grade**

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**

This statement was assessed because providing a safe and clean environment is very important to achieving good health and wellbeing outcomes for children.

We found the service to have a very good performance in relation to this statement. We came to this conclusion after we observed the accommodation, spoke with staff and observed practice. We also took account of information from parents’ responses to our CSQs.

The club accommodation was observed to be suitable and fit for purpose. It was maintained in good clean condition. While it was possible to secure the premises the door was unsecured for most of the time to facilitate children’s free flow access to the adjacent park and to return to the building to use the indoor and toilet facilities. Staff encouraged children to always tell them when they changed from one play area to another. Staff were very alert to where children were and vigilant at supervising children in the open sports field and
on the equipment in the park. Therefore this free-flow arrangement worked well for the children.

At the previous inspection we recommended that the manager and staff should review the rules of the club with the current children and set clear boundaries to ensure safety in indoor play. At this inspection we saw that the children had drawn up their own rules for the club. The staff had undertaken work with the children on rules and responsibilities (see Quality Theme 1 - Statement 5) which, together with increased opportunities for children to follow their own interests in play, had been successful in promoting appropriate behaviour. As a result children were less boisterous indoors and the play rooms were safer for the children.

Procedures for safeguarding children were robust. In discussion staff were very aware of risks and their responsibilities; this contributed to keeping children safe from harm. Risk assessment procedures were robust and had involved children to help them understand how to keep themselves safe and report any unsafe objects or situations to staff.

In a group discussion with children they told us:

- “I feel safe because there are adults around who you can rely on to look after you and they have first aid if you hurt yourself”.

- “Teachers aren’t allowed to touch you”.

- “They can if they are helping you, they can pat you on the shoulder”.

- “They can’t touch you around here (gesturing below the waist)”.

We observed the staff to respond promptly and appropriately to a child who had hurt themselves. The immediate focus was on the child; giving comfort and first aid. When the child was comfortable the details of the accident were explored and recorded. The child was monitored and the parent informed as recovery was slow.

Staff followed infection and prevention control practices, they had ensured that
children understood the importance of good hygiene. We observed that children washed their hands thoroughly before meals without supervision.

**Areas for improvement**
Staff told us that they had ‘walkie talkies’ in the club; these could be utilised by staff to inform each other when children are changing play areas outdoors or going to and from the building. This would further enhance children’s safety and protection.

**Grade**
5 - Very 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**
This statement was assessed as suitability of the accommodation and resources has a direct impact on the experiences and outcomes for children using out of school care services.

We found the service to have a very good performance in relation to this statement. We came to this conclusion after we examined the accommodation, spoke with staff, observed practice and evaluated outcomes for children.

At the previous inspection we recommended that the manager and staff should improve the layout of rooms, activities and resources to offer more challenging opportunities for self-initiated activities and to stimulate children’s creativity, imagination and problem solving as appropriate for their age. Staff described how a focus of their improvements this year has been developing free-choice of indoor or outdoor play and children’s influence of choices.

We saw a wide range of evidence that children’s choices and views had been sought and taken account of when planning activities and choosing new resources. Children had been involved in discussions and evaluations to ensure
that they influenced the choices available and that staff knew what children were interested in. As a result activities now engaged children’s interest more and children concentrated well on their chosen activities both individually and in small groups. This resulted in a calm and happy atmosphere for the children.

The indoor space was limited but we noted at this inspection that it is now used more effectively. The two rooms are now better organised offering different opportunities; this encouraged children to move freely between the rooms and increased their independence as they helped themselves to equipment and made decisions about what to do. There were plenty of resources which were now easily accessible to children in the built-in storage cupboards. A small group of children became engrossed in making fairy houses and animals for an Easter scene using creative and natural materials and their own ideas.

Children benefitted from access to the adjacent, well equipped public play area which they make good use of. Staff recognised the benefits to children’s physical and mental wellbeing of outdoor play after the school day. The children also benefited from access to the spacious sports fields which facilitated energetic physical exercise as well as outdoor play and learning. Children were able to follow their own interests; a few children practiced their football skills, a few children were supported with materials for den-making in the hedges and children used found natural materials for imaginative play.

Records and photographs showed that children had enjoyed learning about their local community on walks and outings; this helps children to develop a sense of self and their place in the world.

**Areas for improvement**

The heating system in the smaller room was presently inadequate. This was being supplemented by a portable fan heater, however, this was still not always reaching a comfortable temperature for the children. The manager stated that fitting a new radiator had already been approved by the local authority and that this was a work in progress due for imminent completion.
Grade
5 - Very Good
Number of requirements - 0
Number of recommendations - 0
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
This statement was assessed as the involvement of children and their parents and carers in reviewing the quality of staffing is important in ensuring the staff meets service users’ needs.

At this inspection we found the service to have a good performance in relation to this statement. We came to this conclusion after we looked at records, talked with the manager and staff and observed practice. We also took account of information from parents and responses to our CSQs.

We observed staff to have a very good relationship with both children and their families. Parents have the opportunity to evaluate the quality of staffing in questionnaires carried out by the service. Feedback on these was positive:

- “Staff get to know the children well and treat them with fairness and respect”.

- “Approachable, friendly, caring staff, good communication with parents at pick up time if there were any concerns that day”.

This positive feedback was consistent with feedback we gathered from parents.

We saw that newsletters had included updates on staff changes and new staff. A whiteboard told parents the names of staff working in the service each day.

Children had been consulted about what qualities they would like to see in a
new member of staff; this had been taken account of in the recruitment process for new staff.

**Areas for improvement**

At the previous inspection parents highlighted in the questionnaires to us that they would have liked more information about the staff as this was not displayed. This was once again highlighted by parents through our questionnaires “I can only assume they are suitably qualified etc. as there is no ‘staff board’ to identify who is who, this or ID badges might be an idea for the future”.

The manager stated that this had been addressed following the last inspection; she evidenced a ‘staff board’ with photographs and information that had fallen down from the wall. The manager acknowledged that this now needed updating to show current staff (see Recommendation 1).

**Grade**

4 - Good

**Number of requirements - 0**

**Recommendations**

**Number of recommendations - 1**

1. The manager should ensure that parents have access to information to enable them to identify the staff and to feel confident in the staff’s experience, qualifications and training.

**National Care Standards for early education and childcare up to the age of 16. Standard 12: Confidence in staff.**

**Statement 3**

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”
Service Strengths
This statement was assessed as the quality of staff professionalism has been shown to be important in achieving good outcomes for children.

At this inspection we found the service to have a very good performance in relation to this statement. We came to this conclusion after we looked at records, talked with the manager and staff and observed practice. We also took account of information from parents and responses to our CSQs.

Staff working in the service were appropriately qualified and experienced. They were registered with the Scottish Social Service Council (SSSC) who regulate the workforce. Staff took responsibility for maintaining their own training records.

Staff were enthusiastic about their work and observed to have a really good rapport with the children in the service. They were observant, vigilant and responded well to children's needs and ideas. They were skilled at talking with children in a friendly but professional manner. Staff maintained a fine-tuned balance between supporting children and encouraging children's self reliance, independence and responsibility.

At the previous inspection we recommended that the manager should develop a forward training plan relating to the particular needs of the staff team and the development of the service. We saw that this had been met. A plan was in place that ensured all staff attend and update core training in child protection, elementary food hygiene, first aid and data protection.

We saw that staff had accessed training to develop their knowledge and skills and further training had been applied for. The staff were up to date with current initiatives for example, GIRFEC (Scottish Government), Grow Well Choices; a National Health Service healthy eating initiative and the United Nations Convention on the Rights of the Child. This knowledge contributed to the ethos of the club; that children were listened to, their views and rights respected and their health and welfare promoted.

Areas for improvement
The manager and staff should continue to maintain and develop this very good level of practice.
Grade
5 - Very 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 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
This statement was assessed as the involvement of children and their parents and carers in reviewing the quality of the service is important in ensuring the service meets service users' needs.

At this inspection we found the service to have a very good performance in relation to this statement. We came to this conclusion after we looked at records and displays, talked with the staff, manager and parents and observed outcomes for children.

Information sharing systems in the service continued to be maintained well. Key policies and the previous inspection report were displayed. Newsletters were regular and detailed. They gave parents an insight into all aspects of the children’s activities, staffing and the improvement agenda. Newsletters encouraged parents to engage with consultations as their opinions were valued.

Consultation with parents had improved. A suggestion table and displays encouraged parents to put forward their views and ideas. A suggestion box was also available. Regular well-worded questionnaires had been used to gather feedback from parents; the format of these had been changed to gather more qualitative information. We saw that feedback was positive overall. One showed parents valued the above information and communication sharing methods as well as face to face talking, phone calls and texts.
Consultation with children was much improved. We saw that children now had much more influence in the day-to-day running of the club. Children’s views and rights were listened to and respected and used to improve the club.

**Areas for improvement**
Consultation carried out by the service with parents showed that parents would value more communication by email; the manager explained that this was constrained by the lack of an internet connection in the building. The manager had raised this with her line manager as an improvement for consideration.

We asked the manager to ensure that all consultations and questionnaires were dated.

**Grade**
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**
This statement was assessed as management monitoring and assuring the quality of the service is very important to achieving positive outcomes for children.

At this inspection we found the service to have a good performance in relation to this statement. We came to this conclusion after we looked at records, talked with staff, the manager and parents and observed practice and outcomes for children.

At the previous inspection we recommended that the provider and manager should develop formal quality assurance strategies to monitor and evaluate the
quality of the service provided.

The manager and staff met regularly to discuss and evaluate their work. An audit had identified a lack of quality assurance processes. An improvement plan had been developed to address this and staff now evaluated the day-to-day running of the club more effectively. Previous recommendations had been taken account of in developing the service.

The manager and staff had worked hard to increase consultation with children and parents and support their involvement and participation. Parents’ feedback questionnaires included giving the service a grade which contributed meaningfully to the services quality assurance processes.

Children were involved in evaluating activities in varying ways and to comment on what could have been better or improved next time. As a result we saw that children’s experiences in the club had improved significantly. Children had more opportunities to be responsible and choose what they wanted to do; this meant all felt included.

Areas for improvement
The manager and staff were continuing to develop quality assurance as per their improvement plan.

We found that staff had been involved in evaluating and discussing their practice through an appraisal process, however, they had not had feedback from the manager quickly enough to render this process helpful to staff or an effective improvement strategy. The manager acknowledged that this was an aspect that could be improved upon.

The manager had recently increased her working hours which she felt would help her to manage the service even more effectively.
4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. The provider and manager should develop more strategies to regularly involve parents and children in the evaluation and improvement of the service in relation to all quality themes.

   This recommendation was made on 01 October 2014

   The service had worked hard to develop more ways of involving parents and children in evaluating all aspects of the service. The recommendation was met.

2. The manager and staff should develop more flexible routines to encourage children to be more independent, make their own choices and take responsibility for themselves.

   This recommendation was made on 01 October 2014

   The manager and staff had significantly developed opportunities for children to be more independent, make their own choices and take responsibility for themselves.
Children could choose to play outdoors when they wanted to. The recommendation was met.

3. The manager and staff should improve the layout of rooms, activities and resources to offer more challenging opportunities for self-initiated activities and to stimulate children’s creativity, imagination and problem solving as appropriate for their age.

This recommendation was made on 01 October 2014

The manager and staff had provided storage that children could access easily. As a result children could follow their own interests. We saw that this stimulated children’s creativity and imagination. The impact of this was a calmer environment. The recommendation was met.

4. The manager and staff should review the rules of the club with the current children and set clear boundaries to ensure safety in indoor play.

This recommendation was made on 01 October 2014

We found that the children had drawn up their own rules for the club. The staff had undertaken work with the children on rules and responsibilities. As a result behaviour was improved and the environment was safe. The recommendation was met.

5. The manager should develop a forward training plan relating to the particular needs of the staff team and the development of the service.

This recommendation was made on 01 October 2014

The manager had developed training plans for the staff. As a result they had applied for a range of training and updated core training. Staff were knowledgeable and up to date in their practice. The recommendation was met.

6. The provider and manager should develop formal quality assurance strategies to monitor and evaluate the quality of the service provided.

This recommendation was made on 01 October 2014

This recommendation had been actioned and had progressed well. The manager was continuing to develop quality assurance as part of the improvement plan.
6 Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements
We have taken no enforcement action against this care service, since the last inspection.

8 Additional Information
There is no additional information.

9 Inspection and grading history

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nithear iarrtas.

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