

BBN Investments Ltd trading as The Club Out of School Care & Community Hub Day Care of Children

Unit A
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Telephone: 01501 228220

Type of inspection: Unannounced
Inspection completed on: 16 August 2016

Service provided by:
BBN Investments Ltd

Service provider number:
SP2012011833

Care service number:
CS2015336913

About the service

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme. This was an unannounced inspection of BBN Investments Ltd, trading as The Club Out of School Care and Community Hub, on 10 August 2016. At the inspection we spoke with eight children attending the service and two parents of children using the service. We observed practice and checked documentation relevant to the inspection. We gave feedback to the provider and manager on 16 August 2016 between 3.45 pm and 5.15 p m.

The service, know as The Club, registered with the Care Inspectorate on 23 June 2015 and is registered to provide a day care service to a maximum of 56 school age children. The Club will provide a breakfast club and after school club during school term time from 7 am to 9 am and 3 pm to 6.30 pm and full day care from 7 am to 6:30 pm during school holidays.

The service is provided from 2 large play-rooms and large kitchen/dining room on the first floor of the building. There is no disabled access. The Club is situated in the town centre of Whitburn and is near to local amenities and parks.

The service stated aims include the following:-

"It is our aim to provide an out of school club that has the same high standards as our nursery setting. Provide a continuous service for families who have used the nursery. The children attending the out of school club will be empowered (where possible) to make their own decisions about the settings resources, plan their own activities, make their own weekly shopping lists for healthy menus and plan their own outings and trips."

From April 2016, we will carry out a quality audit, to gather information relating to 'How Good Is Our School Aged Childcare'. The audit will focus on the quality of children and young people's play experiences and how their rights to play and have fun are promoted and protected. The Getting it Right for Every Child (GIRFEC) framework - SHANARRI, Playwork Principles and Article 31 will underpin a list of outcome-focused questions developed for inspectors to work from when inspecting. The information gathered will form the basis of an end of year report 2017, along with information on service demand for school aged childcare throughout Scotland. Further information can be found at The Hub at www.careinspectorate.com

What people told us

Feedback about the service varied.

Seven parents returned completed care standards questionnaires to us before the inspection. We spoke with two more parents during our inspection. Seven parents said they were very happy with the quality of the service. They told us they were confident that the staff kept their children safe, that staff were happy, positive people and that children were happy to attend and take part in a balance of creative and active play. Two parents were concerned about the impact of previous staff changes on the quality of care provided. This was because they said they didn't know the staff, so didn't know if they had the skills and experience to care appropriately for the children.

There were 21 children present during the inspection. They were engaged well in a number of activities. Three girls showed us a dance they had choreographed. Some children were very keen to talk to us and tell us about their club and the activities they enjoyed. They talked positively about the current staff telling us that staff listened to them, kept them safe and that staff were good at "having a laugh" with them. One child told us she

had felt uncertain and insecure in the club when staff changed and her friends told us they supported each other at these times.

We discussed the feedback with the manager and provider during the inspection and considered ways to help people who use the service get to know the staff.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and gave examples of improvements in all areas. The self-assessment clearly identified some key areas that the provider believed can be improved and showed how the service intended to do this. The provider told us how the people who used the care service had taken part in the self-assessment process and how their feedback directed the development of their plans for improving the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The service was operating at a very good level in the areas we inspected and we found that the general atmosphere in The Club was happy and busy. Staff was very good at responding to the needs of the children, ensuring they felt valued, that they were consulted with regularly and had choice about how they spent their time. Plans were in place to consult more formally with parents about their views on all aspects of the service and to tell parents how their views helped to make improvements in the service.

We saw that staff were aware of individual children and intervened when children needed extra support to be involved in activities and play.

Children had opportunity for lone play and play with friends. This gave them the experience of making new friendships and opportunity to learn about social interactions and rules. The older children told us they helped to look after the younger children particularly when they were out on trips. They told us they enjoyed learning about responsibility. They said they had lots of fun at The Club and particularly enjoyed taking part in 'come dine with me'. During this activity the children were given a budget to plan a meal, shopped for the ingredients and prepared the food. This meant children were achieving and developing their knowledge and skills and developing confidence in their ability to tackle new things.

Staff was aware that children's care plans needed to be developed further to clearly identify children needs, preferences and achievements. These documents should be kept in a way that means children and parents can have easy access and can contribute to them at any time. This will be reviewed at the next inspection.

Parents we spoke with about the service, felt confident the staff were keeping their children safe. Staff told us about the action they would take if they had any child protection concerns or in the event of any accidents.

Staff followed very good routines to support the children's health. Infection control and medication procedures were carried out in line with best practice guidance. Children had daily access to fresh air and energetic play. Snack and meal times were social occasions where healthy food options were provided.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The service was operating at a very good level in the areas we inspected and we found that staff provided a clean, safe and secure environment for the children. There were very good systems in place to monitor risk, safety and maintenance issues. Children told us they felt well looked after and that staff kept them safe. They described security measures to control access to the building, the measures that staff took when on outings with them and how they were involved in learning about risk and keeping safe. Staff considered the staff ratios needed when planning outings, to support individual children's needs.

Despite the premises having no outside space, children had daily opportunities for outdoor play. Children made excellent use of local parks and green spaces. The staff promoted active play and opportunity for new and challenging activities. Children told us how much fun they had outdoors and how they enjoyed activities such as mud sliding, cardboard skating, fishing and water fights. Children told us, "We always go out!" and "We got totally soaked!" They said they made new friends at the club and learned new skills such as baking, how to set the table and how to get better at art.

Children said they could rearrange the equipment in the rooms and make use of the premises to suit their interests and mood. For example they made dens under the pool table and used the kitchen/dining room for quiet activities.

The children we spoke with were confident individuals who told us how their ideas and views were listened to. They enjoyed responsibility and told us how they helped to make plans for outings.

Most parents who made comment to us told us they were confident the staff would keep their children safe. They were impressed with the range of activities offered and the balance of creative and active play activities provided.

Two parents who gave us their views were concerned about the safety of some of the activities their children were involved in. The service should ensure they fully consult with parents and explain to them the benefits for children to have opportunity to enjoy potentially hazardous activities, safely.

We noted that it would be considered good practice to give parents a copy of any accident forms relating to their child.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Staff relationships with children were positive and their interactions with children was very good. Staff encouraged children to get involved in various activities and contributed to children feeling included, respected and nurtured. Staff demonstrated their understanding that children are respected, have a voice and should be involved in decisions within the setting.

Some parents made positive comments to us about staff and told us they knew the provider very well as their children had attended the providers nursery near by.

There were very good systems in place to make sure staff were up to date with day-to-day issues within The Club. Formal meetings were used to discuss issues and make plans. Informal opportunities were also used by staff to chat regularly about their work. For example staff used Whatsapp to share practice issues, learning and ideas.

Children were safe and protected because staff demonstrated a good knowledge and understanding of child protection. They gave a clear account of the action they would take if they had any concerns. Staff felt supported by management and were enthusiastic about their work and keen to make improvements for the children when they could do this. Through discussion staff acknowledged the importance of reporting a colleagues' poor practice. This maintained good outcomes for children in keeping them safe.

There were plans in place to address staff training needs and plans to assign tasks and responsibilities for a variety of aspects of the service, to individual staff. These plans had been delayed because there had been a number of staff changes over the last year.

Parents and children told us that they had experienced some difficulty because of the changes in staffing. One parent said they didn't get enough information about their child's day and others told us they liked the Facebook page and the itinerary of summer activities. Children told us that they coped with staff changes because they had relied on their friends for support. The manager used the staff picture board at The Club entrance to show which staff were on duty each day. This would let children know who would be caring for them that day and help parents to get to know the staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We viewed relevant documentation and spoke with staff, children and parents during the inspection visit to assess how well they were involved in the self assessment process. Good systems were used to monitor health and safety matters. This ensured the children were kept safe and well.

We found that information gathered from staff, children and families helped them feel included and contributed to the quality assurance process.

Children told us how they had influenced the service. For example, they told us staff listened to them and responded to their requests, such as going out more and about meal choices. The weekly planner, activity board and ideas board showed how children and parents had a voice in influencing the programme of activities. It was apparent, during talking with the children, that they were very confident about giving their views and told us that staff often asked for their opinions. This helped children feel respected and included because staff were demonstrating to them that they valued their right to be involved.

Most parents we spoke with told us that staff listened to their views and made changes where appropriate. One parent told us she felt her views had not been taken into account.

Parents who used 'Facebook' could get information about the service and leave comments about the quality of the service.

Because of changes in the staff team, plans to action formal methods to evaluate the service, had not been fully completed. The manager and provider were confident that these planned processes would be put in place after the summer play-scheme.

Regular informal meetings between staff ensured that the team had opportunities to discuss what was working well within the service and identify areas where further improvement was required. This allowed staff to ensure that the level of service offered to families was consistently delivered.

Staff practice was monitored by the manager and individual training needs were identified. Plans were in place to deliver training to the staff and management were supportive of them attending relevant training opportunities. Regular one-to-ones for staff would contribute to building and maintaining a highly skilled workforce and quality within the organisation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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