

Foxbar Outreach Childcare Services Day Care of Children

Foxbar Community Building
Spey Avenue
Foxbar
Paisley
PA2 0PA

Telephone: 01505815941

Type of inspection: Unannounced
Inspection completed on: 16 May 2017

Service provided by:

Johann Carr trading as Foxbar Outreach
Childcare Services

Service provider number:

SP2003001031

Care service number:

CS2003004905

About the service

Foxbar Childcare Outreach Services has been operating since 2002 and registered with the Care Inspectorate when the Care Inspectorate formed in 2011. It provides a care service to a maximum of 35 school age children aged up to 13 years old.

The service operates between 7-9am and 3-6pm, Monday to Friday during term time and 7am to 6pm during school holidays.

The service is provided by Johann Carr who is also the manager. The service operates from Foxbar Community Building in Paisley. It has exclusive use of the hall, toilets, kitchen and office. Although there is no designated play area, the service is adjacent to a park where children can enjoy active physical play in the fresh air.

The Care Inspectorate is committed to improving the health and wellbeing 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 (GIRFEC); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

During our inspection we observed that children were confident and relaxed in their surroundings. The children were accustomed to participating in discussion groups about the quality of the service where their views were respected by staff. None of the children we spoke to could think of anything that the service could improve on. Six children completed questionnaires for us and gave examples of what they appreciated about the service. For example:

"When I'm in after care and I've had a bad day at school the leaders are supportive of any situation." (age 11)

The activities are very good - "Because they are different." (age 12)

Staff are very good - "Because they are supportive." (age 10)

We had not received any completed care standard questionnaires by the time of writing this report. During our inspection we spoke with two parents who were highly satisfied with the quality of care offered to their children. They believed that the needs and wishes of their family were taken account of by the service. They both found the staff to be approachable and could give examples of where the staff had supported their child's individual needs. Their comments included:

"I would approach staff if I'd any concerns but I'm more than happy with the service and he never wants to leave. I took a day off to be with him in the holidays but he said he would rather come here."

"They have lots of good activities- (son) cut up vegetables for soup last week, it's skills he'll need. I think the snacks are healthy."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance paperwork. These highlighted how they were monitoring the quality of provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We observed that staff had built a good rapport with parents/carers and there was informal sharing of information as children were collected from the service. This contributed to continuity in children's care and made it more likely that children would be nurtured and achieving. The service had introduced a new format for children's personal plans that incorporated the GIRFEC wellbeing indicators. We spent time talking to the manager about how personal planning could be improved to ensure a consistent approach to how positive outcomes were supported and tracked for children. For example, we suggested that children had more ready access to their 'all about me' information so that they could update it as their needs and interests changed. This would contribute to children being respected, responsible and included.

We saw that staff were welcoming, respectful and friendly towards the children. Snack time offered opportunities for the children and staff to sit in small social groups and chat about their day or make plans for the session. We could see from displays that children had discussed healthy snack choices. This meant that parents/carers could also comment on how this contributed to a balance diet for their children or suggest alternatives.

There was a poster about children's rights and a separate display where children had made up rules and other ideas for how everyone should be treated within the service. In this way the service were promoting positive behaviour while giving children responsibility and contributing toward them being respected and achieving.

The staff we spoke to were aware of their responsibility to keep the children in their care safe and could confirm that they attended regular child protection training with the local authority. This gave families reassurance that measures were in place to support the care and welfare of children and that children were safeguarded. The manager planned to participate in enhanced child protection training to inform her role as child protection co-ordinator for the service. They should continue with these plans.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of environment

Findings from the inspection

The main playroom used by children was bright, clean and airy. Children's artwork and ideas, including through reports from meetings were on display to give children a sense of ownership of their environment. The service should continue with plans to make better use of displays to let families know about the life and work of the service. For example, displaying staff photos and core policies.

Children were offered choices of what resources to put out at the beginning of the session and could independently add to these to extend their play. For example, two of the girls made a makeshift classroom to support imaginative play while another group asked staff for an additional low table to support their ideas for a game. Outdoors, staff made use of the local environment and beyond the setting to provide play opportunities for children. Staff told us that older children had been leading a survey to find out what their peers would like to do during the holiday playscheme. Contributing to them being responsible and achieving. It also made it more likely that activities would reflect everyone's interests and that they would feel included.

The staff team used risk assessments to improve safety in all areas accessed by children, including when they were on trips. The service provider/manager continued to liaise with the building caretaker to improve the quality of the environment. However, there were no formal systems for the service to log any work that they had identified needing done, such as hazards to children's safety. They agreed to liaise with the landlord to ensure they received a reference code that staff could include in their risk assessments. This would help the manager to monitor action taken to improve the quality of the environment, including the comfort, safety and security of all service users. We have made a recommendation about monitoring all aspects of the service under Quality of Management and Leadership.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

Staff spoke with the children in a caring and positive manner. We observed that staff encourage children to be kind to each other. One child told us:

"Staff are very supportive and have distinct interests to each age group and can have mature discussions if needed."

This demonstrated the inclusive, nurturing and respectful relationships staff had developed with the children.

The staff we spoke to had participated in an appraisal and discussed the next steps for their continued professional development. The manager was working with individual staff to identify a suitable qualification, training provider and funding. She also showed us how she planned to link staff training plans with the service priorities and the potential impact on children as part of new quality assurance systems. For example, one member of the team had achieved an SVQ3 in Playwork and now wished to progress to the next level. Playwork principles are based on the recognition that children's capacity for positive development will be enhanced if given access to the broadest range of environments and play opportunities.

We carried out a safe recruitment audit and found most of this to be satisfactory. One member of staff had been recruited to the service since the last inspection and they confirmed that they had participated in an induction program and been made to feel welcome by the team. The service manager had monitored progress toward new staff registering with Scottish Social Services Council (SSSC) within the required six month period. The SSSC is responsible for registering people who work in social services and regulating their education and training. The manager told us that she was currently reviewing the recruitment policy and associated paperwork. We advised that it would be beneficial to include a checklist within staff individual recruitment files to help the manager identify missing information and take action on any unsatisfactory checks. We have made a recommendation about monitoring all aspects of the service under Quality of Management and Leadership.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The manager continued to working alongside staff to review the policies that would help them support good outcomes for children. A policy of the month was displayed so that parents/carers could comment on the context for the service and whether the language was user friendly. This made it more likely that people would feel their views were valued, and respected.

Staff told us that they felt very involved in identifying priorities for service improvement and discussing these within staff meetings. We saw some evidence of this in minutes of meetings. For example, the service had been focusing on participation and we could see that children had been involved in evaluating the service. Parents were also encouraged to share their views with mixed success. The manager showed us the different monitoring systems that they were beginning to implement: they should continue with those plans. Earlier in this report we have highlighted the need to monitor children's personal plans, risk assessments and safe recruitment. (Please see recommendation 1).

We looked at how effectively the service provider worked alongside regulatory bodies, including Care Inspectorate and Scottish Social Services Council (SSSC) to ensure a culture of continuous improvement within the service. The service registration certificate on display did not have the current name of the manager on it. We advised the manager where they could download this from eForms. The certificate also included an outstanding condition for the manager to obtain a qualification suitable for registration with SSSC. We acknowledged that the manager had recently applied for a BA in Childhood Practice, however this had not given her enough time to achieve the qualification in the timescale set by SSSC. (Please see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service manager and staff should establish systematic and rigorous procedures for self-evaluation and monitoring of the service, using local and national guidance and legislation, which leads to clear plans for the improvement of the service.

National Care Standards early education and childcare up to the age of 16. Standard 13: Improving the service and Standard 14: Well-managed service.

2. The manager should enrol on a SCQF level nine course that meets the conditions set both by the Care Inspectorate and Scottish Social Services Council.

National Care Standards early education and childcare up to the age of 16. Standard 12: Confidence in Staff and Standard 14: Well-managed service.

Grade: 3 - adequate

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

Recommendation 1

The service provider should review the systems for safe recruitment to ensure that they reflect current legislation. For example, two references should be taken up for each candidate.

National Care Standards early education and childcare up to the age of 16. Standard 12: Confidence in Staff and Standard 14: Well-managed service.

This recommendation was made on 14 April 2015.

Action taken on previous recommendation

We carried out a safe recruitment audit and found most of this to be satisfactory. For example, the service manager had monitored progress toward new staff registering with SSSC within required six month period. The manager was in the process of reviewing the safe recruitment policy, therefore we advised that this should make reference to the most recent best practice guidance from us: 'Safer Recruitment Through Better Recruitment' (October 2016).

This recommendation had been met.

Recommendation 2

The service provider should work with staff to compile an improvement plan for the service. This is to make sure that everyone has clear plans for maintaining and improving the service.

National Care Standards early education and childcare up to the age of 16. Standard 13: Improving the service and Standard 14: Well-managed service.

This recommendation was made on 20 April 2016.

Action taken on previous recommendation

An action plan was not submitted by the service following their last inspection. We had advised at that time that this could serve as the basis for the service improvement plan.

The manager showed us the different systems that they were planning to implement and should continue with those plans. We have combined recommendations two and three in a new recommendation under the Quality of management and leadership.

This recommendation had not been met.

Recommendation 3

The service provider should continue to work with staff, families and other stakeholders to develop quality assurance processes that capture areas for improvement. Evidence should be communicated in a user friendly format so that people can see their own contribution to the life and work of their service.

For example: staff and parents/carers should be involved in the service self assessment to ensure the content is meaningful.

National Care Standards early education and childcare up to the age of 16. Standard 13: Improving the service and Standard 14: Well-managed service.

This recommendation was made on 14 April 2015.

Action taken on previous recommendation

The service provider/manager was in the early stages of developing and implementing new systems to monitor and improve practice in the service. They should continue with these plans. We have combined recommendations two and three in a new recommendation under the Quality of Management and Leadership.

This recommendation had not been met.

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

Date	Type	Gradings	
20 Apr 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
14 Apr 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
30 Apr 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
16 Jul 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	1 - Unsatisfactory
21 Dec 2012	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
18 Jun 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
12 Apr 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

Date	Type	Gradings	
7 Nov 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory
5 Oct 2011	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
12 Aug 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	2 - Weak
7 Apr 2011	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak
19 Jan 2011	Announced (short notice)	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
21 Jun 2010	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
20 Apr 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
15 Oct 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

Date	Type	Gradings	
12 May 2009	Unannounced	Care and support	1 - Unsatisfactory
		Environment	2 - Weak
		Staffing	1 - Unsatisfactory
		Management and leadership	1 - Unsatisfactory
17 Oct 2008		Care and support	1 - Unsatisfactory
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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