

## St. Joseph's Out of School Club Day Care of Children

St Joseph's RC Primary School  
5 Queens Road  
Aberdeen  
AB15 4YL

Telephone: 01224 764696

Type of inspection: Unannounced  
Inspection completed on: 14 June 2017

**Service provided by:**  
CLICC Ltd.

**Service provider number:**  
SP2003003228

**Care service number:**  
CS2014332887

## About the service

The service operates within St Joseph's RC Primary School and is registered to provide a care service to a maximum of 48 school aged children. The club operates between the times of 7.30 am to 9.00 am and 3.00 pm to 6.00 pm during term time; and 8.00 am to 6.00 pm during school holidays and in-service days. During the operating times the service has exclusive use of craft room, the yellow room, the blue room, chill-a-rama room, the school gym, dining room and library.

The club is one of a number of clubs provided by Community Link Childcare (CLICC) throughout Aberdeen city.

Community Link Childcare aims to provide:

- "Affordable, accessible childcare citywide in Aberdeen. We aim to develop a broad range of interests for all children attending our childcare settings. The children are free to explore new activities and interests with their peers in a safe, relaxed, homely and caring environment".

This service was registered with the Care Inspectorate on 5 March 2015.

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](http://www.careinspectorate.com)

## What people told us

We spoke with nine children during the inspection to find out their views about the service. They provided us with the following feedback:

Activities:

- "usually drawing"
- "play with my friends"
- "I like to play with the lego and make stuff"
- "like lego, cars"
- "like coming because I get access to my friends"
- "I like the games room - table football, table tennis, pool, air hockey"
- "liked the guide dogs coming in...we got to touch the dogs"
- "go outside quite a lot of the time".

Snack:

- "I enjoy outside snack - sometimes I don't enjoy snack inside - sitting too long for sure - sit 'til everyone is finished".

Environment:

- "toilets much better - don't smell".

Staff:

- "they are good"
- "they give us fun things".

Areas that the children felt could be improved:

- "could get new things - new toys, games, books"
- "would like table football for club as some people get picked up early before we go to games room".

We spoke to one parent during the inspection. The parent provided positive feedback about the service. She advised us that her children "don't want to come home" and "love it here". She said that it was a "lovely group of staff" and that the children are "really happy". The parent felt there were a lot of activities for the children. These included "puzzles, painting, craft, outdoors - lots and lots of things.....they love baking....had some visitors from outside which has been lovely".

We received 10 completed questionnaires from parents and carers prior to the inspection taking place. Three parents 'strongly agreed' and seven 'agreed' with the statement "overall I am happy with the quality of care my child receives at this service".

We received the following comments:

- "The staff are welcoming and kind and my daughter enjoys going".
- "Many times when I drop her off they are already tidying up and getting ready to play outside which is a good thing".
- "I feel club do their best with the space e.g. good wall displays and use of children's work. They make good use of gym hall and outside areas".
- "Some structured activities start quite late e.g. start baking around 16.45 pm - this would be better earlier".
- "Staff turnover seems higher and I am not always sure of staff names".
- "The team do a good job".
- "My children enjoy attending both services (am and pm) provided by this club".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance processes. These demonstrated their priorities for development and how they were monitoring the quality of the 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	4 - Good

## Quality of care and support

### Findings from the inspection

The quality of care and support was assessed as being good.

Staff had a good knowledge and understanding of children's individual needs. They were responsive to changes in children's health and ensured that there was clear communication with parents. Clear personal plans were in place which highlighted allergies and children's medical conditions completed in partnership with parents and children. Staff evidenced that they knew what action to take to keep children safe and healthy. A summary folder of children's specific needs had been developed along with children's photographs. This helped new and relief staff to be knowledgeable of children's individual needs and how they should be met.

Challenging activities had improved significantly. Children enjoyed 'indoor loose parts' which included tools to dismantle electronic devices to explore and use to make sculptures. Children really engaged in this activity which encouraged them to be creative. There had been visitors to the service including a guide dog trainer with guide dogs, a company who took in owls and a visit from a fireman. The children spoke positively about these new experiences. The games room was now better resourced. A number of the children were really enjoying spending time playing table tennis, pool, air hockey and table football. There were plans for a table tennis coach to visit the service soon.

The children told us:

- "Quite like making stuff - made a pot out of clay, made some more clay stuff. I also paint".
- "I like the games room - table football, table tennis, pool, air hockey".
- "Liked the guide dogs coming in...we got to touch the dogs".

Snack time arrangements had improved since the last inspection. Children were encouraged to help with snack which they really enjoyed. The snack area had been made more welcoming. The process was however still taking too long and children were getting restless which increased noise levels and more challenging behaviour. **(See recommendation 1).**

Children's confidence and sense of achievement had been increased by two recent events. The children

contributed to a city wide art competition and some of the children presented at a recent policy launch event. These were in addition to day-to-day activities which helped them develop their skills and receive recognition and praise from staff.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. In order to achieve a calmer and more enjoyable snack experience for the children the service should review the current arrangements.

National Care Standards Early Education and Childcare up to the Age of 16 years. Standard 3: Health and Wellbeing.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The quality of the environment was assessed as being good.

The toilets had been completely refurbished since the last inspection. They were now bright and attractive, of a very good quality and odour free. This helped to make children feel respected. The club had gathered children and parents views on the new toilets which were very positive:

- "very nice and clean".
- "CLICC oosc toilet refurbishment is excellent. Lighting is bright and functional, looks smart, and good quality. Should encourage the children to look after them".
- "Amazing toilets".
- "Nice and smart toilets".

Changes to arrangements for meeting children after school meant that there was now less waiting around and children could engage in activities sooner. Children were also familiar with the new system of putting their names on the magnetic board to sign themselves in. This helped encourage them to take some responsibility for their own safety.

The environment overall was still very noisy. Noise levels could be difficult for some children to manage. One child told us that she liked club better later in the day when it was quieter. The service was looking to explore this further.

Better use was now being made of the games room and the chilerama (quiet) room, including the book area. These areas were now better resourced. Staff now had effective walkie talkies which allowed effective communication between rooms and allowed more flexibility.

Children continued to enjoy regular access to outdoor play which helped to keep them active and healthy. Staff were developing outdoor loose parts and this had recently included some den building. The children also enjoyed other outdoor activities:

- "I try and jump as high as I can to reach the monkey bars".
- "I go outside quite a lot of the time".
- "I like to play outside - play catch a fly, dodgeball, football, sometimes just chat".
- I like going outside - we do skills with my friends, like climbing the wall and the trees".

Children were also regularly eating their snack outdoors which they enjoyed.

Children had a good understanding about risk. They were very clear about the rules that needed to be followed to ensure they were safe when climbing the trees outdoors. They had been involved in developing the services risk benefit assessments which supported them to think about being safe while also exploring the benefits of doing the activity.

We found that the environment still need some care and attention including painting and plastering work. The organisation was aware of this and currently considering how this could be progressed. **(See recommendation 1).**

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. In order that children feel respected and to help further develop a nurturing environment the provider should continue to improve the décor with in the club rooms.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 2: A Safe Environment.

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

The quality of the staffing was assessed as being good.

Staff were warm in their approach and interacted positively with the children which helped create a nurturing environment. They were motivated to further develop the club and were proud of their achievements recently. We could see that they were using their good knowledge of the children to support positive outcomes for them.

We saw good communication between staff throughout the sessions. This had been improved through the introduction of good quality walkie talkies. Staff told us they were working well as a team.

On the first day of inspection children were supported by a new member of staff, a relief member of staff and a student in the games room. In order to help develop less experienced staffs skills and ensure there was always someone available who knew the children well, the manager should consider the deployment of staff. **(See recommendation 1).**

Staff reported that there had been a stronger focus on training since the current manager started. Continuous professional development (CPD) folder had been better organised and there was a more effective record of training completed. Core training was being progressed and staff supported to access formal qualifications. Policies and procedures and best practice guidance was being highlighted and discussed as part of the now regular team meetings. Staff could benefit from being supported to link the training they receive to how it will develop their practice and improve outcomes for children. **(See recommendation 2).**

A system was in place for support and supervision - planned uninterrupted one-to-one sessions for staff with their manager. We found that these were completed thoroughly and identified key areas for development. These could be further developed to identify how staff will be supported to develop their knowledge or skills identified and also progress made to achieving positive outcomes. **(See recommendation 2).**

Parents told us that they were happy with the quality of the staff.

- "Lovely group of staff".
- "The staff are welcoming and kind and my daughter enjoys going".
- "Staff turnover seems higher and I am not always sure of staff names".

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. To ensure that children's individual needs are fully met at all times, consideration should be given to the deployment of staff.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 6: Support and development.

2. In order to develop staff skills the management team should further enhance the current support and training systems to help staff become more reflective practitioners.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 12: Confidence in staff.

**Grade:** 4 – good

## Quality of management and leadership

### Findings from the inspection

The quality of the management and leadership was assessed as being good.

We found that the five requirements made at the last inspection had all been met. This had resulted in more positive outcomes for the children. Examples of this included that children were being cared for in a more attractive and comfortable environment which helped them to feel nurtured and respected. Children were more engaged and interested in activities as these had been further developed.

Staff spoke of the manager having a real focus on improvement. This in turn had motivated the staff team. The management and staff were able to identify what needed to be improved to further improve outcomes for the children. Staff were encouraged to be part of the quality assurance process and actively engage with evaluating their service. A development plan was in place to take forward key areas that the team were planning to focus. We could see that actions had been progressed from the previous development plan.

The organisation was currently reviewing their quality assurance system. Staff had been involved in this review. The plan was to have more focus on quality improvement and link their processes more closely to each individual services development plans and the new national care standards.

The management team had worked hard to develop effective and positive relationships with the school. Recognising the need to work in partnership to secure the best outcomes for the children, regular communication took place.

Visits from the peripatetic manager were found to be regular and staff told us that the peripatetic manager was easily contactable at other times. The manager valued the support she received in helping her gain confidence in her role and in developing the service.

We found that there was not much quality discussion at the end of each session. The team could come together at the end of each session for a short period of time to evaluate the session, reflect on practice, discuss any



issues and pass on any key information. This would help to keep a focus on outcomes for children, support the staff to be reflective practitioners and support the cohesiveness of the team.

## 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

### Requirement 1

The provider must submit an action plan to the Care Inspectorate that clearly details:

- the work that is to be undertaken to ensure the toilets are of an appropriate standard
- the timescales for each piece of work to be undertaken.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 10 (2) (d).

**This requirement was made on 28 January 2016.**

### Action taken on previous requirement

The provider communicated regularly with the Care Inspectorate and with the landlord to progress the planned refurbishment of the childrens toilets. Temporary plans had been put in place to ensure a better toilet environment until such time as the work could be completed.

Refurbishment of the toilets took place in March 2017. The staff team worked hard to ensure there was minimal disruption to the children. Examination of the toilets at this inspection found that they had been fully refurbished. They were now of a very good quality, attractive, bright and odour free. Staff were checking toilets prior to the club starting at the end of the school day and taking any action to ensure that they were clean and safe for children to use.

**Met - within timescales**

## Requirement 2

In order to ensure the safety and wellbeing of the children, the area manager and co-ordinator must ensure that all children's information is fully completed and reviewed every six months or sooner, to ensure that staff have the most current information to effectively support children. They must also ensure the medication care plans are reviewed with parents and updated at least every three months.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 5: Personal Plans.

**Timescale: within one month of receipt of this report.**

**This requirement was made on 2 May 2016.**

### Action taken on previous requirement

More detailed personal plans were now in place. These outlined children's individual needs and how they should be met by staff. Manager met with parents individually to review and complete these. Children were also involved in developing their own plans for medical issues such as asthma.

A summary of children's individual specific needs was also now kept in a folder along with a photograph to allow easy identification. This summary folder would be helpful to new or relief members of staff ensuring they could support children's individual needs.

The manager was aware of the need to review these on a regular basis and had plans in place for this.

**Met - within timescales**

## Requirement 3

The area manager and coordinator must ensure that the additional support needs of the children are provided for. In order to achieve this they must:

Implement detailed support plans for children with additional support needs, in consultation with parents and other professionals. This will ensure staff have the knowledge and confidence to provide the appropriate support needed to ensure the safety and wellbeing of the children.

This is in order to comply with The Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 - regulations 4(1)(a))

**Timescale: within one week of receipt of this report.**

**This requirement was made on 2 May 2016.**

### Action taken on previous requirement

We found that personal plans were in place for children who had additional support needs. These outlined what the child's individual needs were and how they required to be supported by staff. The manager worked in partnership with parents and children to ensure that information was clear, accurate and up to date.

**Met - within timescales**

**Requirement 4**

Robust and effective systems must be put in place to monitor all aspects of service delivery. Where issues are identified, clear plans must be put in place to facilitate improvement.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a)&(d).

National Care Standards for Early Education and Childcare up to the Age of 16 – Standard 13: Improving the Service

**Timescale: within two months of receipt of this report.**

**This requirement was made on 2 May 2016.**

**Action taken on previous requirement**

Action had been taken to address the requirements from the last inspection. The management team had a strong focus on improvement and were clear about future developments for the service. A plan was in place for this and we could see that it was being progressed.

**Met – within timescales**

**Requirement 5**

In order to ensure children's safety and wellbeing clear and detailed personal plans must be developed for children with additional support needs.

This is in order to comply with The Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 – regulations 4(1)(a))

**Timescale: within one week of receipt of this report.**

**This requirement was made on 21 December 2016.**

**Action taken on previous requirement**

We saw that the risk assessment for the premises had been updated to reflect measure that had been put in place to ensure the cleanliness and safety of the toilets prior to the refurbishment. These measures still continued to be in place, such as monitoring the toilets regularly, cleaning if required and mopping up any wet areas immediately. Staff confirmed that this was the action they would take to ensure a safe environment for the children.

The manager and staff had also been encouraging the children to think about risk and their role in supporting a safe environment.

**Met – within timescales**

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

### Previous recommendations

#### Recommendation 1

Children should be provided with more opportunities to express their views. These views and suggestions should be used to influence service development.

National Care Standards for Early Education and Childcare up to the Age of 16 years. Standard 5: Quality of Experience and Standard 13: Improving the Service.

**This recommendation was made on 2 May 2016.**

#### Action taken on previous recommendation

We found that activities were now being led more by the children. Although children were encouraged to spend some of the session outdoors we found that they could stay inside if they wished.

This recommendation was found to have been met.

#### Recommendation 2

To help keep children healthy, to build confidence and help release their potential more challenging and stimulating activities should be developed. This should include enhancing outdoor play and involvement of the community.

National Care Standards Early Education and Childcare up to the Age of 16 years. Standard 3: Health and Wellbeing.

**This recommendation was made on 21 December 2016.**

#### Action taken on previous recommendation

There had been significant progress made in relation to developing challenging activities for the children. This is reflected under quality theme 1.

This recommendation was found to have been met.

#### Recommendation 3

In order to provide a welcoming space and support a calmer environment the provider should progress plans to improve the décor and make better use of the space.

National Care Standards Early Education and Childcare up to the Age of 16 years. Standard 2: A Safe Environment.

**This recommendation was made on 21 December 2016.**

**Action taken on previous recommendation**

Considerable action had been taken in relation to this recommendation. The environment was being used more effectively which helped meet children's individual needs.

This recommendation was found to have been met.

**Recommendation 4**

In order to improve outcomes for children and enrich their experiences staff to be supported to access relevant key training. This should include:

- Getting It Right For Every Child
- training in relation to developing children's play.

National Care Standards for Early Education and Childcare up to the Age of 16 years. Standard 12: Confidence in Staff and Standard 13: Improving the Service.

**This recommendation was made on 21 December 2016.**

**Action taken on previous recommendation**

Staff had undertaken training in GIRFEC and had worked with the children on the SHANARRI wellbeing indicators. This had been reflected in a wall display. The children had, for example, been thinking about how the club helped them to feel 'included' and how they could help others feel included.

There had been no recent training in relation to developing children's play however there has been significant improvement. Staff had been supporting the children to do den building outdoors, decorating stones, indoor loose parts and were more confident in doing these activities. They now needed to build up their resources and were in the process of doing this.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
15 Nov 2016	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
31 Mar 2016	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	2 - Weak

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