

MACS Kirkhill

Day Care of Children

Kirkhill Primary School
Kirkhill Road
Newton Mearns
Glasgow
G77 5RJ

Telephone: 0141 570 7219

Type of inspection: Unannounced
Inspection completed on: 30 August 2017

Service provided by:
Mearns After School Care Service
Limited

Service provider number:
SP2003000772

Care service number:
CS2003004034

About the service

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.

MACS Kirkhill is provided by Mearns After School Care to a maximum of 104 children aged under 16 years who are attending primary and secondary school.

When Kirkhill Primary School is not available the service will have sole use of Mearns Parish Church, 242 Ayr Road, Newton Mearns, Glasgow where they may care for a maximum of 60 children aged under 16 years and attending primary school and secondary school. During school holidays the service can be provided from St Cadoc's Primary School, Crookfur Road, Newton Mearns, Glasgow G77 6TT for a maximum of 88 children attending primary and secondary school.

The service was based within the dining hall, gym hall and library within Kirkhill Primary School. They also had use of other areas within the school. Children had access to a range of activities. Children also spent time outdoors in the playground where they were engaged in a range of physical active activities.

Aims and objectives included:

'We will provide a professional care service where children, young people and adults will be listened to, valued and respected equally.'

A full copy of the aims and objectives can be obtained from the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach by inspecting care services for children. The 'getting it right for every child'

(GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people who work with all children and young people. This approach has been introduced by the Scottish Government and helps practitioners focus on what makes a difference for children and young people and how they can act to deliver these improvements. GIRFEC is being threaded through all policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, the GIRFEC approach puts wellbeing at the heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as SHANARRI.

What people told us

We sent 50 care standard questionnaires to the service and 19 were returned before the inspection, we also spoke with parents. Sixteen parents 'strongly agreed' and three parents 'agreed' overall they were happy with the quality of care their child receives in this service. Comments included:

'As a parent I am impressed with the way Macs Kirkhill is run. The manager is always available and happy to take calls and feedback. Staff are always friendly and welcoming and are obviously happy in their job. The kids find the staff entertaining too. Very happy with the service the girls provide.'

'The Macs leaders always keep me fully informed regarding all matters.'

'I am more than happy to have my child in their care.'

'My child always has a great time at Macs.'

'We have always felt supported by Kirkhill Macs and the warm friendly staff offer feedback on my son's progress.'

'Our daughter loves Macs and it has greatly widened her social skills and friends base.'

'My child has learned lots of new skills at Macs the staff are responsive to her needs and alert me to any concerns.'

'Always smiling welcoming staff.'

'Macs Kirkhill has a fantastic team of staff. They are all engaged and create a fun safe environment for them all. I only have high praise for them.'

'Only improvement I would request is a more healthy choice of breakfast and snack options, otherwise staff are great and very friendly.'

'Fantastic group of care givers.'

We spoke with groups of children and they shared their experiences with us, children were taking part in a cooking challenge and they enjoyed taking part and achieving. Comments from children included:

'We play outside, I like football.'

'We have our own room, it's good to do our own thing.'

'I like to get my homework done here.'

'I feel happy because I never get bored and I always have someone to talk to.'

'I am very happy because I like speaking and doing things with my friends.'

'I am very happy because I have friends.'

'I am very happy because it is safe and it is so fun.'

Self assessment

All services, with the exception of childminders, have not been asked to provide a self assessment for the year 2017-18. We have referred to the most recent self-assessment provided by the service and used any relevant information to inform the inspection.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We graded quality theme Care and Support as excellent and quality theme Staffing as very good at this inspection. Outcomes for children were positive and Macs Kirkhill provided children with an excellent range of opportunities to support children to reach their potential.

Children benefited from the wide range of experiences provided and staff played a supportive role to encourage independence, inclusion and support children with friendships and social interaction. Children's rights and GIRFEC were at the centre of the programme for children. Children were highly engaged in the activities and experiences provided, this was evident across the areas of the service. Children could play and explore in a challenging play environment, outdoor play experiences were a significant part of the plan and children could move freely between the indoor and outdoor environment. Outdoor experiences offered children the opportunity to experience and assess risk, this challenged the children and taught them about safety and boundaries. The needs of all ages of children were considered in planning experiences, they offered leadership roles and extended play encouraging challenge independence for the oldest group of children. Children's ideas and suggestions were queues for taking forward planning. Community links and widening children's life experiences through badge work, active experiences and social situations gave children high quality experiences to support them to learn new skills. Children took the lead on initiatives including a group of boys taking forward a football club across the various age groups, this encouraged the children to be inclusive.

Personal plans were in place to support children's health and wellbeing needs. There were very good systems in place to support children's individual needs, including good links with families and other professionals where required. This included very good links with the school children attending to ensure a consistent approach to supporting children, for example in the safe management of any medical conditions and approaches to nurturing behaviour and wellbeing. Staff ensured children were recognised for their achievements, this included celebrating their badge work, certificates of recognition and lots of praise.

The service had a vibrant staff team who brought a range of skills and experience to the service to provide children with exciting and challenging experiences. Staff training was impacting positively on outcomes for children. They provided a welcoming and nurturing environment where children were supported. Staff had attended core training including child protection, where they demonstrated that they would deal with this effectively, they had also attended first aid training along with training on supporting children's health and wellbeing.

The provider worked with staff to ensure they had the right qualifications and skills to take forward a high quality programme of activities for children.

Seven children commented that staff were 'very good'.

'When I have problems there is someone to talk to.'

'They are so fun and very fun and helpful.'

All staff were safely recruited and registered with the Scottish Social Services Council (SSSC). They were aware of the importance of the code of conduct and values as SSSC registered workers.

What the service could do better

The service had a very good core group of staff supported by a highly effective manager taking forward positive outcomes for children. The provider should continue to monitor effectively staff qualifications to ensure that they are working with staff to continue to up skill their workforce.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
29 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
28 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
31 May 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 Jul 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	5 - Very good

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