

Ferryhill After School Club Day Care of Children

Ferryhill Primary School
31 Caledonian Place
Aberdeen
AB11 6TT

Telephone: 01224 583059

Type of inspection: Unannounced
Inspection completed on: 21 September 2017

Service provided by:
Aberdeen City Council

Service provider number:
SP2003000349

Care service number:
CS2003001781

About the service

Ferryhill After School Club has been registered since 1 April 2002. It is located within the Aberdeen suburb of Ferryhill, close to local shops and nearby parks. The service is provided within Ferryhill Primary School.

The accommodation used within the school, includes the canteen on the ground floor, the gym hall located some distance from the canteen and Room 16. The club also makes good use of the school playground and games pitch for outdoor play.

The service is provided Monday to Friday from 2:45pm to 6:00pm during school term. Registration allows full day care to be provided in school holidays however, holiday care is not currently offered at this venue. During school holidays children can access one of several out of school clubs organised by Aberdeen City Council (the provider) in the Aberdeen area.

The aims of the after school club are encompassed within the wider vision and aims for all Aberdeen Childcare Services. The vision is that:

- 'Children and families in Aberdeen gain access to high quality learning experiences, that holistically meet their developmental needs within local communities'.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. 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 wellbeing indicators.

What people told us

We received feedback from children during the inspection. The children told us the following:

Activities:

Sandpits were "kind of new" - another child said "we haven't had them for ages" - both children confirmed that they enjoyed them.

"I like going on the green scooter with two wheels".

"I like going on the white bike. Out quite a lot, sometimes we go to the gym".

"Like to go up to room 16 - dress up and do arts and crafts. Go up mostly when it's raining, go to gym or Room 16".

"Like Lego, bikes".

"They sang to me on my birthday".

"We like to look after the dolls. We haven't done this for ages because we have been outside".

"I like going on the bikes and tricycles. They are really big".

Snacks:

"Yummy - my favourite is Shelagh's home-made pancakes".

"Cereal, fruit, milk, water, toast, bread, sometimes if we are lucky we get sandwiches, once a year we get pizza day".

"It's very rare we get to choose what we want for snack. I would like pancakes or toast. There used to be a choosing board but we don't do that anymore". However we did see that children were encouraged to put forward their choices through mind maps. We saw these choices reflected in the snack menu.

Staff:

"nice".

"They chat with us about what we want to do".

General comments:

"I don't like coming as I'd rather be out with my friends and a lot of the children are a lot younger".

"None of my friends are here. It's all little ones. I don't think it could be any better as they are doing their job".

We spoke to some parents during the inspection and others completed and returned questionnaires to us. Parents and carers spoke positively about the service. We received the following comments:

"Absolutely happy with the service. Staff are very approachable".

"It's alright. It's evolved to meet my needs."

"I am very happy. Staff are friendly and good at telling me things. She is normally outside. We get told what she has been up to. Generally snack is quite healthy and (our child) tells me what she has had. I can't think of anything I would like to see improved at the moment".

"Good service, nice staff - my son loves it".

"It would be nice to have a time for homework".

"The Ferryhill After School Club is a very nice and caring environment. The kids are happy to go; they get plenty of exercise and games. The staff try to do science experiments with lots of success. A homework club section would be greatly appreciated".

"Really happy with range of activities".

"Staff lovely and helpful".

"Running of out of school club is good. Any questions always answered".

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. Personal plans had been further developed since the last inspection, taking account of feedback received during the inspection process. This meant that staff knew what action to take to keep children safe and healthy. Information about one personal plan which needed to be further developed was discussed in feedback. Personal plans were now being reviewed on a regular basis to ensure that all required information was up-to-date.

Staff had trialled different ways of providing a positive snack experience for the children. Snack on the first day of inspection needed to be improved. Children had to wait too long for snack leading to restlessness and frustration. Snack was over very quickly with little opportunities for interaction. Children were not very involved in preparing or serving their own snack. Feedback was provided at the end of the first day of inspection. Snack on the second day of the inspection was much more positive. It was a sociable experience and more relaxed. Children could be supported to be more involved in snack to promote independence. A snack station could also be set up outdoors, where there is plenty space as an alternative option **(see recommendation 1)**.

We could see that the service was developing more challenging activities for children. This included 'open and investigate' (opening old lap tops, DVD players and other equipment and exploring the contents inside), bug hunting, water balloon games, den building and science experiments. This had been a key development since the last inspection.

The children enjoyed lots of opportunities for outdoor play which helped them to be healthy and active. Some outdoor resources requested by children had been purchased and the children were enjoying them, such as larger scooters.

The service was in the process of making links with 'active schools' with a view to arranging taster sessions of different sports in the club. We also suggested that they could further develop links with other groups in the community to help enrich children's experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To allow children greater independence and support a more sociable experience, the service should continue to review and develop the snack experience.

National Care Standards, Early Education and Childcare up to the Age of 16. Standard 5: Quality of Experience.

Grade: 4 – good

Quality of environment

Findings from the inspection

The quality of the environment was assessed as being good.

Plentiful opportunities to access fresh air and energetic play were in place which helped the children to be active and healthy. The children really enjoyed being outdoors. A storage shed was now situated in the playground. This made it much easier to use outdoor resources as they were more accessible.

The service had developed further a system to enable them to keep track of children's whereabouts within the different areas of the school used by the club. This involved children putting their named photographs on a board under the room they were going to be in. This would be particularly helpful for new and relief members of staff.

We found that some aspects of infection control needed to be improved. Some children were washing their hands in cold water which was not in line with effective hand washing practice. Gloves within the first aid box were stored without protection. Tables were cleaned before and after snack, however staff sprayed cleaning products close to children. This could have a negative impact on health **(see recommendation 1)**.

There was a lack of facilities for children to relax. More use could be made of room 16 to create quieter areas for children. The room could also be used to further develop the range of experiences for children taking account of the wide age range and needs of the group.

Risk benefit assessments were now in place. The children had been involved in completing them. This supported them to identify risks and how these could be minimised and explore the benefit of doing the activity. However staff were not checking that helmets were fitting children properly when outdoors on scooters and bikes **(see recommendation 2)**.

Staff had worked with the children to develop a set of rules for the club. This helped children to think about the impact their behaviour could have on other children and on the club generally. We saw children being respectful to each other and supporting one another which created a positive environment and helped children to feel included.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To help keep children healthy the service should further develop practice in relation to controlling infection

National Care Standards, Early Education and childcare up to the age of 16. Standard 2: A Safe Environment.

2. In order to help keep children safe the provider should ensure that risk assessments are reviewed and updated on a regular basis and are adhered to at all times.

National Care Standards, Early Education and childcare up to the age of 16. Standard 3: Health and Wellbeing.

Grade: 4 – good

Quality of staffing

Findings from the inspection

The quality of staffing was assessed as being good.

We found that staff were quieter and more reserved in their interactions with the children on day one. This meant that there was limited interaction. On the second day, staff practice had improved. They displayed warmth and encouragement whilst interacting with the children which helped create a nurturing environment. They actively listened to the children and encouraged them to share their ideas and develop their play. This helped children to feel included and respected.

Staff talked of good team working and a culture of respect. They felt valued and appreciated and this helped create a positive and happy environment. The staff felt well-supported by the coordinator and the manager. Communication worked well on a day-to-day level. Weekly team meetings provided more formal opportunities to discuss items such as practice issues, improvements and training. We could see the meetings were used for staff to reflect on their practice and consider different ways of working.

Since the last inspection staff had undertaken some training in relation to working with school aged children. This included outdoor play and loose parts messy play. We felt that staff practice needed to improve to reflect their learning from these training events, for example, outdoor play. Although more regular opportunities could be provided for children to experience creativity and challenge. The manager and staff had identified the need for further related training and were in the process of progressing this **(see recommendation 1)**.

The staff had worked well together to develop more stimulating activities for children. The staff were encouraged to share and progress their ideas which helped to develop their confidence.

We found that staff had a good understanding of child protection. We saw that they explored and discussed any concerns they had. There was evidence of them seeking advice and progressing concerns appropriately.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to keep children stimulated and challenged, the staff should undertake further training in relation to working with school aged children.

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 management and leadership was assessed as being good.

The team fed back that they found the new manager to be very supportive. They valued her support in helping them to build up their knowledge and found she was very responsive to their requests for help.

We found the manager to have a good understanding of where the team and the service were at. She had identified key areas for improvement and had clear plans about how to progress these. These improvements had a clear focus on supporting the continued improvement in outcomes for children attending the service.

We found that the coordinator had developed in confidence and was supporting the team well. The staff team had brought forward a number of fresh ideas since the last inspection which were helping to improve the service.

Staffs' practice had continued to develop and this included their leadership skills. Staff were, for example, taking responsibility for leading more challenging activities and involving children further in making decisions and putting forward suggestions. They now also had a much clearer way of evidencing the good work they had undertaken such as using mind maps and photo books.

An action plan was in place which identified areas for improvement the service was focusing on. We could see that some of these areas had been progressed. The action plan should be further developed so that it is outcome focused and evidences progress towards meeting key goals.

The services systems for assessing the quality of the service and driving forward improvements needed to be further developed. The manager told us that the quality improvement system for the all the out of school clubs run by the provider was going to change.

We saw that the manager was undertaking observations of staff practice. The findings were then written up and fed back to the relevant staff member. It was good to see that positives were highlighted, along with areas that could be improved further and how the staff member's practice had progressed.

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

Recommendation 1

The service should continue to develop the range of methods of including all parents and children in assessing and improving the service.

National Care Standards, Early Education and Childcare up to the age of 16. Standard 13: Improving the Service.

This recommendation was made on 17 September 2014.

Action taken on previous recommendation

We found that the methods used for encouraging feedback from the children and their parents had continued to develop since the last inspection. Children had, for example, devised the rules for the club. They were involved in developing the snack menu and were encouraged, through use of mind maps to think about activities they wanted to do at club. Parents had asked for their feedback on different aspects of the club and we saw evidence of their ideas being taken forward.

This recommendation was found to have been met.

Recommendation 2

To further ensure that all children are easily accounted for at all times as they move from one play setting to another the service should explore other systems for achieving this.

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

This recommendation was made on 11 November 2015.

Action taken on previous recommendation

We found that there was no system used on the first day of the inspection, although it was available to use. It was challenging to keep track of children's whereabouts. On the second day of the inspection the system had been fully implemented. It was much easier to keep track of the children moving from one area to another. The use of photographs was helpful for new or relief staff. Staff told us that they had received positive comments from parents about the new system.

This recommendation was found to have been met.

Recommendation 3

In order to help keep children safe and healthy, the provider should reduce the risk of infection by ensuring that children can readily access hot water to allow effective hand washing.

National Care Standards, Early Education and childcare up to the age of 16. Standard 3: Health and Wellbeing.

This recommendation was made on 5 December 2016.

Action taken on previous recommendation

We found that water was available at a good temperature for children to wash their hands effectively. We did however observe hand washing and found several children washed their hands in cold water. This was not best practice and did not help towards reducing the spread of infection. Hand washing was monitored by a member of staff who did not prompt or remind the children to use warm water.

As water was now available at an appropriate temperature for children to wash their hands this recommendation has been met. However as there were concerns about hand washing practice a recommendation has been made. Please refer to quality of environment.

Recommendation 4

In order to help keep children safe the provider should ensure that risk assessments are reviewed and updated on a regular basis and are adhered to at all times.

National Care Standards, Early Education and childcare up to the age of 16. Standard 3: Health and Wellbeing.

This recommendation was made on 5 December 2016.

Action taken on previous recommendation

We found that the risk assessments had been reviewed and developed. They were now risk benefit assessments and children had been involved in the process. This meant that the children were gaining an understanding of risks and how these could be reduced. They were also able to explore risks and think about the benefits of taking these risks.

We spoke at feedback about how some of the risk benefit assessments could be further developed. For example, children were still wearing helmets for use on bikes and scooters that were not checked first to ensure a good fit.

This recommendation has not been met. The recommendation has therefore been re-stated under quality of environment.

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	
27 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good
17 Sep 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
19 Dec 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
5 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 1 - Unsatisfactory
29 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 3 - Adequate
10 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory
2 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak
2 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory
23 Jul 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
14 Apr 2010	Re-grade	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
20 Nov 2009	Unannounced	Care and support Environment Staffing	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory

Date	Type	Gradings	
		Management and leadership	1 - Unsatisfactory
22 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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