

Dennistoun After School Service Day Care of Children

Reidvale Neighbourhood Centre
13 Whitevale Street
Dennistoun
Glasgow
G31 1QW

Telephone: 0141 556 4497

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

Service provided by:

The Committee Dennistoun After School
Service

Service provider number:

SP2003001185

Care service number:

CS2003005676

About the service

Dennistoun After School Service has been operating since 2002 and registered with the Care Inspectorate when the Care Inspectorate formed in 2011. It is registered to provide a care service for 40 children aged 5 to 12 years. The service operates during term time between 3pm and 6pm and during school holidays from 8am to 6pm.

The service is provided by The Committee Dennistoun After School Service and is accommodated within Reidvale Neighbourhood Centre in the east end of Glasgow. There are other services sharing the building but there is secure access to the service accommodation.

The main aims of the service are:

- Provide a happy, safe and warm environment where all children and families feel welcome.
- Create a child centred setting where the children and young people are encouraged to make decisions.
- Value children's free time to be their time allowing fun and freely chosen play.
- Facilitate children to plan play and access play opportunities.
- Support the children in developing responsibility for themselves and their actions.
- Value individuality.
- Provide inclusive play opportunities.
- Work in partnership with parents and carers.
- Evaluate and reflect on our work to ensure that the needs of children and parents/carers are met.

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

There were 22 children present on both days of our inspection. All of the children we observed during our visit were settled in their environment which demonstrated to us that they were familiar with the service routines, what was expected of them and when things would happen.

We explained who we were to some of the children and asked for their opinions about the quality of the service. Two of the children also completed a questionnaire for us. Both oral and written responses confirmed that children were happy with the service they received and enjoyed spending time with their friends at the service.

We received two completed questionnaires from parents/carers before the inspection and also spoke with four parents during the inspection process.

Written comments included:

"I cannot praise the staff enough in DASC. They are always updating parents with changes etc. Whenever they can, they plan trips with the children. My daughter has attended for over two years now and I would never move her to another provider (unless) any issues. Staff are always welcoming and approachable. They also send texts and update their private Facebook if at the park etc so that we know."

The parents we spoke to mainly felt that they used the service to meet their working hours but they were satisfied with the quality because their children were happy. They told us that staff shared information with them to ensure that children were safe and well cared for. However, they also raised some areas where they felt the service could improve and would have appreciated more information. For example, the experience of staff recruited and the transparency of the voluntary management committee and how it operated. We have discussed this in relation to our findings in the main body of our report.

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 demonstrated the service priorities for development and how they were monitoring the quality of their provision.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Staff had built a good rapport with children. This was evident from our discussions with parents and from observations of interactions between children and staff. In response to a previous recommendation a personal plan was in place for each child that was proportionate to their individual needs and patterns of attendance. For example, staff were using the GIRFEC wellbeing indicators to share information with parents about children's care, development and achievements. This ensured the service had a framework in place if children needed extra support. Staff should continue to develop this format, making sure that children's opinions are also included and that plans are reviewed at least every six months.

We found staff were beginning to underpin all areas of their work with the GIRFEC wellbeing indicators. Child centred displays meant that children were becoming confident about using the language of the wellbeing indicators to talk about issues that were important to them, such as bullying. There was a children's committee to represent children's views about the quality of their experiences at the service, making it more likely that everyone would feel included and respected.

Quotes from children about this included:

"We want to be respected and respect others."

"We have choices."

We inspected the service at the beginning of a school term when new children had joined the service. We observed that staff made the children feel welcome, took time to remind children about routines and supported the development of friendships. For example, at snack time everyone sat together in a social situation where children were encouraged to take turns and help each other. Parents had commented that the snacks had begun to offer healthier options, which meant the service were contributing to children's healthy lifestyle.

The child protection policy had recently been updated to take account of local and national guidance. Child friendly leaflets were on display so that children were learning about keeping themselves safe and to understand that others should treat their bodies with respect. We advised that leaflets about child protection with local contact details should be on display to raise parents/carers awareness of the responsibility of all adults in keeping children safe and healthy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We observed that children were happy at the service and enjoyed the range of activities available to them. There was a planning wall where children could make decisions about what they wanted to do during their session. We heard staff explaining when this was not possible, for example use of computer games was limited on a weekly basis to encourage children to participate more in creative or physical activities.

Children had regular opportunities to play outdoors and participate in energetic activities outdoors, making use of local amenities. Staff were aware of our best practice guidance for outdoor play - 'my world outdoors' and were thinking of ways to incorporate this in the service. We encouraged staff to make sure that children had the choice to be outdoors on a daily basis rather than timetabled sessions through the week as a whole group. This would make it more likely that staff were respecting children's individual preferences while supporting their health and wellbeing. We acknowledged that children participated in active play on a daily basis in the gym hall however, staff needed to be more proactive in demonstrating for children how to use play equipment safely and to use the space in a way that respected others and prevented accidents.

We felt the noise level in the accommodation could be lowered to promote a sense of calmness and nurture children's emotional wellbeing. There was an area outside the main playroom with comfortable couches where children could read a book or take quiet time away from the bustle of the main playroom. However, children could not independently access this area. The management team agreed to continue work with children to evaluate the environment and create spaces that met their varying needs.

We encouraged the service to incorporate the playwork principles as they made improvements to the service. The playwork principles recognise that children's capacity for positive development is enhanced when they have access to a broad range of environments and play opportunities.

We found infection control measures could be improved to keep everyone safe and healthy. Children spent most of the second day of our visit outdoors at an adventure playground. They were not encouraged to wash their hands on return. This posed a potential risk of cross infection as children touched indoor resources with dirty hands. Staff stored their handbags and coats in the girls' toilet area, which also posed a risk of contamination. (Please see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager and staff should ensure that appropriate measures are implemented to reduce the likelihood of any cross infection among people using the service. For promoting good hand hygiene with children, hygienic storage of staff belongings.

The provider should refer to the revised Health Protection Scotland guidance: Infection Prevention and Control in Childcare Settings (October 2016).

National care standards early education and childcare up to the age of 16: Standard 2: A safe environment and Standard 3: Health and wellbeing.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The service recruitment policy had been updated to ensure compliance with our guidance - Safer Recruitment through Better Recruitment (November 2016). No new staff had been recruited since the previous inspection however, the systems for recruiting a volunteer reflected good practice. We signposted the manager to the appendices of this document, which provided examples of checklists that would help demonstrate that all staff had been recruited in line with current legislation: thus give people reassurance that children were being cared for by competent professionals.

Staff were very motivated by the professional development activities (CPD) they had accessed since the last inspection, which included some of them taking their vocational qualification up to the next level. The manager had enrolled in the BA Childhood Practice, which is the leadership and management qualification recognised by SSSC (Scottish Social Services Council) for working in early learning and childcare. CPD had given staff confidence that they were not only developing new skills to support children but also to build on the quality of the service.

The staff we spoke to felt supported by their manager, for example they had recently participated in an annual professional development review where their training interests were discussed. Each member of the team had been allocated a leadership role and participated in training to inform that role, such as child protection officer, fire officer and first aider. We could see from staff meeting minutes that staff had regular opportunities to meet as a team to talk about their practice. Rotating the chair and minute taker for these meetings meant that staff were developing new skills. This contributed to them feeling included, respected and achieving.

We found that there was further scope for staff training, for example to deepen their knowledge of the playwork principles and to purposively support children's outdoor play. Consideration should also be given to the balance of qualified and unqualified staff working within the service. Most of the staff had a condition on their registration with the Scottish Social Services Council (SSSC). SSSC is responsible for registering people who work in social services and regulating their education and training. We encouraged the manager to introduce a system of formal support and supervision staff registration so that they could support staff in meeting their conditions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The service was provided and managed by a voluntary management committee, which made strategic decisions about developing the service. For example, the committee had supported staff to access training and development, which meant the team could work together to meet the previous requirements and recommendations for improving the service. This had included training for staff to take on more leadership roles so that they felt involved in determining the direction of the service. We praised the manager and staff for the progress they had made in taking forward the action plan.

Systems were in place to consult with parents. Staff formally asked parents for their ideas and told us they welcomed feedback on the service. Parents were involved in making improvements through the voluntary management committee, we encouraged the service to make representation on the committee more transparent.

Some of the parents we spoke to felt it would have been helpful to have details about members of the management committee on the staffing noticeboard, together with information about the annual general meeting and any forthcoming committee vacancies. The manager agreed to follow through on this request.

During the inspection process it was brought to our attention that we had not been informed about the termination of a member of staff's employment. The conditions of registration of the service requires them to notify the Care Inspectorate of specific events, such as this. We referred the management team to 'Records that all registered care services (except childminding) must keep and guidance on notification reporting', which can be found on the HUB area of our website <http://hub.careinspectorate.com/media/481042/records-that-all-registered-care-services-must-keep-and-guidance-on-notification-reporting.pdf>

A representative of the management committee was not available when we gave feedback. The manager agreed to share the above link with them as well as information for the committee about their duties under the SSSC codes of conduct for social service employers. <http://www.sssc.uk.com/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=239>

We have made a requirement that management notify us and SSSC about the member of staff's dismissal. This is to satisfy us that legislation and best practice were adhered to, that children were safeguarded at all times and that the employee's rights were respected. (Please see requirement 1).

The service should continue with plans to participate in Scottish Out of School Network (SOSCN)'s 'Achieving Quality Scotland' programme. This would help everyone work together to make improvements to the service, informed by legislation and national best practice guidance.

Requirements

Number of requirements: 1

1. The provider must demonstrate that the service has systems in place to ensure the welfare and safety of children. For example, they should ensure that they keep a record of any disciplinary action and outcomes taken against any member of staff.

In order to achieve this the provider must:

- a) follow Care Inspectorate guidance on notification reporting.
- b) report information promptly to Scottish Social Services Council in line with the Code of Practice for Employers of Social Service Workers.

This is in order to comply with Regulation 4 (1) (a) and 9 (1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Care Inspectorate (2015). Records that all registered care services (except childminding) must keep and guidance on notification reporting.

Scottish Social Services Council (2016). Codes of Practice for Social Service Workers and Employers.

Timescale for implementation: by 1 November 2017.

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

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

Previous requirements

Requirement 1

The provider must carry out a review of the medication procedures and consult with parents to make sure records required are in place for all children who require medication and that staff accurately record all required information.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4(1) (a) – Welfare of Service Users.

This requirement was made on 8 March 2016.

Action taken on previous requirement

We found that the medication policy had been reviewed to take account of our most recent guidance, for example storage of children's medication followed good practice. Details about children's medication were included in their care plan and there were some good examples of asthma care plans. We advised that any long term medication should be reviewed every three months and the manager agreed to incorporate this in their monitoring calendar.

Met – within timescales

Requirement 2

The provider must ensure that staff attend the proposed training regarding child protection, relevant to their roles and responsibilities, and thereafter implement a system that assures them that staff are confident and competent within these roles.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4(1) (a) – Welfare of Service Users.

Timescale: 12 August 2016 for staff training and 19 August 2016 for systems.

This requirement was made on 18 August 2016.

Action taken on previous requirement

All staff had participated in child protection training and the two named co-ordinators had participated in second level training. The staff we spoke to had a good understanding of their roles and responsibilities in taking forward any concerns about children's safety and welfare.

Met - within timescales**Requirement 3**

The provider must ensure effective management of the service. This includes:

- Ensuring staff undertaking management responsibilities have the qualification, skills, knowledge and understanding necessary to undertake the role.
- Develop and implement an effective system for monitoring service provision and management practice.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 9 - Fitness of Employees.

Timescale: A plan to be submitted by 19 August 2016.

This requirement was made on 18 August 2016.

Action taken on previous requirement

The service manager was enrolled in a BA Childhood Practice, which includes modules on leadership and management. This provided her with opportunities for peer support and sharing ideas for managing the service. The service had completed part of SOSCN's previous quality assurance programme 'Aiming Higher' and were now seeking funding to participate in SOSCN's 'Achieving Quality Scotland' programme. This would help everyone work together to make improvements to the service. Scottish Out of School Network (SOSCN) is a national umbrella organisation that supports the development of high quality school-aged childcare.

Met - within timescales

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

Previous recommendations**Recommendation 1**

The provider should review children's plans with parents and where appropriate children. Where children have medical conditions this information should be clearly detailed within the child's plan.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and wellbeing.

This recommendation was made on 8 March 2016.

Action taken on previous recommendation

We found that a new format for children's care plans had been developed and staff were beginning to embed GIRFEC wellbeing indicators within these. Parents confirmed that staff worked with them to ensure information was accurate and up-to-date. Details about children's medication was included in their care plan and there were some good examples of asthma care plans.

This recommendation had been met.

Recommendation 2

Effective systems should be put in place to ensure that all staff have a good knowledge of children's support needs, including medical conditions.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing and Standard 12: Confidence in Staff.

This recommendation was made on 18 August 2016.

Action taken on previous recommendation

A keyworker system was in place where each member of staff took responsibility for a group of children and familiarising themselves with their individual needs. Staff had participated in training around the GIRFEC wellbeing indicators, which had given them a good understanding of how to identify children's support needs and to work with them in achieving the next steps in their individual development.

This recommendation had been met.

Recommendation 3

As intended, staff should attend training that will give them a better knowledge and understanding of GIRFEC and the associated wellbeing indicators.

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

This recommendation was made on 18 August 2016.

Action taken on previous recommendation

Staff had participated in training around the GIRFEC wellbeing indicators. We looked at some of the wall displays that highlighted how staff had worked with children to share their understanding of the indicators and to support children to achieve.

This recommendation had been met.

Recommendation 4

The provider should ensure that all risk assessments clearly identify what the potential risks are and the procedures in place to reduce or eliminate any such risks. These should be reviewed regularly and updated when necessary.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and wellbeing.

This recommendation was made on 8 March 2016.

Action taken on previous recommendation

Staff had participated in training about risk assessing children's environments, including when they were out on trips or using local amenities. We sampled some of the systems and found these to be effective. We made some suggestions, such as including maps in the risk assessment for school escorts and the manager agreed to add these to their checklists. This would contribute to the safety of children and staff.

This recommendation had been met.

Recommendation 5

The provider should ensure the existing recruitment policy and procedure is reviewed and developed further to ensure that recruitment is robust and updated in line with safer recruitment practices, taking account of current legislation and best practice guidance.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well managed service.

This recommendation was made on 8 March 2016.

Action taken on previous recommendation

We could see that the recruitment policy had been updated to ensure compliance with our guidance - Safer Recruitment through Better Recruitment (November 2016). We encouraged the manager to retrospectively tidy up all staff files, adding a checklist to make it easy for them to monitor outstanding issues. For example, the need for individual risk assessments and staff registration with SSSC, including conditions on their registration

This recommendation had been met.

Recommendation 6

Consideration should be given to researching documents that will enhance children's outdoor play and learning. In addition, and where possible, staff should be given the opportunity to attend training that will extend their knowledge and facilitate them providing high quality outdoor play and learning experiences.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing and Standard 5: Quality of Experience.

This recommendation was made on 18 August 2016.

Action taken on previous recommendation

Some of the staff team had participated in training 'Glory of Play' and had shared information about different types of play with the whole team. We could see from annotated photographs, and parents confirmed, that during the holiday playscheme children had lots of outdoor experiences where they had fun and learned new skills, such as den building. During term time staff planning highlighted that children had regular outings to local amenities such as the park and adventure playground, however this was usually the whole group and was not a daily experience. Staff had been exploring other ways to extend children's outdoor play and learning experiences. For example, the small balcony had been developed into a space for growing and planting and the service had joined the waiting list for the local allotment.

We have advised that supporting children's physical activity, particularly in the fresh air, be a continued area for development within the service. This is to support children's overall health and wellbeing.

This recommendation had been met.

Recommendation 7

The provider should ensure that effective systems are in place to demonstrate that the staff induction process have been carried out.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well managed service.

This recommendation was made on 8 March 2016.

Action taken on previous recommendation

The manager told us that the service now had an induction programme in place. We saw evidence of this in the induction booklet that formed part of the safe recruitment procedures.

This recommendation had been met.

Recommendation 8

The manager and staff should make arrangements to keep themselves up-to-date with current legislation and best practice guidance. Evidence to support this practice should be recorded. Learning objectives identified should routinely be followed through from one appraisal to the next. This will support staff more in their continuous professional development.

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

This recommendation was made on 8 March 2016.

Action taken on previous recommendation

When we spoke with staff they confirmed that the breadth of training opportunities since the last inspection had given them confidence in the legislation and best practice guidance that underpinned their work. From their planning for children, staff meeting minutes, and displays around the playroom we could see that staff were taking their learning forward into practice. This made it more likely that they would be contributing to good outcomes for children.

This recommendation had been met.

Recommendation 9

The provider should raise staff's awareness of the Public Services Reform (Scotland) Act 2010 and associated Scottish Statutory Instruments and the "Getting it right for every child" literature.

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

This recommendation was made on 5 March 2015.

Action taken on previous recommendation

The service provider had organised bespoke training for staff to ensure that they were familiar with the Public Services Reform (Scotland) Act 2010. Please see action taken in relation to recommendation 8 above.

This recommendation had been met.

Recommendation 10

The provider should ensure quality assurance systems and processes are robust and effective to monitor all aspects of the service. Where issues are identified, clear plans must be put in place to support improvement.

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 8 March 2016.

Action taken on previous recommendation

The service were members of Scottish Out of School Care Network (SOSCN) and had completed part of SOSCN's previous quality assurance programme 'Aiming Higher.' They were now seeking funding to participate in SOSCN's updated 'Achieving Quality Scotland' programme. There was information about this on display so that everyone could see how they could become involved in monitoring and evaluating the service. We saw that there was an action plan in place, which took account of the areas for improvement identified at the last inspection and gave realistic timescales for implementation.

This recommendation had been met.

Recommendation 11

The provider should ensure that all staff are informed and included in determining the direction and future objectives of the service through self-evaluation processes and the development of the improvement plan for the service.

National Care Standards for 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 8 March 2016.

Action taken on previous recommendation

Please see action taken in relation to recommendation 10 above. Staff were making good use of other tools such as GIRFEC to monitor how they supported good outcomes for children. The manager was working toward a model of distributed leadership and we could see that staff had responsibility for specific areas of work. For example, child protection officer, fire officers and first aiders.

This recommendation had been met.

Recommendation 12

The manager should involve the staff and stakeholders in grading the service for the purpose of future inspections.

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

This recommendation was made on 5 March 2015.

Action taken on previous recommendation

We had not requested a self assessment from services for this inspection year. However, the service had been using questionnaires to find out how well parents/carers thought the service was doing and how they could do better.

This recommendation had 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	
25 Jul 2016	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory
8 Mar 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory
5 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
29 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
11 Aug 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
12 May 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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