

# Happy Days Out of School Care Day Care of Children

Grove House  
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Type of inspection: Unannounced  
Inspection completed on: 18 September 2017

**Service provided by:**  
Gillian Geddes Day Care of Children

**Service provider number:**  
SP2009010712

**Care service number:**  
CS2009235681

## About the service

This service was previously registered with the care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Happy Days Out of School Care (Uddingston) is based within Tannochside Business Park in North Lanarkshire. The private provider also operates another out of school care service in the East Kilbride area of South Lanarkshire.

Happy Days Out of School Care (Uddingston) is registered to accommodate a maximum of 90 children from pre-school year up to the age of 16 years. There are currently 130 children attending the service with a range of attendance patterns.

Included in the services aims and objectives is to provide play and education opportunities that are both fun and challenging."

## What people told us

On the first day of the inspection visit there were 63 children present with 55 present at the second visit. We observed children fully engaged in their play and having fun with their friends, both indoors and outside. We chatted to some of the children about what they enjoyed doing at the service. Comments included:

"I like to bake cakes."

"I love coming to Happy Days."

"Knitting in my favourite - I learned to knit, cross stitch and sew here."

"I really like playing outside."

"My favourite is cross stitch."

"Everything is my favourite things to do."

"I enjoy doing arts & craft activities."

"My favourite is the yellow room." (For P1 & 2)

"Everything is fun at Happy Days."

"I like making slime it is sticky and messy."

We issued 30 questionnaires for parents and carers; seven were completed and returned before the inspection. During the inspection we spoke with an additional 12 parents. Feedback from parents was positive although some parents commented on the recent turnover of staff. This was discussed with the service provider who agreed that there had been many staff changes for various reason but felt now that staffing was more settled. Other comments included:

"My child speaks very highly of the staff and has had very positive experiences there."

"The facilities available are exceptional and the staff are knowledgeable, supportive and seem to know each of the children very well."

"It is reassuring as a parent to be able to trust that my child is well looked after, having age appropriate activities and most of all having lots of fun."

"I have used Happy Days for a number of years and it provides an excellent service and the new premises offer an even better variety of activities."

"Overall I feel the service is very well run and staff are obviously invested in the wellbeing of the children in their care."

"My child really enjoys attending which is great and I have no worries as I know they are safe and having fun."

"Great facilities - my child loves coming to play with her friends."

"Staff are great and the new staff have fitted in really well."

"I really like the new premises they are very spacious."

"I am very happy with this service."

## 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 paperwork. 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	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

We found there was a warm and welcoming ethos within the service which meant that children were relaxed and confident. We observed the positive relationships they had developed with staff and one another. We saw that there were several ways children could be involved in making decisions which included regular discussions with staff to share their ideas. Another way children influenced the activity programme was the use of a whiteboard and post it notes. Children we spoke with agreed that staff listened to their ideas.

Some of the activities offered by the service encouraged the children to learn new skills. An example of this was children learning to knit cross stitch and sew. The volunteer undertaking these activities provided support, encouragement and praise to the children. This in turn improved their confidence and acknowledged their achievements.

The service had good systems in place to gather information about each child to ensure children's individual needs were being met. This was then developed into a personal plan. The service had started to implement the principles of Getting it Right for Every Child (GIRFEC) into their practice and used the wellbeing indicators to improve the outcomes for children. Children with additional support needs had a specialist plan which was developed in partnership with parents. This provided strategies for staff when dealing with challenging situations.

Staff were confident about their roles and responsibilities in relation to child protection and keeping children safe. They knew what to do should they have any child protection concerns and who to pass the information onto.

We audited the files of four staff members recently employed and found the recruitment procedure had been fully completed before the staff members began employment. Checks included Protection of Vulnerable Group Scheme (PVG) membership, references, medical information, checking qualifications and Scottish Social Services Council (SSSC) registration. Every new staff member took part in an induction process. This gave them an understanding of the service provided and the expectations required of them in their new role.

Staff working within the service brought a range of skills and experiences to provide a wide variety of play experiences to the children. Although there had recently been some changes to the staff team they were observed to be working together to ensure children were challenged and could take part in a varied range of activities.

## What the service could do better

The service should ensure that all paperwork relating to children's personal plans is dated and signed by both parents and staff.

The manager of the service should complete the process to change her registration with the Scottish Social Services Council from Practitioner to Manager.

The service should continue to involve parents, children and staff in the evaluation and improvement of the service to ensure positive outcomes for the children.

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

## Inspection and grading history

Date	Type	Gradings	
13 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 May 2012	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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