

## St. Fillan's Out of School Care Day Care of Children

St. Fillan's Primary School  
20 Crompton Avenue  
Cathcart  
Glasgow  
G44 5AF

Telephone: 0141 571 8225

Type of inspection: Unannounced  
Inspection completed on: 18 October 2017

**Service provided by:**  
Sweeney, Monica

**Service provider number:**  
SP2003001343

**Care service number:**  
CS2008177532

## About the service

St. Fillan's Out of School Care is registered to provide care to a maximum of 80 children at any one time. The age range of the children is from children attending primary school and first year of secondary school.

The service operates from identified accommodation within St Fillan's Primary School in the south side of Glasgow. The service is near to local amenities, including road and bus routes. Motorway access is close by.

The service is currently operating Monday to Friday between the hours of 3pm and 6pm term time and 8am and 6pm during school holidays. Currently, all children using the service attended St. Fillan's primary school. Children present had various patterns of attendance over a week.

The service aims include the following information: "Provide a safe, fun, stimulating environment, in which our children will feel happy and secure. Encourage children and parents to contribute to the service, involving them in decision making.

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 (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

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 indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

During this inspection we spoke to the children, childcare staff and manager. We looked at a number of documents including children's personal plans, safety records and quality assurance evidence.

## What people told us

Six parental questionnaires were returned prior to the visit. All stated they were happy with the quality of the service.

Some comments included:

"Very good service. My son has integrated into the service well. Staff are excellent, very pro active. He enjoys going and is happy. Excellent location, located within the school"

"My son experienced bullying from another child at the service and this was dealt with, professionally effectively and in liaison with the school"

"My child enjoys spending time at the service. The staff take time to build relationships and seem to care for my child well. I like the variety of activities available, All the boys and girls are encouraged to participate in them for example the craft activities, as well as more traditional "boys" games".

Some children completed a Care Inspectorate children's questionnaire. These demonstrated they were fully included in decision making about the resources, activities and the programme of activities.

They told us:

"When I come to after school care I like to play Connect Four and I like to play with the Lego and build lots of different things like buildings and big figures. I make lots of friends and I like to talk to them and play with them. I enjoy doing the treasure hunts because it makes you think about where the next clue is. It also makes you run about and it is kind of like a race and a puzzle. I spend most of my time playing Rubiks Race and sometimes we have a Rubiks Race tournament. If we had more badminton rackets then we could have more people playing badminton at the same time and maybe they could bring out the table tennis set more often. Anyway I enjoy coming to after school care and especially when my friends come too"

"I like to play the games as they are fun to play with"

"The adults at the group care for me, they help us and are kind, when we are hurt they they help us".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own development plan and quality assurance paperwork. These demonstrated the service's 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	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

We observed very positive relationships between staff and children. We could see all children were busy and purposful in meaningful activities. Children directed their own play interacting and engaging with their peers. This was apparent in the physical and designing badges. Children could play in a group or independently. There were quiet areas for children to enjoy stories and rest if needed. Staff enabled children to lead their own play. We saw they were turn taking, enjoying games and creative play. They had access to a safe outdoor play area. Children told us they were having a good holiday week and had been ice skating. One child said, "I come every school holiday, it is great, the ladies are kind and care". We could see the holiday programme was age and stage appropriate it included children's ideas and suggestions.

Children's personal care plans contained the required content. These were child centred and demonstrated that the child's individual needs were identified. The additional support plans included additional strategies were identified to support the child with challenges. The records of children requiring support from the service was recorded comprehensively. This demonstrated that all children received support to be included and respected. We could see the service worked well with specialist agencies to ensure the children were fully integrated in participating in all areas of the After School Care.

Since the last inspection visit, quality assurance processes were embedded in the service. The managers and staff meet regularly to discuss the all round quality of experiences, ensuring the children enjoy future plans of activities and outings. Children were regularly consulted and feedback comments were used as a quality assurance method. The staff team were evaluating and monitoring the children's experiences, the summary of these were recorded in the Big Floor Books. They also completed a monthly evaluation, this helped shape and design the planning and delivery of the service. We saw the quality assurance systems followed the GIRFEC, (SHANARRI) and the National Play Strategy Playwork Principles to embed a very good quality service to school aged children.

The service had Big Floor books' improvement/action plan, this demonstrated that the service had Specific, Measurable, Achievable, Realistic and Timescale (S.M.A.R.T ) goals and areas for improvement for example to further improve the outdoor play. We saw the evaluations folders demonstrated thorough monitoring and evaluations of the children's experiences. This system was duplicated in the provider's other services, enabling all services to standardise the benchmarks of very good quality assurance processes. The mindpapping and evaluations were used to inform the staff.

We could see the manager had a visionary focus and was committed to continuous improvement.

The service are members of the Scottish Out of School Care Network, this enabled them to keep well informed and up to date with best practice guidance.

## What the service could do better

The service should continue to provide the excellent and very good quality of care to school age 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	
23 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Oct 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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