

St. Helen's Primary Out Of School Care Day Care of Children

Lomond Drive
Condorrat
Cumbernauld
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Telephone: 01236 632068

Type of inspection: Unannounced
Inspection completed on: 7 November 2017

Service provided by:
St. Helen's Out Of School Care

Service provider number:
SP2003000988

Care service number:
CS2003004765

About the service

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

St. Helen's Out of School Care is a voluntary group overseen by a voluntary management committee. They operate from premises in St. Helen's Primary school, which is located in the village of Condorrat, near Cumbernauld, North Lanarkshire. The group provides a service to up to 30 children of primary school age, and operates during term time only between the hours of 3pm and 6pm. The service has use of a general purpose room as well as the school gymnasium. A secure entry system is in place.

The service "Endeavour to foster positive relationships with children and parents" and to ensure that children are "happy while learning through play". The full statement is available to families.

We check services are meeting the principles of Getting it Right for Every Child, 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 services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We gathered the views of seven parents of children using the service. They all agreed they were happy with the service provided. They told us the service provided a calm, happy busy environment and that the children loved attending. They described staff as kind, pleasant, warm and friendly. One parent stated it was an excellent and professional service.

We observed and gathered the view from the children present during the inspection. We found children to be happy and having fun playing outside. The children told the inspector that they were happy with the service they received. Children told us staff made them feel good, happy, respected and comfortable. They told us about fun things they did included skipping, playing football, drawing and playing with cars. Children told us they felt listened to and that their suggestions were taken on board.

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.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

The service is provided by staff that are friendly, welcoming and professional. The staff demonstrated a strong commitment to delivering a service where children are the heart of everything they do. The staff worked well as a team and had formed very positive relationships with the children and families. We found the three staff were registered with the Scottish Social Service Council (SSSC).

We examined staff recruitment files, we found satisfactory safer recruitment checks had been completed. We did suggest some areas to further improve this process such as a safer recruitment checklist and recording of when information is received. The manager has agreed to review the safer recruitment procedures against most recent guidance.

The service was provided from within a secure, spacious and well resourced environment where children can participate in a range of activities. Children had daily access to the school grounds to participate in active play. We observed children playing with skipping ropes, footballs and play chasing games.

The children were encouraged to share their views and make suggestions. Children choose to play indoors or outdoor and where encourage freely to select what activities they wanted to play such as playing cards inside to playing football outside. The children had a council where they could gather and discuss their views and present suggestions to the staff. The children felt this was a good way of sharing their views.

We were satisfied with the services child protection procedures. Staff attended annual training along with the school staff to keep themselves well-informed. The manager agreed to attend a more formal child protection training to ensure they were fully aware of their responsibilities as the child protection coordinator.

We discussed procedures that were followed for example for children that did turn up for afterschool care. We found the service had effective systems in place to ensure the safety of children.

We found staff had a good understand of children's needs and interests and were providing a service to support these. As a result we found children to be having fun and playing with friends.

What the service could do better

The service policies and procedures were in need of a review this is to ensure that they promoted and followed the most recent guidance and legislation. The service should consider streamlining some of the large policies to ensure they contain meaningful information providing the reader with clear and accurate information. We would recommend they start with the child protection and safeguarding policies.

Persons using the service should be made aware of the named child protection coordinator. The service should ensure that the complaint's procedure includes the care Inspectorate contact details.

The service had taken positive steps to introduce a service improvement plan. They had made a good start, the plan needs further development to be an effective planning tool to support the implementation of improvements. We discussed with the manager the benefits of using for example the Model of Improvement Framework to identify and measure success such as showing that by making changes, outcomes for children will improve. We have repeated the recommendation related to improvement planning and will follow-up at the next inspection.

When gathering views and feedback from those using the service, the service should ensure they included feedback on the improvements made and suggestions for future plans.

Staff appraisals had been completed for two staff members. Although the process included a discussion on staff training and development the process and records need to detail more information such as identified training needs, how these will be addressed and update of progress made. Training needs should incorporate staff professional needs and the service improvement plan priorities. We have repeated the recommendation related to improvement planning and will follow-up at the next inspection. During discussions with staff they agreed they would like further training for example in play, good practice guidance , GIRFEC.

We examined staff recruitment files, we found satisfactory safer recruitment checks had been completed. We did suggest some areas to further improve this process such as a safer recruitment checklist and recording of when information is received. The manager has agreed to review the safer recruitment procedures against most recent guidance.

The services recording of incident/accident that occur in the service should include more detail of occurrence and any subsequent actions taken. They should ensure all records contain details such as persons involved full name, dates of birth, time and place of occurrence and any outcomes or action taken as a result.

The service held records for children and had introduced personal plans. we received theses and discussed with the manager the legislation outlining the requirements of personal plans. The manager has agreed to review the current plans to ensure they met legislation and as a result support staff plan to met children's health, welfare and safety needs.

We found that children had foods that may contain high levels of sugar and that were not on the recommendation healthy eating list for snacks. We have recommended the service reviews the foods and drinks offered at snack time.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The service should ensure that the areas for development are clearly identified within the service improvement plan. An evaluation of how effectively priorities are being achieved should be reflected in staff meeting minutes. The plan should be continually reviewed to ensure that it reflects the ongoing needs of staff and service users.

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

2. Staff appraisal records should reflect how relevant training is to be accessed. Monitoring records should reflect that training needs have been met within relevant timescales. National Care Standards for Early Education and Childcare up to the age of 16, Standard 13: Improving the Service.

3. The service should ensure that food and drinks offered at snack time are healthy and nutritious. National Care Standards for Early Education and Childcare up to the age of 16, Standard 3 Health and Wellbeing

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	
28 Oct 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 May 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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