

Strawberry Field Out Of School Care Day Care of Children

Back O' Hill Farm
Whirlie Road
Houston
Johnstone
PA6 7BY

Telephone: 01505 615315

Type of inspection: Unannounced
Inspection completed on: 24 November 2017

Service provided by:
Strawberry Field Nursery

Service provider number:
SP2003001022

Care service number:
CS2003004890

About the service

Strawberry Field Out of School Care service operates from purpose-built premises in the Houston area of Renfrewshire. Children have access to two large playrooms and two smaller playrooms, an enclosed outdoor play area and larger outdoor play area. The service's conditions of registration are:

1. The care service will be provided at: Back O' Hill Farm, Whirlie Road, Houston, Johnstone PA6 7BY.
2. To provide an out of school care service to children attending Primary 1 to the first year of secondary school.
3. Staffing ratios as stated in the National Care Standards Early Education and Childcare up to the age of 16 years (Appendix A) must be maintained at all times. A minimum of 2 adults must be present at all times.
4. Times of operation and number of children to be cared for at any one time - During term time - a maximum of 60 children may be cared for from 7.30am until 9.00am and 3.00pm until 6.30pm.

During school holidays, in service days and school closure days - a maximum of 32 children from 7.30am until 6.30pm.

During periods when only some schools will be closed - a maximum of 60 children from 7.30am until 9.00am and from 3.00pm until 6.30pm and a maximum of 32 children from 9.00am until 3.00pm.

The service's aims and objectives included as follows:

- To supply a caring facility where parents can place their children in a safe friendly and caring environment, before school starts, after school and during school holidays.
- To organise a wide range of activities that the children can voluntarily participate in, which stimulates their mental and physical growth.
- To ensure their safe transportation to and from school.
- To develop and maintain strong links with local schools and relevant local organisations.
- To take into account the children's needs arising from race, culture, language and religion.

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). 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 health and 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.

What people told us

For this inspection we issued the service with 30 care standards questionnaires to distribute to families using the service. Two were returned, both respondents strongly agreed that they were happy with the quality of care their child received at the service.

We spoke to four parents who came to collect their children from the service. They all told us that they were happy with the service, and that their child enjoyed their time there.

In addition to this we spoke to children in small groups and individually. Overall children were happy in the service, some of their comments included:

- 'I like this room because you can do what you want.'
- 'I like when we have the shaving foam tables and stuff.'
- 'I would like it if there were more things to do in the big room.'
- 'You can go out to play if you want, we are never in the big bit in the winter.'
- 'I like it better over here because there is more room.'
- 'I painted a boat, it's the Jolly Roger.'
- 'Tonight I have solid rock, which is gymnastics, I also have choir and brownies.'
- 'I like it because its big and there is lots of people to help you do stuff.'
- 'I started in primary 1 and came to the nursery as well.'
- 'I'm at Strawberry Fields tomorrow, are you?'
- 'I like going outside, I like it best when it is sunny.'
- 'I would like it better if there were more of our own pictures on the walls.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The service had an extensive outdoor play area as well as a covered outdoor play area. During our inspection, we observed some children playing outdoors in the covered outdoor play area.

Children told us how they enjoyed outings during the summer months and about physical activities, they enjoyed outdoors in the field in the summer time. They told us how they particularly enjoyed building dens and playing football. Children told us, and staff confirmed that they do not use the large grassed play area in the winter months. We discussed with the manager how the service could encourage and develop outdoor play opportunities for children on a daily basis. The service should look at how they could increase children's opportunities for self-directed play outdoors. We referred the manager to 'My World Outdoors' guidance, which can be found on our website www.hub.careinspectorate.com.

Staff provided adequate snack choices to support a healthy balanced diet and to meet the needs of individual children. We saw staff sitting chatting with the children during snack time, which promoted a pleasant sociable experience.

Throughout our inspection, we observed many children playing with computer games, Xboxes, video games, accessing social media (You Tube) and using their own personal mobile phones with internet access. Some of the children were accessing materials, which were not suitable as they contained explicit language and violence. We discussed this with the provider who provided evidence to show that the service had consulted with parents and had gathered written consent relating to the category of materials their child should have access to. In some instances, we found that parents had signed that they allowed their child to access materials, which were not age appropriate.

The British Board of Film Classification guidelines detail what is acceptable at each age category, from U to R18. They also set out the laws and principles to protect children and vulnerable adults from potentially harmful or otherwise unsuitable content.

Although we acknowledge that there may be a place for TV, DVDs, computer games and internet access in the service, their use should be limited and age appropriate with safeguards and robust web protection in place for any online activities. The service should discourage children from bringing their own devices into the service. In order to safeguard and protect children we have made a requirement that the service address, and robustly monitor the use of DVDs, video games and the access children have to the internet.

Requirements

Number of requirements: 1

1. The provider must ensure that a robust and safe monitoring system is in place to ensure children are safeguarded around internet, social media and video games.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation (4)(1)(a) Welfare of users.

Timescale for meeting this requirement 31st March 2018.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children we spoke to were positive about the new environment. They told us that they preferred it because it had more space and there was more to do. We noted that the service had created different areas within the service to encourage children to participate in various activities.

Staff maintained accurate records of children in attendance. They had good relationships and contact with the local schools that they were picking up from.

We observed children as they moved around the environment freely. Most children played in the large room on computer games or with the pool table whilst others mainly younger children chose to draw and paint at the arts and crafts table. Some children used the jungle and quiet room to socialise and chat to their friends.

We identified some areas of improvement required around the control of infection. We noted that children did not wash their hands when they arrived at the service or after they had been playing outdoors. The manager should ensure that staff are aware of the importance of effective hand washing after being outdoors and that they support and remind children to wash their hands in order to minimise the spread of infection. In addition to this, we noted that staff did not use personal protective equipment appropriately. An example of this was when a member of staff who had been wearing plastic gloves for snack preparation did not remove the gloves when entering other areas of the playroom. We referred the manager to 'Infection Prevention and Control In day care and childminding settings Oct 2016 ' guidance, which can be found on our website

www.hub.careinspectorate.com.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

Quality of staffing

Findings from the inspection

Staff employed in the service held appropriate childcare qualifications, or were working towards achieving qualifications. The management team supported staff to gain qualifications in order to meet conditions of their Scottish Social Services registration.

We checked that staff were registered with the Scottish Social Services Council. We noted that although all staff were registered with SSSC, they were not all registered under the correct part. For example, we found that two qualified practitioners were registered as support workers. The manager should audit and check staff's registration with SSSC and support staff to ensure that they are registered under the correct part of the register.

There had been some opportunities for staff to participate in core training in house such as infection prevention and control, child protection, Getting it Right for Every Child and the new health and social care standards.

There was still an inconsistent approach to ensuring all staff regularly attended training. Staff would benefit from attending training specific to play work. They should reflect on how they implement their practice within the service, how children's experiences have been extended and how children were benefiting from the range of play experiences provided.

The manager should consider staff training needs and plan effectively for staff training and development. (See recommendation 1)

We saw some positive interactions between staff and children. In some cases, we could see that children had formed positive relationships with staff and were happy and confident in their care. We saw other examples, which we shared with the manager and provider at feedback where staff could have been more engaging and supportive towards children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that they provide a range of training opportunities for staff to ensure staff keep up to date with current practice. Staff would benefit from attending training on play work.

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

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We considered quality assurance under this quality theme; we graded the service as adequate. The service had met three recommendations from the previous inspection. Further recommendations have been made to support the service to improve.

Staff had made effective use of mind maps to consult and involve children in planning resources and activities. Children we spoke to told us that staff asked them what they wanted to do, and that they could choose from a variety of resources and activities in each of the playrooms. Both parents who returned care standards questionnaires to us prior to our inspection told us that the service had involved them and their child in developing the service by asking for ideas and feedback. In addition to this, we noted that the service had involved parents in a consultation process in September 2017, whereby the service had received positive feedback from parents.

The Care Inspectorate had processed a variation for the service to move into alternative premises in August 2017. As a result of this move children felt that they were having a better experience in the service, as there was more space and resources. We noted that the service had consulted with children about their new premises. They had sought children's opinions on what they liked about it, and how it could improve. We noted generally positive responses from children. The service planned to carry out a further consultation in December, after children had time to settle into the new premises. The service should continue to consult and involve children in developing and improving the service.

We noted that the service had developed a calendar for core monitoring. Core monitoring included monitoring of children's personal plans, risk assessments, medication and accidents. The manager should continue to develop effective monitoring systems, which include how the service identifies staff development needs and the quality of children's experiences. The manager should involve staff in the evaluation of their work of the service.

The service had compiled an action plan following our last inspection. We looked at how the service planned to address areas for improvement and recommendations that had been made. We noted however that the service did not have an overview of how they planned to develop or improve the service generally. The manager should work alongside staff and include staff in developing an improvement plan that identifies priorities for maintaining and improving the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
The provider should further develop quality assurance processes to demonstrate how this is resulting in improvements to the service.

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

Grade: 3 - adequate

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 provider should review the medication policy and procedure to ensure that the management of medication is implemented in line with current best practice guidance.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3.6 - Health and Wellbeing.

This recommendation was made on 30 November 2016.

Action taken on previous recommendation

We noted that appropriate systems were in place for the safe storage, recording and administration of medicine. This recommendation had been met.

Recommendation 2

The provider should ensure that children's personal plans include all relevant information and be reviewed every six months or sooner if required.

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

This recommendation was made on 30 November 2016.

Action taken on previous recommendation

We could see that the service had made some improvement in the development of personal plans. The manager should support staff to continue to build on and improve personal plans. This recommendation had been met.

Recommendation 3

The provider should replace the frayed carpet on the stairs to ensure a safe environment for service users.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2.1 - A Safe Environment.

This recommendation was made on 30 November 2016.

Action taken on previous recommendation

The service had moved premises, this recommendation was no longer applicable.

Recommendation 4

The provider should implement a system for identifying and monitoring staff development needs. A training plan should be put in place and evaluated in line with national and local guidelines.

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

This recommendation was made on 30 November 2016.

Action taken on previous recommendation

This recommendation had not been met, a similar recommendation relating to staff training has been made under the quality of staffing section of this report.

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	
12 Sep 2016	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
14 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
11 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Feb 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	3 - Adequate

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