

Elmvale OSC Day Care of Children

Elmvale Primary
712 Hawthorn Street
Springburn
Glasgow
G22 6ED

Telephone: 07740 116 242 (from 2pm)

Type of inspection: Unannounced
Inspection completed on: 29 January 2018

Service provided by:
Milton Out Of School Care

Service provider number:
SP2003001276

Care service number:
CS2007152404

About the service

Elmvale Out of School Care registered with the Care Inspectorate on 1 April 2011. It provides an after school and holiday care service to a maximum of 26 primary school aged children.

The out of school care service is registered to operate 15:00 to 18:00, Monday to Friday, term time. In August and September, the service operates 12:00 to 18:00, Monday to Friday, for primary 1 pupils. During the school holidays, the service operates 08:00 to 18:00, Monday to Friday.

The service is one of three out of school care services provided by the voluntary management committee of Milton Out of School Care.

The service operates from Elmvale Primary School in Glasgow. It is close to local amenities and bus routes. The accommodation has a secure door entry system. Children have the use of a classroom, gym hall and toilet facilities within the school premises. The children also have the use of the school playground.

One of the service aims is to: 'provide a safe and simulating environment where school aged children can be cared for enabling parents to continue/return to day time work or education.'

A full statement of the service's aims is available to people who use the service.

What people told us

We visited the service over three afternoons. There were 12 children present on the first day. Six children at our second visit and 11 children attending the service on the third day. We spoke with the children and they told us they enjoyed coming to the service, had fun playing with their friends and taking part in various activities. Nine children completed our 'tell us what you think' questionnaires. Children's comments from our discussions and questionnaires included:

'I like the Aquabeads and I like making jewellery.'

'I like playing with the dolls, house, boats, animals and castle. I like going to the gym.'

'I like running and playing Ollie Octopus. They give us nice snacks; custard and cake. I would like to go outside and play.'

'I like it sometimes, like going to the gym. Staff are nice.'

'I like playing chess and snakes and ladders. I like the hama beads. Went to Glasgow Green, loved the slide.'

'We get to choose KerPlunk and that's my favourite game.'

We received views from nine people using the service. We spoke with six people during the inspection. Two people gave their views in our care standards questionnaires.

'Great, I would be at a loss without it. And I would not be able to go to college. The girls are fantastic, really good. It is good that it is in the school. My child is happy and does not want to go if I come early to collect her. Very happy.'

'Staff are brilliant, they always get back to you. It's a life saver, if it wasn't for this service I would not be able to go to work. Excellent.'

'Very good. Staff listen to you. They are friendly, well-mannered, and cheery. He [son] loves them and talks about them.'

'Brilliant. [Child] Happy, always doing activities. Enjoys being with the other children. Staff friendly, loving and caring. Could not fault it. Very happy.'

Self assessment

We did not ask the provider to complete a self assessment in advance of the inspection.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Staff were aware of their role in protecting children and were familiar with the child protection procedures they would follow in the event they had a concern. Relevant policies were in place to help staff keep the children safe from harm.

Staff encouraged the children to be involved in making decisions about various aspects of the service. This included activities and snacks. Staff used the children's feedback when planning and evaluating the children's experiences. We watched the children having fun taking part in a range of activities. This included games in the gym hall and playing outdoors in the playground. Children played very well together. They told us they enjoyed coming to the service and thought the staff were nice. Staff listened to the children and responded warmly to them.

A parent told us: 'Great, good staff, approachable. Filled in forms and got a handbook. Staff speak with me. XXX [child] is over the moon, loves it here.'

We found that the service had begun to use the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible, and included) wellbeing indicators when caring for the children. Parents had completed a range of documentation and discussed their child's needs when they first started using the service. Documentation was regularly reviewed and updated. Staff used this information to form the children's personal plans. This approach helped staff support the children. However, we found that some of the information recorded relating to the wellbeing indicators needed to be more personal to the individual child and their ongoing care and support. The manager agreed to address this and review the personal plans.

The service had procedures in place for giving medicines to children. This included written consent from parents.

Accidents and incidents were recorded and the information shared with the parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Staff worked well together and had developed a strong team ethos. They provided a safe, caring and nurturing environment for the children. A parent commented: 'Great, necessity because we work. Very nice and pleasant facilities. It's been improved. Flexible, staff are lovely, contact if any issues ...'

Staff ensured that children had opportunities to take part in daily physical activity. Children told us how much they enjoyed taking part in active play, using the school gym and playing outdoors. Some of the children told us that they would like more opportunities to play outdoors in the playground.

One of the children attending told us: 'Would like to go outside more.' Staff should consider how they can improve the opportunities for the children to let them decide when they would like to play outdoors. Staff should put in place procedures that would support this.

Nine children completed our 'tell us what you think' questionnaire. Six children told us the activities and games were very good. Three children said they were good.

Children's comments included:

'Good because we get to choose them [activities and games].'

'Very good because someone else can play with you.'

'Very good because they [staff] don't always put out the same toys.'

'Good because they are fun, hama beads are my best.'

We noted that the children played very well together. There was lots of laughter and we watched the children as they had fun. Children were able to choose the activities and toys available to them. However, observation of the activities and discussion with the older children highlighted that the older children needed a more challenging environment. Staff should consider the current set up of the room, toys and equipment and look at how they could make it more interesting and challenging for the older children. Staff should involve the children and parents in this review.

A parent commented: 'Good service. Staff are brilliant with kids. Would like things for the older children. Friendly staff, approachable.'

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The small team of staff that included a team leader (manager) and a childcare practitioner supported Elmvale Out of School Club. We found that the staff had registered with the Scottish Social Services Council and held appropriate childcare qualifications.

Staff worked very well together. They effectively supported the children's emotional health and wellbeing needs. Staff had formed nice relationships with the children. They encouraged them to be involved in deciding what happened day-to-day within the service. This approach helped nurture the children and give them a sense of belonging.

Children told us: 'We ask for help and they [staff] help' and 'I like playing with my friends. Like the gym. The ladies are nice.'

Staff completed a weekly reflective report. This helped them evaluate the activities the children had taken part in and consider any improvements that may need to be made. This approach helped staff provide a good level of care and support to the children.

A parent commented: 'Very friendly staff, kept well informed of daily activities and any concerns or issues. Child is happy to go and comfortable in surroundings. Safe and reliable service.'

We made a recommendation in our last report, dated 1 December 2015, that the area manager should continue to monitor and review systems they have in place to support staff in their professional development. And, that they should provide regular training and professional development opportunities for staff to develop their knowledge and understanding of national guidance documents. We found that staff had continued to access best practice documentation to help them in their childcare role. This included Getting it right for every child and My World Outdoors. However, formal training was still to be identified and undertaken. (See recommendation 1)

We also recommended that the area manager should support staff in extending their individual training records to demonstrate how professional development had benefited their practice and outcomes for children. We were unable to view the staff training records as these had been misplaced when the school was being renovated. (See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The area manager should ensure that systems are in place to provide regular training and professional development opportunities for staff. This support will enable them to continue to develop their skills and knowledge. And, also, meet their post registration training and learning (PRTL) which is required as part of their ongoing registration with the Scottish Social Services Council (SSSC).

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

2. The area manager should support staff to help them to keep meaningful records of their post registration training and learning (PRTL). This is required as part of their ongoing registration with the Scottish Social Services Council (SSSC). Staff training records should show how training has helped inform and improve staff practice. And, how it has enhanced the outcomes for children attending the service. Staff can record and update their own training and learning on the SSSC website.

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

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The small team worked well together to offer a good service to children and their families. Children and their families were treated in a fair, respectful and inclusive manner.

Parents' comments included: 'I feel the aftercare team do a fantastic job ... My child is always happy and very eager to go ... I am very confident they keep my child safe and make sure she is included in all tasks.'

We found that the manager encouraged staff and children to take part in decision-making processes to help influence future development of the service and improve outcomes for children. For example, information from the nine children who completed our questionnaire highlighted that seven children had ticked yes, when asked if they helped make decisions about the group. Two had ticked no. When asked what kind of decisions they made, children's comments included:

'What we do.'

'We can do what we want.'

'What snacks we get.'

'Snacks and activities.'

'What we want to play with.'

Two children said they would like the staff to: 'Put some beds in the castle' and 'Go outside more.'

The staff and manager had built a nice relationship with each other. Staff felt supported and valued by the manager.

We recommended in the last report that the area manager should continue to implement the quality assurance framework to support improvement throughout the service. We found that the quality assurance systems were still being developed. (See recommendation 1)

The service had a range of documents and policies to support the operation of the out of school care. We viewed some of these, including the complaints policy, and found that the provider should continue to review and update the documents and policies to bring them into line with current best practice and relevant legislation. (See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The area manager should continue to develop, and put in place, a meaningful quality assurance system. This system should consider all aspects of the service. Feedback from staff, children and parents should be included in this process. This approach should help them evaluate the effectiveness of the service and support the ongoing improvement of Elmvale OSC.

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

2. The provider should continue to review and update the service policies and procedures to bring them into line with current best practice and relevant legislation.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well-managed 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 area manager should continue to monitor and review systems they have in place to support staff in their professional development. They should provide regular training and professional development opportunities for staff to develop their knowledge and understanding of national guidance documents including Getting it right for every child and Building the Ambition.

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

This recommendation was made on 20 January 2016.

Action taken on previous recommendation

We have made comment about the progress of this recommendation within this report under quality of staffing.

Recommendation 2

The area manager should support staff in extending their individual training records to demonstrate how professional development had benefited their practice and outcomes for children.

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

This recommendation was made on 20 January 2016.

Action taken on previous recommendation

We have made comment about the progress of this recommendation within this report under quality of staffing.

Recommendation 3

The area manager should continue to implement the quality assurance framework to support improvement throughout the service.

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

This recommendation was made on 20 January 2016.

Action taken on previous recommendation

We have made comment about the progress of this recommendation within this report under quality of management and leadership.

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	
1 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
8 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
30 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
10 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Jun 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

Date	Type	Gradings	
14 Oct 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 Feb 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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