

## Drakies Out of School Club Day Care of Children

Drakies Primary School  
Drumossie Avenue  
Inverness  
IV2 3SG

Telephone: 01463 236291

Type of inspection: Unannounced  
Inspection completed on: 12 February 2018

**Service provided by:**  
CALA Out of School Care

**Service provider number:**  
SP201001111

**Care service number:**  
CS2010278924

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

Drakies Out of School Club is situated within the grounds of Drakies Primary School and provides an after school club service for up to 23 children at any one time.

The out of school club operates from 14:30 to 18:00 hours during the school term, and the holiday club operates from 08:00 to 18:00 hours during the school holidays.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), 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 the 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

Two parents were spoken to on the day of inspection to ascertain their views on how the service was delivered. Both parents were very happy with the quality of service. Their children were comfortable attending the setting and enjoyed the many games and activities that were on offer.

## 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 of 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	4 - Good
Quality of management and leadership	not assessed

## What the service does well

We found that children were warmly welcomed to the service and that very good relationships had been established between the staff and children. On arrival there was lots of discussions between staff and children about the children's day, along with discussions on what they wanted to do at the club.

The service had very good wall displays for parents and children which explained the aims and objectives of the club and how it met with best practice documents.

A healthy snack was enjoyed by the children and this was very much a social occasion with the staff sitting down to join the children.

We found that a variety of activities and games were on offer and children were able to choose a game of their choice independently or join in with a planned activity (kite making on the day of inspection).

Children were relaxed and at ease within the service and there was lots of space for them to sit in small groups and chat if that was their choice.

We found that the service was well organised, with members of staff constantly considering how the experience for children could be improved.

Members of staff had attended training on child protection, first aid and food handling, along with other courses and workshops that were appropriate for this service.

Children's views were taken into consideration by taking part in meetings, completing questionnaires or compiling mind maps (participation tool) as well as speaking with staff.

Children attending were treated with dignity and respect at all times and children were very positive about the staff team. A behaviour policy and procedure was in place and children were confident staff would confront and deal with any matters that arose.

There was ample space within the demountable units with furniture and fittings that were suitable for the age group. A newly refurbished kitchen was available and a number of children enjoyed baking as an activity.

A large enclosed garden was available to children and though it was designed for the adjacent nursery, there was ample space for children to play ball games or relaxing.

A risk assessment for the building had been carried out and reviewed on a regular basis.

## What the service could do better

A new staff team were in place and we were satisfied that they had considered the views of children when providing the games and activities. The staff team acknowledged that consultation with parents could be improved. We discussed alternative ways in which to gain feedback from parents and that the use of social media/instant feedback may be the way forward.

We found the fabric of the building to be in a poor state of repair. Windows could not open or close properly due to warped and rotten frames, broken catches and so on. A number of heaters were not working though the room was warm and comfortable on the day of inspection.

Some of the soft furnishings within the building were past their best and in need of replacement.

When compiling risk assessments for outings or specific activities best practice would suggest that involving the children when compiling the risk assessment would assist them in recognising risk and taking responsibility.

We discussed the additional open spaces during this inspection and how the children could access them. Due to staffing numbers (two) at this time, the staff team had not the confidence to consider this, but would give it further consideration at some time in the future.

## 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	
10 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
14 Feb 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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