

## Sikeside & Carnbroe Out of School Club Day Care of Children

Sikeside Primary School  
Sikeside Street  
Coatbridge  
ML5 4QH

Telephone: 07946 605728

Type of inspection: Unannounced  
Inspection completed on: 16 February 2018

**Service provided by:**  
Cardowan and Stepps Out of School  
Club

**Service provider number:**  
SP2005007450

**Care service number:**  
CS2005101174

## About the service

Sikeside & Carnbroe Out of School Club is registered to provide a day care of children service for a maximum of 30 school age children. The service can be provided between 8am - 9am and 3pm - 6pm, Monday to Friday, during term time. During school holidays, the service operates 8am - 6pm. The service is provided from Sikeside Primary School in Coatbridge.

The provider is Cardowan and Stepps Out of School Club. A manager is in post and she and the care staff provide the day-to-day care of children attending. The service aims and objectives include: 'to ensure that all children in our care have fun in a safe and caring environment.'

## What people told us

We issued 10 Care Standards Questionnaires to the service to distribute to parents prior to the inspection taking place. We received three completed questionnaires. All responses from parents were positive. Written comments included:

"Great service. Staff are very committed and create a fun and safe environment for my daughter. I value the service."

"My child has always been extremely happy at after school care. He is becoming more confident and I know that he is very well looked after and cared for. The staff are extremely pleasant and approachable and always have the child's best interests as their focus."

We saw that children played very well with each other, taking turns and showing respect. We saw children enjoying group games in the gym hall. All children appeared settled and happy at the service.

## 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 the quality of the provision within the service.

## 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

The standard of care and support provided to children and young people in the service was good. Parents and children were provided with opportunities to give feedback about service operation and the manager took positive action on this. The service had a partnership with parents' policy and we observed that parents and carers were comfortable to approach and share information with staff about their children.

Staff had an understanding of how to protect and safeguard children. An effective child protection policy and procedure was in place which informed and supported staff in their roles. Staff had completed training on child protection. We discussed the requirement recorded at the previous inspection in relation to the child protection policy and the service response to this. We advised the manager to include relevant information in the service behaviour management policy. We received an email copy of the amended policy from the manager following the inspection. (See recommendation 1).

Staff provided a nurturing, caring environment for children and families. They worked hard to engage well with families in order to fully support them. Staff verbally exchanged information with parents each day and had an open door approach where parents could speak to staff at any time. We observed that children interacted well with staff and other children and were very comfortable and secure within the setting. Staff, children and parents had established good relationships. We observed staff chatting with parents when they arrived to collect their children.

We discussed children's care plans and also considered how information about children's learning and development was shared with parents. We found that each child had a personal development plan which was reviewed six monthly. This included records of discussions with parents about children's needs and progress. An 'All About Me' document was completed for younger children. We discussed how key staff gathered information about children's learning and development and next steps. We asked the manager to consider ways in which staff could record information obtained by observing children and use this to assess learning, development and next steps. (See recommendation 2).

We evidenced that children were able to choose from a range of play experiences. The programme included active and outdoor play in the school playground. Children participated in group meetings each month to discuss plans and activities. The manager showed us initial preparations to develop big books to showcase children's involvement in activities and their evaluations relating to the wellbeing indicators from Scottish Government guidance, Getting it Right for Every Child (GIRFEC). The service continued to distribute quarterly newsletters to parents.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. The provider and manager should ensure that all staff employed in the service are aware of and understand the behaviour management policy in relation to ensuring the safety of all children.  
National Care Standards, Early Education and Childcare up to the age of 16, Standard 3; Health and wellbeing.

2. The manager and staff should review children's care plans to include records of observations to evidence children's learning and development and next steps.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 6; Support and development.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The standard of environment provided to children was good. Children were cared for in an open plan playroom with toilet facilities adjacent to the room. The playroom was bright, clean and well maintained. The manager and staff were familiar with relevant infection control guidance and implemented this in practice.

The environment was safe and secure, welcoming and stimulating. There was parking at the service for parents / carers dropping off and collecting their children. Clear procedures were in place for children entering and leaving the service. A security system was in place and a record of any visitors was maintained. The door entrance was monitored by staff. These measures meant that only those who should be in the service could gain entry. Staff had put in place effective measures to keep children safe and protected in the service and on the way to and from school. Children's and staff attendance was recorded, as were any accidents and incidents.

Staff completed and reviewed risk assessments for activities, areas of the building and pick up/escort duties. Staff now had service t-shirts clearly identifying them. The school janitor was responsible for overseeing the safety of the school. Professional cleaners were employed to keep the areas clean and hygienic.

We saw children enjoying table top games and group play in the gym hall. New equipment had recently been purchased; badminton set, pop up goals, footballs, swing ball, dolls house. Staff had good systems in place to keep children safe indoors. These included risk assessments and maintenance checks. The condition of equipment was checked regularly and disposed of if broken. A daily attendance register was maintained and records were in place for any accidents or incidents. Children could also access outdoor play in the school playground. Children from this service enjoyed a full programme of holiday activities at another service by the same provider.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

The quality of staffing in the service was good. A qualified manager and two experienced practitioners were employed by the provider. There was a recruitment process in place and staff were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social services and regulating their education and training.

There was a system of staff appraisal and staff had attended individual interviews with the provider. The provider and manager had identified leadership opportunities for staff who now had keyworker roles and met regularly with their groups of children to discuss and evaluate the service. Staff engaged in both internal and external training. We discussed the induction process for a recently appointed member of staff and were satisfied that she was well supported during this phase.

Staff worked well as a team and demonstrated good relationships with children and a good understanding of their needs. They were enthusiastic and motivated. We observed that staff were caring in their approach and friendly in their interactions with all children. We saw that children had very good relationships with staff and that they approached them easily and confidently with any issues.

Parents responded well to staff with well established relationships in place. Parents who completed care standards questionnaires commented very positively on staff in the service.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

At this inspection we considered how well the service was managed and the provider's response to regulation. We found that a good level of support was provided to staff on a daily basis by the manager. The manager was responsible for supporting staff and overseeing team meetings. The provider was responsible for staff supervision, appraisal and provision of training opportunities. We could see that the staff team was working well and the manager was open and approachable. The manager told us that they were included in discussions about the service and had access to regular meetings and training.

The provider's response to regulation overall had recently improved, however, we found some areas that required attention. The action plan from the previous inspection was submitted very late, 11 months after the inspection.

The service certificate of insurance that was displayed in the service was out of date. The manager emailed us the current certificate following the inspection. The service development plan was not available in the service during the inspection visit. The manager emailed this to us following the inspection. The service complaints policy was not in accordance with current legislation. We discussed this with the manager who intended to amend it following the inspection. (See recommendation 1).

We discussed the importance of timeously submitting the error response and action plan with the manager and encouraged her to share this discussion with the provider. (See recommendation 2).

Parents who provided comments spoke very positively about the manager. Overall, we found that the manager responded positively to the inspection process and the suggestions/recommendations made to further develop the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The provider and manager should ensure that all relevant service documents reflect current legislation and are prominently displayed in the service. This includes certificate of insurance, complaints policy, development plan. National Care Standards, Early Education and Childcare up to the age of 16, Standard 14; Well managed service.
2. The provider should ensure that the service action plan is timeously submitted following inspection. 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

### Requirement 1

The provider must ensure that no service user is subject to restraint, unless it is the only practicable means of securing the welfare and safety of that or any other service user and there are exceptional circumstances.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulation 4(1)(c) Welfare of users.

Timescale: From receipt of this report.

**This requirement was made on 1 March 2017.**

#### Action taken on previous requirement

We discussed the requirement with the manager during the inspection visit. The requirement had been discussed with the provider prior to this inspection at another service by the same provider. We recorded a recommendation in relation to this.

**Met - outwith timescales**

### Requirement 2

The provider must ensure that they make proper provision for the health, welfare and safety of service users.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulation 4(1)(a). Welfare of users.

Timescale: From receipt of this report.

**This requirement was made on 1 March 2017.**

#### Action taken on previous requirement

We discussed the requirement with the manager during the inspection visit. The requirement had been discussed with the provider prior to this inspection at another service by the same provider. We recorded a recommendation in relation to this.

**Met - outwith timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

### 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
31 Jan 2017	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 2 - Weak
4 Mar 2016	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 2 - Weak
16 Mar 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
25 Mar 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
23 May 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
28 Aug 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
29 Sep 2011	Unannounced	Care and support 4 - Good Environment Not assessed



Date	Type	Gradings	
		Staffing	2 - Weak
		Management and leadership	2 - Weak
9 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
25 Jan 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
12 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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