

## Rising Stars Orr Street (After School) Day Care of Children

146 Orr Street  
Calton  
Glasgow  
G40 2BH

Telephone: 0141 554 7077

**Type of inspection:**

Unannounced

**Completed on:**

11 July 2018

**Service provided by:**

Jobs and Business Glasgow

**Service provider number:**

SP2003001314

**Service no:**

CS2011285818

## About the service

Rising Stars Orr Street (After School) has been registered with the Care Inspectorate since 2011. It is registered to provide a care service to a maximum of 48 children aged from 4 years old, attending primary school, to 16 years.

The service is provided by Jobs and Business Glasgow and is located in a one storey detached building in the Bridgeton area of Glasgow. The service has sole use of the property and a secure door entry system. Children have access to a fully enclosed garden with separate storage and potential for them to enjoy energetic play in the fresh air.

The service promoted a quality statement that:

'We promote health, safety and wellbeing within a positive, safe environment, where children and their families are respected and listened to.'

We are committed to the values of the United Nations Convention for the Rights of the Child (UNCRC). All playworker practitioners adhere to the Playwork Principles and Getting it right for every child (GIRFEC).'

Furthermore, the children had created a Children's Charter with the aspiration that:

"We want to feel happy when we come to afterschool care. A friendly place where we can play and make lots of new friends. This would make us feel safe and fantastic. We want staff to be able to listen to us and also help us to feel safe. We want to have lots of different games and activities to play inside and outside. Thank you.'

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); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

We spoke to children throughout the service and observed their interactions with each other as well as staff. We could see that staff took account of children's ideas and explained why if it was not possible to follow these through, for example for safety reasons. Children's comments to us included:

"She is my friend, she cares for everybody and makes sure they are happy." (Girls explaining friendships they had made at the service)

"We fill them in sometimes but not very much, I think the staff keep them." (10 year old referring to 'All about me' information)

"I brought these from home because we were clearing my room and I've grown out of them now but we're building a city now. I like playing with lego best here. When we go outside I just like to play."

"I'm building a dam to stop the water getting into our town." (Boys in construction area)

"There's a lot of arts and crafts, we can choose from these boxes."

"I like playing outside and climbing trees but we can't just now because they are cutting some branches." (Girls explaining activities both indoors and outdoors)

We received eight completed care standards questionnaires from parents/carers whose children used the service. Respondents were overall happy with the quality of the service and half had written additional comments:

"So, I can say John is a very good manager for this after school. When my child was abused for another mum he help me very much. My daughter very like this place and she feels safe - big recommended."

"All staff go out their way to support my daughter, they are genuine and trustworthy and each of them bring different skills and qualities. Management always go out of their way to support me if I need additional care."

"My child has become more confident over time and I feel Rising Stars has played a part in that. All the staff are very friendly and welcoming, they also are very caring towards the children and I always feel comfortable leaving my child in their care."

"Could not ask for better safe, professional care for my child."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance paperwork. The service had not developed an improvement plan since their last inspection. We advised that having this would have helped demonstrate the service priorities for development and how they were monitoring the quality of their provision.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

Core staff knew the children well and had created a welcoming and fun environment, which was play based and child centred. Staff conversations with parents/carers at drop off and pick up times were friendly and respectful. This made it more likely that parents would feel comfortable to share information about their child with staff or raise any concerns about their care. The service child protection procedures were clearly displayed on the noticeboard and we were impressed that this included information about related policies, such as discouraging use of mobile phones in the playrooms. This practice addressed a previous requirement about measures in place to ensure children were safeguarded.

Staff had found innovative ways to incorporate the GIRFEC wellbeing indicators into their daily practice and make them more meaningful for children. For example there were little cards listing the indicators that children could tick to evaluate their experiences. Another display had annotated children's artwork of what they were doing to keep healthy, such as "I play football."

We inspected the service during the school holiday period when the routine of the day was relaxed and allowed for children to make use of community amenities as well as organised trips. Staff understood the importance of the play work principles and used these when planning the environment and experiences for children. We could see from the child centred displays and floor books that children had been very involved in organising activities that they would find motivating and exciting. For example they had transformed the outdoor area into a festival that mirrored a recent local music event.

All children were encouraged to be active and healthy: they had free flow access to the outdoor play area where there were tarmaced areas, a large grassy area and plenty of trees for climbing and den building. Some staff had attended training on loose parts play (open-ended resources) and shared their learning with colleagues and children. The service were keen to introduce more loose parts and should continue to do so. This will extend opportunities for children to think imaginatively, problem solve and play cooperatively with their friends. Staff should also continue with plans to involve children more in making decisions about risky play. Giving children this responsibility will help them experience personal achievement and build confidence. We referred the service to our best practice guidance 'My World Outdoors' which can be found in the HUB area of our website.

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

## What the service could do better

We discussed with the manager the importance of monitoring the content of children's personal plans to ensure that it was meaningful and proportionate to the individual child's needs and patterns of attendance. For example, while the staff had worked hard at improving the format of children's plans, including using the GIRFEC wellbeing indicators to ensure children's voices were evident, similar information was not collated for children who only attended the service during the holiday periods. The service provider had introduced paperwork to support staff in using the GIRFEC national practice model within children's individual plans; this included chronologies for when children presented with additional support needs. We found that these had not been put in place appropriately. Using the model would ensure that all agencies and professionals involved in a child's care would work together and ensure timely interventions when needed for a child. In this way all children would be supported by staff to meet their full potential. (Please see recommendation 1).

The service provider had worked with the managers from all of its services to review procedures for the management of medication and we found that paperwork was in keeping with our guidance - Management of medication in daycare of children and childminding services (2014). This addressed a previous recommendation however we considered that systems could be improved. For example, staff should be vigilant about completing all fields in children's records whenever medication is administered and the manager should review medication systems every three months. This is to support children's health, safety and wellbeing. An earlier recommendation about monitoring and evaluating the service as a whole has been repeated. (Please see recommendation 2)

We acknowledged that the service provider had a rolling programme of child protection training for all service staff and staff we spoke to were confident that they knew how to act on any concerns for children's welfare and safety.

However the provider should continue with plans for the manager to participate in second level child protection training. This will equip him with the skills for his role as child protection co-ordinator. It will also mean that he can more effectively deliver in house training updates on child protection to his team.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The service should continue to improve the format for children's personal plans, particularly the care plans for children who present with additional support needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child: "my future care and support needs are anticipated as part of my assessment" (HSCS 1.14) and that "my care and support meets my needs and is right for me" (HSCS 1.19).

2. The service manager should continue to implement a robust system for monitoring and evaluating the quality of the work of the service as a whole. They should ensure that all stakeholders have been involved in the process.

Examples of areas of work that needed closer monitoring included: children and staff registers; children's personal plans; management of children's medication; implementation of an improvement plan.

This is to ensure management and leadership is consistent with the Health and Social Care Standards which state that as a child: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11) and that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Inspection and grading history

Date	Type	Gradings	
10 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent

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