

# Applebays Afterschool Day Care of Children

St. Cyprians Scottish Episcopal Church  
Beech Road  
Lenzie  
Glasgow  
G66 4HN

**Type of inspection:**

Unannounced

**Completed on:**

4 September 2018

**Service provided by:**

Applebays Afterschool Limited

**Service provider number:**

SP2013012175

**Service no:**

CS2013320861

## 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 registered with the Care Inspectorate on 5 August 2014.

Applebays Afterschool is registered to provide before and after school care to 54 children during term time. The service provider is Applebays Afterschool Limited.

The service operates from church premises in Lenzie, Glasgow, where it has use of a large hall, a smaller hall and enclosed garden area.

## What people told us

During the inspection, there were approximately 45 children in attendance over both our visits. We chatted with children who told us they enjoyed attending the after school care service. Children expressed their satisfaction with the activities and play resources. We could see that children were very happy and engaged in play activities throughout the inspection.

Twenty eight children completed a "Two Stars and A Wish" sheet for us to tell us what they enjoyed and what they would like to improve. Our analysis of these sheets showed that the majority of children particularly enjoyed outdoor play, the variety of snacks and their relationships with the staff. Children suggested some new resources they felt would enhance their enjoyment of the service and we would suggest that the service provider continues to consult children when purchasing new resources.

We received eight completed care standards questionnaires from parents and carers using the service. Parents / carers indicated a good level of satisfaction with the care their children received. Parents told us:

"Our children are very happy at Applebays and very well cared for. They feel safe and loved. Very happy with the service provided."

"I have used this service for over a year and I am always happy with quality of care my children receive. The staff know my children and their individual needs are always met. Applebays is a safe and nurturing environment, all activities and experiences are stimulating. My children enjoy every aspect of their after school care."

"I am very happy with the service Applebays provide. I find the staff very caring, friendly and will always listen to my child. They often ask the children what they would like to do, what they would like to eat and provide a quiet room for homework/quiet activities. They are always looking for new ideas to improve their service. An excellent, well run service."

"Our children are still quite new at Applebays after school having moved from another local provider after the summer. The staff are enthusiastic and have a clear vision to deliver happy, secure and supportive childcare in conjunction with the children. We are happy that our children inform activities, developments and snacks within the afterschool club. The children are very happy with the move."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service quality improvement plan and quality assurance processes.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

## What the service does well

Over the last year there had been a change of service provider and a change of manager within the service. This new management team was keen to make improvements within the service and was currently revising all policies and procedures to ensure they were more child-centred. They were working hard to create a new ethos putting children and families at the centre and creating more meaningful opportunities for meaningful participation.

We found that parents/carers were very positive about the service provided. A new Facebook group had been established for parents/carers and this had clearly improved communication.

Children spoke very positively about their experience of using the service. They were observed to be happy, confident and able to choose from and participate in a range of fun activities. Children chatted positively about the staff team and about the friendships they had built at the service. Most children told us that they enjoyed playing outdoors best. Children highlighted their abilities to make suggestions and choices for activities. They told us they enjoyed the snacks provided, but some would like larger portions.

Floor books were used for children to make suggestions and we could see from the photographs and information displayed within these floor books that children's suggestions were acted upon. We felt that the floor books could be further enhanced with a link to show when activities had been completed.

Staff were confident about their responsibilities for safeguarding children. Newer staff would benefit from participation in formal training to underpin and enhance their practice. Comprehensive procedures had recently been developed to ensure staff were clear about their individual roles in this process.

Care plans were being finalised for children who had started at the beginning of the new term. The format of these plans had been reviewed recently to ensure they linked to the Getting it right for every child (GIRFEC) wellbeing indications and were more individualised and meaningful for children.

The newly formed staff team worked well together and told us that they felt well supported. There was a strong commitment to ensuring that all staff held/gained relevant qualifications and staff told us they had good access to training to enhance their practice.

A staff appraisal system was in place to ensure staff reflected on and received formal feedback on their practice, although at the time of inspection only one member of staff had completed the process.

We observed positive relationships between children and staff. Staff knew most children well and were getting to know the newer children. Children told us that staff were fun.

## What the service could do better

We found that there were issues in relation to the safe recruitment of staff. We checked the files for staff appointed to the service since our last inspection and found that appropriate checks had not been carried out in accordance with safe recruitment practices. The service recruitment and retention procedures did not reflect best practice in this area. (See requirements 1 and 2)

We also found that several members of staff had not been registered to practice with the Scottish Social Services Council (SSSC) within the required timescales. Staff in social care settings must register within six months of their start date in a service. Although, staff had completed their application forms in time, these had not been endorsed and forwarded within the required timescales. This was, in part, due to administrative issues caused by the recent changes in service provider and authorised signatories. (See requirement 3)

Although no children required medication at the time of inspection, we found that the procedures for the administration of medication to children using the service did not comply with current best practice guidance. (See recommendation 1)

Although health and safety checklists had been put in place, we found that the current risk assessments needed to be reviewed and revised. Risk assessments should include a systematic examination of all areas, outings and tasks carried out involving children to identify any significant hazards, the risk of harm and to outline what control measures must be taken to reduce the risk to an acceptable level, whilst maintaining a balance between risks and benefits throughout the process to ensure the benefits of risk are not overshadowed by a small possibility of harm. (See recommendation 2)

## Requirements

### Number of requirements: 3

1. The provider must ensure that robust checks are completed for new staff prior to commencement in the service at all times.

This ensures children are safe and protected and the quality of staffing is consistent with the Health and Social Care Standards which state: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

It also complies with Regulation 9(1)(a) Fitness of employees of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (SSI 2011/210)

Timescale for meeting this requirement: by 30 November 2018.

2. The provider must review and update recruitment and retention procedures to ensure they comply with current legislation.

This ensures children are safe and protected and the quality of staffing is consistent with the Health and Social Care Standards which state: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

It also complies with Regulation 9(1)(a) Fitness of employees of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (SSI 2011/210)

Timescale for meeting this requirement: by 30 November 2018.

3. The provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body, or who are newly recruited and are capable of achieving such registration within six months of commencing in post, may carry out work in the care service in a post for which such registration is required.

This ensures the quality of management and leadership is consistent with the Health and Social Care Standards which state: "I use a service and organisation that are well led and managed." (HSCS 4.23)

It also complies with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 9(2)(c) Fitness of employees which refers to the provisions of Regulations 6(2)(a) and 7(2)(d) whereby any person, who in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered.

Also, Regulation 15 Staffing and Regulation 19 Offences, in particular Regulation 19(1) which makes it an offence to contravene or fail to comply with regulation 9(1) together with The Regulation of Care (Fitness of Employees in relation to Care Services) SSI 2009/118 (Scotland) (No. 2) Regulations 2009 as amended by SSI 2009/349 and 2010/443).

Timescale for meeting this requirement: by 30 November 2018.

## Recommendations

**Number of recommendations: 2**

1. The provider should review and revise the procedures for the storage and administration of medication and ensure that:

- i) staff are made aware of the revised procedures;
- ii) staff have sufficient information about children's health conditions and symptoms.

This is to ensure that the care and support is consistent with the Health and Social Care Standards which state: "I experience high quality care and support based on relevant evidence, guidance and best practice" and "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event." (HSCS 4.11 and 4.14)

2. The provider should review and revise the current risk assessments ensuring that these highlight hazards, level of risk and control measures to be put in place to minimise risk.

This is to ensure that the environment is consistent with the Health and Social Care Standards which state: "I experience high quality care and support based on relevant evidence, guidance and best practice" and "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event." (HSCS 4.11 and 4.14)

## 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	
12 Jun 2015	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.