

The Wendyhouse OOSC Day Care of Children

Whitehills Primary School
1 Fyfe Street
Forfar
DD8 3EQ

Telephone: 01307 461961

Type of inspection:

Unannounced

Completed on:

28 September 2018

Service provided by:

Jill Culross trading as the Wendyhouse

Service provider number:

SP2007009333

Service no:

CS2007162018

About the service

The Wendyhouse OOSC is registered to provide a care service to a maximum of 40 children at any one time age from 5 years (or attending primary school) to 12 years. The manager works on a peripatetic basis but will attend the service for at least one session per week.

The service is provided before and after school and during school holidays.

The club is located within Whitehills Primary School in the Angus town of Forfar. The accommodation consists of one large room, with an open plan kitchen area, a storeroom and ample daylight. A fully enclosed outdoor area known as 'the paddock' is available for use. The club can also access other resources within the school such as the gym hall.

The service registered with the Care Inspectorate in April 2011.

The club stated as part of its aims and objectives that it aimed to provide 'a safe, healthy and stimulating environment where children feel happy and secure.'

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 parents 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

We observed children at play and saw how staff cared for and interacted with them. Children were happy and relaxed. The children we talked with told us they enjoyed coming to the club, playing with friends and taking part in activities. Some of the children told us about their favourite activities and games.

Children commented:

'I like playing outside. I like the 'Can you catch me?' game.'

'I like running about. We do that outside.'

'I like playing football.'

'I'm making a long snake.'

'They look after us very well.'

'I wear lots of cloaks.'

We spoke with parents/carers during the inspection, who told us the service was very good. The children enjoyed attending; they shared their experiences at club with parents who were delighted with the friendly, approachable staff and the service provided. We sent care standards questionnaires (CSQs) to the service to distribute to parents/carers. We received five completed questionnaires before the inspection was carried out.

Parents/carers comments included:

'Staff are very friendly and my daughter enjoys the after school club very much.'

'My children really enjoy going to the before and after school club and always look forward to the weeks where I have to use the holiday club. This is a great service, my children also went to the Wendyhouse Nursery, so it gives me peace of mind knowing the staff and my kids know them well also. The staff are wonderful and we would be lost without this service.'

'My child thoroughly looks forward to attending the OOSC, both in the morning and after school. I think that speaks for itself!'

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	4 - Good

Quality of care and support

Findings from the inspection

Children were observed to be happy and busy in their chosen activities indoors and outside. They independently chose the activities and toys they wanted to play with and were making friendships with others. The children we spoke with told us they were happy coming to the club and staff were kind to them. Some of the older children talked about staff gaining their views and suggestions about developing the service and they felt listened to.

Staff were caring and friendly. They knew children well and used this knowledge to care for and support children, as individuals. Written information was gathered when children first started at the service to help staff become familiar with the children and meet their needs. This information was reviewed at least every six months with parents to ensure it remained up-to-date. We discussed further developing the children's personal plans to support staff in providing consistency in care and to support the planning of activities, taking account of children's needs and interests.

Children were encouraged to think about healthy lifestyles whilst at the service. Healthy options were provided for snack, with various fruits always available. Children's independence and social skills were encouraged at snack time, with the children serving themselves and pouring their own drinks. Daily active play was also encouraged, mainly outdoors, although the club were able to access the school gym when it was not in use. During the inspection, we saw the children take turns to play outdoors as they wished, having a run around and

taking part in activities such as football. Some of the younger children joined in a game of football with the older children, having fun and celebrating as they tried to score goals. The outdoor area the club used is limiting for some of the activities the children would like to do. We asked management to consider the alternative space available to the service outdoors and staffing ratios, and whether this would allow the children more free space to run around, play football and be involved in other activities.

Staff were very aware of their responsibility in keeping children safe and protected. There was a procedure in place should a child not arrive at club as intended. An appropriate system was in place for recording the administration of medication. We advised that all staff undertake training as appropriate to support children's health needs, for example, the administering of EpiPens. All staff should be familiar with the procedures and protocols in place for children who require medication. **(Please see recommendation 1)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. All staff should be fully aware of medication protocols and procedures. They should undertake relevant training for the administration of medication, such as EpiPens to ensure they are confident to administer as required.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state, "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

Grade: 4 - good

Quality of environment

Findings from the inspection

We saw that staff made good use of the space available in the hall, for example, the floor space allowed children to have out the pop-up tent, beanbags, large kitchen and construction toys. Tables were set up for drawing and a variety of board games and there was a range of age appropriate resources available for the children to choose independently. The children told us that they were able to ask for any toy out of the cupboard they wished to play with. The senior practitioner discussed the new resources that had been purchased recently and the plans to continue to replenish resources, dependent on the needs and interests of the children attending. Daily risk assessments were undertaken before the children arrived in the hall, ensuring a safe environment.

The staff team continued to explore ways to record and display children's views and experiences whilst attending the club. We discussed the various methods of sharing children's experiences and information with parents and the children, for example, floorbooks.

Children had opportunities to access fresh air and active play in the outdoor area known as 'the paddock'. This small area was reached directly from the hall. Staff were working to the school health and safety guidelines which advised ten children were allowed to play in this area at one time. We observed children of all ages having fun playing football and with the hula hoops outdoors. The older children included the younger children

in their games. Children who wanted to play outdoors knew they had to take turns going out/coming in, so that all who wanted to had the opportunity.

Infection control measures were in place at the service. Children washed their hands before sitting down for snack and after toileting. We heard staff remind children to wash their hands on several occasions, therefore minimising the spread of infection. Resources were cleaned and washed, as necessary, and there were disposable gloves and disposable aprons readily available to staff, should they require to deal with bodily fluids.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

We saw the staff team were caring and friendly. They worked well together as a team and had created a supportive and inclusive environment. Staff talked about feeling supported professionally and personally by colleagues and management. Management followed safer recruitment procedures consistently when employing new staff members; ensuring the applicants best suited to the post were employed and through the necessary checks undertaken, children were kept safe. Staff were registered or registering with the Scottish Social Services Council (SSSC), as required.

The manager and senior practitioner had a clear overview of the service and were fully aware of what was needed to develop and improve the service further. Staff were committed to developing the service and providing the best quality of care they could for children attending the service.

Positive relationships were observed between staff and children. Staff treated children with respect, listening to the children and responding to their individual needs, interests and requests. Children asked staff to join in their play, which they did. Staff should now be supported to extend children's play opportunities, where appropriate, and we discussed with management supporting some staff in developing their confidence and responsiveness.

The staff team had undertaken a variety of professional development opportunities to develop their knowledge, skills and practice. The manager and staff team had identified training they felt would be beneficial and were currently looking for appropriate courses and workshops to undertake. The staff were recording evaluations of their training, which should be more reflective, and they should think about the impact of training on their practice and outcomes for children and record this.

Supervisions and appraisals were taking place with the staff team and provided opportunities for staff to look at their professional development, strengths and areas for future development and have in-depth discussions with management about these topics.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager and staff team were committed to developing and improving the service in partnership with children and parents. An improvement plan was in place and identified the priorities the service were developing through the year.

Parents were given the opportunity to become involved in service improvement through the open-door approach, daily conversations with staff at pick up times, service Facebook page, parents evenings and written questionnaires. Newsletters and noticeboards helped share information, keeping parents informed and included. Children's views and opinions were gathered to influence improvements and recorded as mindmaps. These views were acted upon, where appropriate, for example, creating a new snack menu including children's preferences and encouraging healthy options. We discussed continuing to develop methods to gain feedback from children and parents and to continue to devise ways of sharing this information once collated and analysed.

Policies and procedures which underpinned the service were in place and reviewed regularly. They were updated as required; with management ensuring staff were aware of and familiar with any updates.

A quality assurance system was in place and we saw evidence that auditing and informal monitoring were taking place. The manager and staff team should continue to embed self evaluation in practice through formal monitoring and the use of a range of best practice guidance and tools.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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 service should develop the quality assurance systems within the service to ensure they are robust and routine.

National Care Standards, Early Education and Childcare up to the Age of 16, Standard 14: Well-managed service

This recommendation was made on 18 January 2018.

Action taken on previous recommendation

The manager and staff team were developing the quality assurance systems in place to ensure effective evaluation of the service took place routinely.

Recommendation 2

The staff team should continue to reflect on their skills and knowledge and identify and access training they felt would assist them in meeting the needs of the children they care for.

National Care Standards, Early Education and Childcare up to the Age of 16, Standard 13: Improving the service

This recommendation was made on 18 January 2018.

Action taken on previous recommendation

A variety of training opportunities had been accessed by staff. Skills and learning were becoming embedded in practice.

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
30 Nov 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
9 Jan 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
10 Jan 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
6 Jul 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Jan 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

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