

Letham Out of School Club Day Care of Children

c/o Letham Primary School
3 Braehead Road
Letham
Forfar
DD8 2PG

Telephone: 01307 818202

Type of inspection:

Unannounced

Completed on:

22 October 2018

Service provided by:

Letham Out Of School Club

Service provider number:

SP2003000572

Service no:

CS2003002878

About the service

Letham Out of School Club registered with the Care Inspectorate on 1 April 2002. It provides a breakfast and after school club to a maximum of 45 children, of whom a maximum of five can be pre-school children in the 4 - 5 years age group. The rest will be primary school children or any other child above that age whose needs the service can meet and whose presence does not have an adverse effect on existing club members.

The care service can operate during the following periods and times: 08:00 - 09:00 and 15:00 - 18:00 on school days and, where necessary, 08:00 - 18:00 on school in-service days and school holidays. The staffing ratio shall be 1:10 and during the periods where the service operates for more than four hours, it shall be 1:8.

The service operates from Letham Primary School and has access to the school gym hall and the playgrounds. Other areas of the school are sometimes used through discussion with the school.

A voluntary group of parents who form the committee runs Letham Out of School Club.

Aims of the service include 'to provide a safe, creative and fun environment where children/young people can participate in various activities of choice. We will strive to provide an environment in which the young people can be expressive through play activities whilst ensuring their safety and wellbeing.'

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. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

There were 15 children present during our first visit and seven children during our second visit. We spent time speaking with children to gain their feedback on the after school club and observed them as they played with a range of equipment. Children were fully engaged at all times and were seen to have fun.

Children spoke positively about coming to the club and shared some of their favourite activities. This included drawing, painting and playing football. A small group of children asked that they have some comfortable seating available every day so they can sit and chat with their friends. We shared this with the manager.

We spoke with parents/carers as they arrived to collect their children and took account of the 16 parent/carer questionnaires. Eleven parents/carers strongly agreed and five agreed that they were happy with the quality of care and support that their child received. Four parents/carers would like to see the club make better use of resources in the local community. We shared this feedback with the service so that they can consider how they can develop the service further.

Comments from parents/carers included:

'We have used this service for both of our children and we have been provided with a level of care that we are extremely happy with. Both of our children have really enjoyed going to LOOSC because there is plenty to do both inside and outside and the activities provide for the needs of all the children who attend.'

'My child enjoys using Letham Out of School Club and talks enthusiastically about the activities offered and her time at the club. Staff are friendly, approachable and welcoming to adults and pupils.'

'I am very happy with LOOSC. My child is very happy there and attends a mixture of morning and afternoon sessions. He never wants to leave at the end of the afternoon session. The staff are all very well qualified and work towards various training. They regularly update their noticeboards and make good use of the private / secure Facebook page to show parents what the kids have been doing.'

'My son is a member of the club council and is always asking others what they would like for snacks and if they would like other toys and equipment then he shared these ideas with the staff.'

'The holiday club is great value for money and the children are asked each year what they enjoyed best and what they would like to do again or not. The club has a great selection of resources for outdoors and indoors.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance paperwork. These demonstrated how the service was monitoring the overall quality of the service and outlined their priorities for developing the service further.

From this inspection we graded this service as:

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

What the service does well

Children were seen to be very confident and comfortable while attending the service. They were very familiar with the club routine, expectations of staff and the boundaries that were in place. Through discussions with children, parents/carers and staff, it was clear that staff knew each child very well. Staff had built friendly and professional relationships with parents/carers.

Each child had a registration form and all about me document in place. These documents shared important information about each child and supported staff to provide appropriate care. Staff were very familiar with the information in these, and could confidently discuss children's needs and how these were being met.

Children received a healthy snack that staff prepared. Children enjoyed the selection of fruit, vegetables, bread sticks and dips on offer. These were accompanied by milk or water. Some children did not like milk and were not keen on water. We reviewed healthy eating and drinking guidance with the manager as this says that children can have fruit juice, which the club is going to look at introducing. Children were seen to be very good at washing their hands before snack and knew this was to promote their own health.

Children enjoyed a range of play experiences during our visits. This included playing football, drawing, building with construction equipment, practicing gymnastics on gym mats as well as making decorations for Halloween. The children freely chose all activities in the club. Although we did not see children play outdoors, staff told us children can access the outdoors at their request. We spoke to children about this, but nobody wanted to play outside during our visit.

Staff who had good knowledge of child protection procedures protected children's health, safety and welfare. This included what to do if they had any concerns. Staff attended training to update their knowledge and skills on a regular basis.

We reviewed the recruitment and induction of staff into the service since the service had recruited new staff and volunteers since the last inspection. The procedure that was followed was generally good, however the manager and committee would benefit from reviewing the 'Safer Recruitment through Better Recruitment' guidance that was available on the Care Inspectorate HUB at https://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf.

We reviewed the professional registration of staff within the service, as it is a requirement for all staff to be registered with the Scottish Social Services Council (SSSC). The SSSC regulate all social care workers in Scotland. We found that all staff were registered and had some knowledge of the work of the SSSC.

Staff had undertaken some training since the last inspection such as first aid, food hygiene and child protection, with the manager and depute managers completing advanced child protection training. Staff also had access to a range of online training opportunities. The service should carry on identifying training and learning opportunities for staff to ensure they continue to provide good quality care to children.

What the service could do better

Children were involved in sharing information they felt was important, however this could be an area for staff to develop further. The service must also ensure that these are reviewed at least every six months, or sooner where there have been changes, with parents/carers and children to ensure the information continues to be accurate.

The staff should review the snack procedure to ensure it promotes children's choices, enables staff to sit with children and maximise the opportunities for children to learn and be independent. This would provide opportunities for children to engage in conversations with other children and staff.

Children told us they would like access to comfortable seating every session so that they can have somewhere to chat with their friends. Staff told us that they do have soft cushions however, these are not always put out for children to access. We suggested staff make these areas available each day, as sitting at school dining tables, on benches or the floor is not always comfortable for longer periods.

We reviewed the service's medication systems and associated paperwork to ensure it was robust and enabled staff to administer medication safely. We suggested some minor adjustments that the service could make to ensure written information was as clear as possible. We signposted the manager to the 'Management of Medication in Daycare of Children and Childminding Services' that was available on the Care Inspectorate HUB at <https://www.hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>.

Staff had attended training, learning and development opportunities since their last inspection. As part of their registration with the SSSC staff should reflect on their training, learning and development opportunities, identify what they have learned and how this had improved the service for children and their families. We asked the staff and management to work together to ensure this is put in place. As a result, we continued a recommendation made at a previous inspection. **See recommendation one.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children are cared for by staff who are trained, competent and skilled, staff should reflect on all training, learning and development opportunities and identify what they have learned and how this has improved their practice. This should also include staff reflecting on their current practice and identifying areas for improvement.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
12 Jun 2015	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>5 - Very good</div>
17 Aug 2012	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>
19 Jul 2010	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>4 - Good</div>
4 Aug 2008	Announced (short notice)	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>3 - Adequate</div>

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