

Garvock Out of School Club Day Care of Children

The Vine Centre
131 Garvock Hill
Dunfermline
KY11 4JU

Telephone: 01383 631004

Type of inspection:

Unannounced

Completed on:

7 November 2018

Service provided by:

Gail Reilly trading as Garvock Childcare

Service provider number:

SP2008010175

Service no:

CS2008191749

About the service

Garvock Childcare was registered with the Care Inspectorate in 2008.

Garvock Childcare operates from the Vine Centre within the Garvock Hill area of Dunfermline.

They may provide an out of school service to a maximum of ninety children of an age to attend primary school to fourteen years, at any one time.

The care service may operate from 7.00am to 6.30pm, daily.

The service will have exclusive access to areas of the premises as designated by the centre manager.

The service has well developed aims which include to create a happy, safe, secure environment for fun, relaxation and learning through play.

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. Garvock Childcare was registered with the Care Inspectorate in 2008.

What people told us

We issued thirty questionnaires to parents and carers of children who used the service. We received fifteen completed questionnaires. They showed a high level of satisfaction with the service and the approachable staff. Comments included:

"Our child is very happy in Garvock childcare. The staff are very friendly and is a very positive environment. They provide a range of activities and encourage positive relationships among kids. He has many friends and always happy to go there. For us Garvock childcare is a blessing really."

"Our child enjoys going to Garvock Childcare. The activities are varied and keep him busy. As parents we are delighted to have him so well looked after and would not consider any other care setting for our children."

"Excellent OOSC. I know my child finds it lots of fun. She has made many friends and is disappointed when she has a session cancelled because of e.g. a family event."

"I am delighted with the level of care. All staff go above and beyond to make children feel secure and cared for as well as entertained during their time at Garvock."

Comments to us during the inspection also demonstrated that parents were confident with the service and held the staff in high esteem. Comments included:

"I speak very highly of the club to my friends and colleagues."

"He never gets bored. If they want some down time there is a break out room."

Communication is really good. We get emails and texts and my wife uses Facebook. It's good when you want extra sessions too. Facilities are really good and I like how they get a hot snack."

"It provides really good care. Staff are so friendly and make a really good bond with the children. My children often doesn't want to go home and sometimes I have to go home and come back for them."

"It's brilliant. I can't rate it highly enough - it's the variety of activities. She never comes away bored and she's always keen to come here."

"Staff always have his best interests at heart. The manager and deputy are always here and they speak of his aspirations for the future."

"The staff at the out of school club are very friendly and approachable. My children are very happy to go to the club to try out different activities and meet up with friends from different schools, quite often they want to stay to 'finish off activities' and are looking forward to finding out what is on offer over the summer holidays."

During the inspection visit there were seventy one children present from five local primary schools. We observed children at play both before and after school and at breakfast and snack times. We saw that they led their own

play and made choices about what they wanted to play with. We found that children were happy and that they had fun as they played together. They chatted confidently to us and with one another about their activities and what they enjoyed doing at the out of school club. Children's comments included:

"Can you show me how this game works?"

"We like coming here. I like the building stuff best. We don't know what it's called but we can make giant buildings."

"We go round into the car park at the back and take out some games and you can run around so it's really fun."

"In room five you can do your homework and some games."

"We get good snacks. We get to go to the café for hot dogs but we don't get them very often. Yesterday we had tomato soup and crusty bread and sometimes we get crackers and veg. We get water to drink."

"If you don't like the snack you get to put up your hand and you get something else like fruit."

"These are the emojis in case you are angry or happy. They're all about how you're meant to be treated."

"I love coming here cos there's lots of police cars and I only have fire engines at home."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. They were unable to provide an improvement plan to demonstrate 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	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The out of school club had a busy, vibrant, happy and welcoming atmosphere with a child centred ethos where relationships between staff, children and their families were built on mutual trust and respect.

We saw that the standard of care and support for the children was excellent as the service ensured that they followed the principals of GIRFEC, getting it right for every child. Their knowledge of individual children was very sound and staff went the extra mile to provide for them. The staff provided a very good environment for children to have fun within a relaxed atmosphere.

We saw how staff planned and recorded information and how they picked up on children's interests to support their learning through play. Care plans were up to date and showed Next Steps although further work could be done to link these when the care plans were updated with parents and children. This involvement with children and families contributed to children feeling included, responsible and achieving. We observed children making choices throughout each session and following their interests. This meant they were gaining confidence whilst challenging themselves through construction activities, active play, art and crafts and a variety of games. Daily routines, such as breakfast and snack time also supported the development of social skills and the nurturing of friendships between children who attended a variety of different local primary schools.

The staff were valued and supported by the manager who ensured that they were all contributing to the good running of the service. Throughout our inspection we observed the professionalism of staff, who were using their knowledge of national guidance and best practice to ensure very good outcomes for children. This included the

use of Building the Ambition, Our World Outdoors and Animal Magic. We saw that the provider's dogs had been brought into the service for children's enjoyment and that the impact on the children's behaviour and contentment had continued long after the actual event.

Although children weren't taken out during the inspection we were told that they got out frequently, especially during the holidays. We saw that the children's ideas had been used to form an exciting range of outings for the Easter and Summer programmes. Particular favourites had been to Blair Drummond Safari Park, Dynamic Earth, St Andrew's Beach, Craigtoun Park, Townhill Loch and Woods and Beecraigs Country Park. Nearer to the club children also enjoyed going to the cycle track, the trim trail at Commercial School, snow ball fights, football on the red ash pitch at Touch School and bring your own scooter or bike days. Throughout, the emphasis was always on children having fun.

We had a number of examples of the service going the extra mile to support individuals and their families in times of bereavement, on starting school and when having difficulties in settling into the new setting. We heard that there was an inclusive feeling amongst management and staff of "One big Garvock Family". As a result individuals and families were cared for and nurtured.

What the service could do better

Each staff member we spoke to about child protection named the child protection officer and knew exactly what to do if they had any child protection concerns, in line with the service's policy. However they did not know who to go to if they remained concerned if their suspicions were not taken forward. The manager agreed to review this part of the training with all staff and to further develop the child protection policy to include this.

Although staff were knowledgeable about the management of children's medication we saw examples where children's documentation was contradictory and needed to be updated for accuracy. There was no written evidence of the service reviewing medication with parents or carers on a regular basis in line with best practice to improve outcomes for the children.

Due to the high ceiling in the main hall and the large number of children in attendance we noted that the noise level at times was extremely high. The service should give consideration to providing ways to gain the children's attention without adding to the noise level and whilst providing them with respect at all times. During the inspection we saw very successful use of hand clapping by staff in a rhythmic fashion which the children enjoyed, joining in and stopping talking to listen to staff. Similar methods may be equally successful.

With room five unavailable during the inspection there was no area with books and cushions for children to sit and chat with friends or lie and look at books or to have a quiet space for reading books or doing homework. A den or cosy book area should be available at all times for any child wanting to enjoy spending time there.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
23 Feb 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
8 Sep 2014	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
11 Sep 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Aug 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
7 Feb 2012	Unannounced	Care and support Not assessed Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
2 Aug 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 2 - Weak Management and leadership Not assessed
9 Jun 2010	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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