

Girdle Toll Out of School Care (Lawthorn) Day Care of Children

Lawthorn Primary School
Lochlibo Road
Lawthorn
Irvine
KA11 2AY

Telephone: 07855611954

Type of inspection:

Unannounced

Completed on:

21 November 2018

Service provided by:

Girdle Toll Out Of School Care

Service provider number:

SP2003000879

Service no:

CS2003004353

About the service

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 (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Girdle Toll Out of School Care (Lawthorn) is based within Lawthorn Primary School, Irvine, North Ayrshire. School holiday provision is operated out of Lanfine Community Centre in the Girdle Toll area of Irvine. The service is managed by a voluntary board of directors.

The term-time service can cater for 40 children aged four years and above within the service provided in the primary school and 32 children aged four years and above in Lanfine Community Centre during school holidays. A breakfast club is also in operation within Lawthorn Primary School.

The company also operates an after school care service in Annick Primary School in the Girdle Toll area of Irvine in North Ayrshire and Ardeer Neighbourhood Centre in the Ardeer area of Stevenston in North Ayrshire.

The service principally aims to:

- provide a welcoming and safe environment
- ensure that the children's individual needs are met
- employ qualified staff and ensure they have access to continued training.

At the time of this inspection 108 children in total were using the service on various days.

What people told us

Nineteen children from four primary schools in Irvine were present during the first day of inspection with 31 attending the following day.

They were happy and settled in their surroundings and to take part in activities with their friends. Some were happy to speak to us and told us that they were happy to come to the after school care and that "staff were nice to them and asked them what they wanted for snack and to do". They told us what activities they enjoyed and that no changes were needed to make it better for them. One showed us the magic tricks he could do.

We spoke with two parents collecting their children. Both told us they were very happy with the service provided and that their children were happy to attend. They also advised us that staff and the manager were very "helpful, nice and supportive".

Eleven parents completed and returned our Care Standards questionnaires. Seven strongly agreed that they were happy with the quality of care their children received and four agreed. Comments made included:

"The staff work tirelessly on activities, snacks and making the children feel settled"

"My son loves both the breakfast club and after school care and is very eager to attend both"

"Girdle Toll Out of School Care at Lawthorn is fantastic. The children are well supervised"

"I myself really appreciate the service and care the staff provide in looking after my child"

"It is a very safe and secure environment where the children respect staff and each other".

Additional comments can be found within this report.

Some issues raised were confidentially brought to the manager's attention. These included security and communication.

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	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Staff knew the children and their individual needs/preferences well and ensured they were involved in making choices of resources/activities. Children's meetings took place where they were consulted on aspects of the service including snack and activities ideas.

The children were engaged in their chosen activities and some worked co-operatively together organising a show and ball games. All children were given the opportunity to play outdoors in the school playground and most were eager to do so ensuring they took part in energetic play in the fresh air.

Staff were kind and caring and worked well together, each using their individual skills and knowledge to good effect and sharing responsibilities. The children confidently approached them with requests, for example, to hand

draw pictures for them to colour in. Their wishes were readily met and staff were happy to join in with the children's activities when invited. This showed that trusting, respectful relationships had been built up.

Regular staff meetings took place where they had input on reporting on how each of the services provided was performing. The manager had started to monitor aspects of the service including children's activities and staff practice. All staff were registered or in the process of registering with the Scottish Social Services Council as required for their roles within the service.

Opportunities for developing staff skills and knowledge were on-going. Nearly all staff were first aid trained and child protection training was due to take place to ensure staff were aware of their responsibilities in safeguarding children. One staff member had been provided with the opportunity and was currently undertaking a formal qualification in childcare.

Parents who provided us with feedback spoke positively about staff. Comments included;

"The manager and staff are very caring and take time to offer a range of play/development activities to meet children's aspirations"

"Staff are professional, friendly and extremely welcoming and fun"

"They are all very approachable and show good work ethics".

What the service could do better

We discussed areas for improvement and one recommendation with the manager:

- Snack on the second day was a selection of fresh fruit. We discussed ensuring all snacks were healthy and balanced
- Individual personal plans needed further development to ensure they included how staff would meet each child's health safety and wellbeing whilst in their care
- Observations through monitoring should be further developed to include any areas for improvement to assist staff in providing positive outcomes for the children
- The service improvement plan should be further developed to include recording progress made on identified priorities
- In order to meet the SSSC post registration and training and learning (PRTL) requirements staff should reflect on how their learning has impacted on their day to day practice in providing positive outcomes for the children attending the service. This recommendation is carried forward from the previous inspection. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to meet the SSSC post registration and training and learning (PRTL) requirements staff should reflect on how their learning has impacted on their day to day practice in providing positive outcomes for the children attending the service. Health and Social Care Standards, Outcome 3 – Statement 3.14: 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.

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
11 Aug 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
25 Jul 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
20 Jan 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
2 Sep 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good

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