

Cardowan and Stepps Out of School Club Day Care of Children

Stepps Cultural Centre
10 Blenheim Avenue
Stepps
Glasgow
G33 6FH

Telephone: 07941 624 869 / 07946 605 728

Type of inspection:

Unannounced

Completed on:

14 November 2018

Service provided by:

Cardowan and Stepps Out of School
Club

Service provider number:

SP2005007450

Service no:

CS2003040540

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

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

The provider of Cardowan and Stepps Out of School Care is a private provider who operates other daycare of children's services.

Cardowan and Steps Out of School Care is registered as a daycare of children service to a maximum of 50 school aged children. The service provides breakfast, care after school and holiday sessions. The service is based within the Stepps Cultural Centre in Glasgow. They have use of identified rooms and areas within the centre. The service escorts children from a nearby primary school.

The service aims include the following information: "To provide children with an environment that is safe, supportive, encouraging and challenging."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that 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 (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators. The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

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We compiled this report following an unannounced inspection carried out by two inspectors, over the course of two afternoons. An initial unannounced visit took place on Tuesday 30 October 2018, a Halloween party was organised and therefore we did not proceed with the inspection. Our visits took place on Tuesday, 13 and Wednesday, 14 November 2018. We gave feedback to the provider/ manager on Wednesday 14 November 2018.

We asked the service to distribute 12 care standards questionnaires to parents/carers on our behalf. Four were completed and returned to us before the inspection took place.

We also asked them to distribute two staff questionnaires. None were completed and returned before the inspection, or at the time of writing this report.

What people told us

There were a total of 93 children present over the two day inspection. Forty eight children on the first day, 45 on day two.

We observed children at play and saw how staff cared for, and interacted with them. All of the children were happy to chat to the inspectors about how they spent their time at the service and their favourite activities.

We could see children were safe, happy and comfortable. The children we spoke with enjoyed spending time with their friends at their service. They had lots of fun and enjoyed the range of activities and resources on offer. They particularly liked participating in physical activities both inside and outdoors, this included Zumba sessions, baking, relaxing with their friends and being creative with arts and craft materials. Some of the children told us about the trips they attended during the holidays.

Children's comments included:

"I would say come as it's really good and really organised."

"It is fun and there are lots of things to do."

"Lots of entertainment. Lots of fun staff."

"I love baking."

We spoke with six parents/carers during our visit. They described how their children had settled and enjoyed their time at the setting. Some told us how the service had improved over the time they had been using it. For example, the use of additional rooms within the centre which supported children's choice.

Parents/carers who completed the care standards questionnaires provided some positive feedback about the service and mostly agreed/strongly agreed with the statements. These related to the quality of care and support, the environment, staffing and management and leadership.

Parents' comments included:

"Very happy with the care provided. Friendly and approachable staff."

"I am very happy with the service that the after school provide. My children love to attend, have made lots of friends and enjoy the staff who are friendly and engage well with the children."

Self assessment

We did not request a self-assessment from the service prior to this inspection. We looked at the service's improvement plan and talked to the provider and staff about progress from the last inspection and future plans for improvement.

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

The staff team had created a friendly, inclusive ethos where children, parents/carers and visitors felt welcomed and respected. The provider and staff wanted the best for the children and were continuing to work hard to ensure positive outcomes for them and their families.

The children told us they were listened to and felt valued and confident about making suggestions and ideas for change. The children explained the various ways they recorded their views and ideas, including meetings, suggestion box and floor book. The floor book demonstrated and captured, topics discussed, new skills being learned, celebrations, events, suggestions and evaluations of outings and activities. This helped to ensure that children were positively engaged in activities and outings.

We found children had and were continuing to develop positive relationships with staff and their peers, promoting a sense of belonging and inclusion. Caring interactions with staff demonstrated an ethos of kindness throughout the service. This good practice had supported the children's understanding of positive behaviours and role modelling.

Staff understood the service's child protection procedures and participated in regular formal training courses. This supported them to safeguard children in their care.

We recommended that the service improve children's personal plans at the last inspection. Whilst we acknowledged the progress made, we found that personal plans still needed to be further developed to demonstrate how children's needs are to be met. (See recommendation 1) We issued the provider with a copy of 'Personal Planning and Reviews - Care Services for Children' to support her with addressing this recommendation.

At times, the provider/manager and some staff used their cars for business purposes for example, pick-ups from school. We were advised by the provider/manager that on such occasions consent from parents/carers was requested. We evidenced suitable insurance and the services transport policy. This information was shared with parents. This resulted in parents being informed of the procedures the service had in place to minimise the risk and protect their children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider and staff should further develop children's personal plans. This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

Consideration should be given to:

- Recording date of when plan was put in place. This is to evidence that it was in place within the required timescale.
- Reviewing children's all about me records on a yearly basis to ensure information recorded reflects their current likes and interests.
- Recording observations to evidence children's learning and development and how staff intend to support their next steps.

Grade: 4 – good

Quality of environment

Findings from the inspection

A controlled door entry system was in place where parents and visitors had to alert staff before gaining access. Visitors to the premises were asked to provide identification and sign a visitor's book. These procedures helped staff to manage the safety and wellbeing of children attending.

Children had good opportunities to learn about healthy lifestyles. They had explored topics to support them and raise awareness of the benefits of healthy eating, good hygiene and being active inside and outdoors. Children accessed the outdoors well, to ensure they had energetic, physical play on a daily basis. They also had coaching sessions on football and zumba. These activities also offered children the opportunity to learn new skills and challenge them to manage risks, while continuing to play safely and extend their confidence. School pickups, were used to help children learn about keeping themselves safe and consider potential risks.

Children's need and right to play was respected by the whole staff team. The layout of the rooms supported children's choice enabling them to be motivated and engaged in the activities which were of interest to them. The room layouts and choices for children was different over the inspection period.

Systems were in place to record and share information with parents/carers about any accidents or incidents. This meant that parents/carers were kept informed about issues affecting their children. Staff had participated in first aid training, which helped to minimise the risks to children's health that may arise from any accidents or emergencies.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

Staff's interactions with the children were nurturing, respectful and supported their continued enjoyment in the service. Staff knew the children well and gave examples of how they had supported children and met individual needs.

Throughout our visit we found staff to be approachable, enthusiastic and confident and motivated. They worked well together and demonstrated a genuine desire to continue providing a quality care service.

Parents/carers who took part in the inspection and those who completed care standard questionnaires, commented positively on the quality of staffing. They indicated that they were confident staff knew their child and that staff regularly shared information about them.

We discussed with staff and provider/manager the benefits of regularly accessing the Care Inspectorate HUB to support their continued learning and development. We advised staff to make use of the Scottish Social Services Council (SSSC) post registration training and learning records. This provides them with the opportunity to formally evaluate and reflect on their ongoing learning and is part of the criteria for continued registration with them.

We audited the files of three staff employed since the last inspection. We found that there is scope to further develop recruitment procedures. (See recommendation 1) Staff were registered with the (SSSC) or were in the process of registering, within the required timescale. We signposted the provider/manager to good practice guidance: 'Safer Recruitment Through Better Recruitment' to assist in addressing this recommendation.

New staff told us about the induction process that was in place which helped prepare them for their specific role within the staff team. This comprised of policies and procedures, risk and safety and support available. This process respected and included staff during this time of their employment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to further improve practical and written procedures that contribute to safer recruitment practices the provider should ensure a consistent approach is applied in line with best practice. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)
Consideration should be given to:

- Consistent use of the same application form for each candidate that includes clear referee details including their position.
- Details of when references were sent and received. Details of changes to references requested and reason.
- Details of when Protection of Vulnerable Group (PVG) was sent and received. Details of action taken and by whom, if PVG is unsatisfactory.
- Recording dates on all recruitment records.

References:

Safer Recruitment Through Better Recruitment - <http://hub.careinspectorate.com/knowledge/safer-recruitment/>

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager/ provider provided positive leadership for the staff team. She was hard working and focused with a clear vision of the future of the service. She was respected by staff and they reported feeling supported professionally. This culture ensured the team were well placed to drive forward improvement and sustain the positive impact of the service on the lives of children and families.

The motivated team displayed commitment to the continued development of the service. Positive action had been taken through addressing overall all the recommendations made at the last inspection. Their improvement plan was based on children's experiences and outcomes, staff training, ongoing consultation with children and their families and reviewing and updating children records and the services policies and procedures. We acknowledged with the team during the inspection, the progress made to date.

A system was in place to assess, monitor and evaluate aspects of the service. For example: holiday programmes and the large hall. As a result, an additional smaller room has been identified to provide a quieter area for children to use. Children using the large hall now have a larger area to participate in physical activities.

Parents' and children's contributions were encouraged and valued for all areas. Results were audited, with any actions taken fed back to children and families. Children's ideas and interests were then used to enable choice and provide a variety of activities and learning experiences, including learning new skills both during term time and holiday periods. Some children told us about their recent shopping trip to buy additional resources, they had suggested. A fund raising event was planned to support an outing to a Christmas panto and dinner.

Regular staff meetings were arranged to allow staff to share ideas and address any concerns. A staff appraisal system was in place with additional supervision offered every six to eight weeks. This approach supports an ethos of inclusion, respect and responsibility.

We advised the provider/manager that a variation should be submitted as she currently is the named manager for another service. However, this is not included as a condition of registration at this service. Also included in this variation, should be the use of the identified additional room as areas identified for use are a condition of registration. The provider/manager discussed with us her intention to increase the numbers of children to be cared for in the near future. We have suggested that she includes this in the variation application. Notifications have been submitted to address these issues.

Overall, we found that the provider/manager responded positively to the inspection process and the suggestions/recommendations made to further improve the service.

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 manager and staff should review the service child protection policy to clarify when restraint may be used and provide specific examples of this. This information should also be reflected, where appropriate, in children's care plans, relevant consents should be in place and staff should be appropriately trained.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 3, Health and wellbeing.

This recommendation was made on 22 September 2017.

Action taken on previous recommendation

Restraint information has been removed from the policy and restraint is not practiced.
Recommendation met.

Recommendation 2

The manager and staff should review children's care plans to include records of observations to evidence children's learning and development and next steps.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 6; Support and development.

This recommendation was made on 18 December 2017.

Action taken on previous recommendation

We acknowledged that the existing care plans had been improved however, they do not include records of observations to evidence children's learning and development and next steps. A recommendation relating to this has been included in this report.

Recommendation not met.

Recommendation 3

The manager and staff should review the service medication policy. This should include a record of when a child spits out or refuses medication.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 3; Health and wellbeing.

This recommendation was made on 18 December 2017.

Action taken on previous recommendation

The medication policy had been reviewed to include procedure to be followed when a child spits out or refuses medication.

Recommendation met.

Recommendation 4

The practice of staff signing into the service had recently ceased. We asked the manager to ensure that records of all adults and children in the service were maintained at all times.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 14; Well managed service.

This recommendation was made on 18 December 2017.

Action taken on previous recommendation

The practice of staff signing into the service had been reintroduced.

Recommendation met.

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
22 Sep 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
14 Sep 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Jan 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Feb 2013	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
28 Feb 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership Not assessed
20 Oct 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 3 - Adequate Management and leadership 4 - Good
22 Dec 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 2 - Weak Management and leadership 2 - Weak

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