

Tulloch After School Club Day Care of Children

Tulloch Primary School
Gillespie Place
Perth
PH1 2QX

Telephone: 01738 472323

Type of inspection:
Unannounced

Completed on:
10 December 2018

Service provided by:
Kari Gourlay

Service provider number:
SP2008969520

Service no:
CS2013321470

About the service

Tulloch After School Club registered with the Care Inspectorate in 2014 and operates from the gym hall within the recently built Tulloch Primary School. It provides out of school care to children who attend Tulloch and Goodlyburn Primary Schools. Children who do not attend Tulloch travel to the school via 'walking bus' and club transport. The club offers children the use of the gym hall and a small kitchen area for the clubs dedicated use. Access to the schools playground and a small patio area is also available. Club members use the school's toilets and hand washing facilities.

The out of school club is privately owned and managed.

The service was registered to provide a care service to a maximum of 40 children who are of an age to attend primary school. Other conditions state that the service will have access to areas of the premises designated by the head teacher.

The aims of the service are:

- To provide a safe, fun and secure environment.
- To provide a quality care, child centred facility.
- To encourage a trusting and communicative relationship between children and parents.
- To promote positive attitudes between children and treat them as individuals.
- Ensure confidence in staff.

We wrote this report following an unannounced inspection carried out by two inspectors on 10 December 2018. The service provider declined to meet with us for a formal feedback session.

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

We provided the service with 14 Care Standards Questionnaires (CSQs) for parents of children using the service. Four completed questionnaires were returned to us before the inspection. All parents either strongly agreed or agreed that overall they were happy with the quality of care their child received in this service.

One parent disagreed with the statement 'The service provides a healthy and well-balanced diet which meets my child's dietary and cultural needs'. We explored this as part of our inspection. We had the opportunity to speak to a few parents during our inspections who confirmed they were happy with the service provided. Written comments included:

'My daughter is very happy and settled at Tulloch After School Club. The staff are polite, friendly and helpful.'

'Staff do a wonderful job. There are always plenty of activities on offer and nothing is too much. The staff are on hand to offer advice if required. My children always enjoy their time at after school club and speak highly of the staff.'

We spoke to a number of children who were keen to talk about their club and the activities they enjoyed doing there. They told us:

'I liked decorating the bags.'

'I like to play in the tent, in the kitchen, drawing and the doll's house.'

'We can't play ball because you guys are inspecting. It's the only thing we do.'

'If it wasn't winter, we'd be on the muga.' (Multi Use Games Area).

'We'd ask Kari or Sam if we wanted new toys.'

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. We found that the service was not formally monitoring the work or the experiences for children in their care.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

From the evidence gathered during our inspection we evaluated this theme as adequate. We looked at how the service was meeting the needs of all children and how it supported independence and choice.

We spoke with staff about the service's child protection policy. We were satisfied that they had a working knowledge of their responsibilities and the procedures to ensure that service users were protected. With the cancellation of a basic child protection course we suggested that staff should consider some online training to refresh their knowledge. We also suggested that the club liaise more closely with the schools to share information about any children for whom they had concerns. We reminded staff that they should record concerns or incidents separately and not in the club book.

We saw that children were busy and purposeful. They were observed to interact well together, making full use of the space and resources which were available to them. Children came into the club and immediately started to play with the range of games and activities on offer. Those arriving a little later from another school joined in with their peers. We could see that they had built up strong relationships.

Staff had worked hard, following our previous inspection, to promote rules for the club. We could see that children had been consulted in the writing of the rules and that they had signed a 'behaviour charter'. The club operated a reward system, with children working towards earning stars which translated into a small gift. This was working well. We also liked how staff were involved in this and were able to earn stars on their own charts.

Staff had introduced a children's committee, where all children were invited to record thoughts and views on the service. They had recently discussed the outdoor environment with children requesting planters to grow their own items. Staff had negotiated with the school to take responsibility for the planting and maintenance of designated planters.

We looked at the medication paperwork held by the service and asked them to make some changes to ensure it meets best practice guidance (**see recommendation 1**). All medications must be reviewed termly or sooner if required.

Staff had reviewed children's all about me information although it was not clear, initially, that this had been done with updated information held on different sheets. We suggested some ways to make information clearer and easier to track.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should ensure that medication permissions are reviewed termly, following current best practice guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

During the inspection we evaluated the service to be good. We looked at the opportunities for the children and the suitability of the environment and the experience which it provides.

The school gym hall offered children a very large area in which to play in. Staff had set up a range of opportunities and experiences prior to the children attending. A room dividing curtain allowed staff to section off half of the hall to allow children to engage in physical play as well as enjoy a range of quieter games and activities.

We found most staff to be responsive to children's needs. They responded well to children's ideas, selecting a range of resources to support their ideas and wishes. We found the club to be very well resourced with children and staff telling us that the provider was very good at supplying toys, games and resources. We would encourage the service to begin to think about introducing some more natural, open ended resources to encourage children's creativity, problem solving, inquiry and collaborative play.

On the day of our inspection three children were lying on the floor dis-engaged. When asked, they told us they were bored and that; 'We can't play ball because you guys are inspecting. It's the only thing we do'. We were very pleased to see that the service provider dealt with the situation, allowing the children to play football.

When staffing numbers allowed, children could make use of the school's playground. We would encourage staff to try to provide daily opportunities for outdoor play. Children told us they enjoyed playing on the school's Multi Use Games Area (MUGA).

Children enjoyed a social snack experience, with all children and staff sitting together, chatting together and supporting one another. On the day of our inspection children were enjoying a snack of crackers with jam, butter or cheese and melon. Some independence and responsibility was encouraged through children pouring and spreading for themselves. We would like to have seen more opportunities for children to be involved in choosing and preparing snacks as this was not done as a matter of course. Staff should ensure they are following current best practice guidance in the provision of healthy snacks.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this theme as good. We considered staff training and the motivation of all staff.

Positive and nurturing relationships were evident throughout the club. Children approached staff for help and reassurance throughout the session which demonstrated that they had developed trusting relationships. One child was upset during our inspection and staff comforted her appropriately and met her needs very well. The children shared achievements with staff throughout our visit and these were celebrated appropriately. Staff appeared to be happy and enjoyed the company of the children as they played games together and supported children in a range of activities.

We found most staff to be motivated. Staff presented as respectful of each other creating a nurturing environment and positive ethos, which was reflected in the children's attitude towards each other. This was notable in how the children from both schools accessing the service mixed and appeared to enjoy each other's company. Staff all spoke about the positive teamwork within the club and the support that they experienced.

Staff knew the children and their families well. They were aware of the clubs place within the schools they served and within the local community. Parents told us that they felt well supported by the staff with staff providing advice if requested and supporting them through difficult times.

Staff should continue to seek training opportunities to meet the needs of the service, particularly child protection, and to build on their own interests. They should begin to reflect on any training undertaken and consider the impact it has on the service, this would also help them in maintaining their membership with the Scottish Social Services Council (SSSC). We suggested that as a staff team they look at the 'Playwork Principles' and access the wealth of information held online.

We looked at the recruitment files for staff and found them to be generally a bit confused, with items missing and information held relating to former staff members. We made some suggestions as to how the provider could make the information held clearer and create a checklist to ensure all the information is present.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

From the evidence gathered during the inspection we evaluated this theme as adequate. We spoke to club staff about the quality assurance processes which were in place to evaluate the effectiveness of the service. We also looked at how parents and children were involved in service evaluation.

The manager of the service was currently absent from the service. The service provider was acting as manager in her absence. We asked the provider to ensure she completed the relevant notifications to ourselves and this was completed the following day.

An improvement plan and quality assurance calendar had not been created following our previous inspection. We spoke to staff about the importance of developing this to ensure the service continues to develop and improve **(see requirement 1)**. Staff told us that they found it hard to engage parents and carers in the evaluation of the service. A previous suggestion to use social media to share questionnaires and regular information had not been maintained. We shared a number of other strategies the service could use to encourage families to contribute.

We suggested staff begin to engage in formally monitoring the service, staff and environment. We gave examples of how this could be done using the statements within the Health and Social Care Standards.

Children had been given more opportunity to become involved in the running of the service through regular 'committee meetings' however this could be further developed to allow children to express their thoughts and feelings about the service and to make suggestions for improvements. This would ensure they were included and that their ideas were respected.

Through looking at previous attendance records we could see that at times there was only one member of staff present. Whilst staff were technically working within the required ratios we would recommend that at least two staff members were present at all times **(see recommendation 1)**. This would help to ensure the health, safety and wellbeing of all children attending the service.

Requirements

Number of requirements: 1

1. In order to ensure that the service develops and improves outcomes for children attending the service, staff must develop an improvement plan and quality assurance processes.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19). It is also necessary to comply with Regulation 4 (1)(a) of the Social Care and Social Work Improvement Scotland Regulations 2011.

Timescale: by 31 January 2019 .

Recommendations

Number of recommendations: 1

1. The provider should ensure that two members of staff are present at all times when the service is operating.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'My needs are met by the right number of people'. (HSCS 3.15).

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that all staff employed in the provision of the care service are suitably registered with the relevant regulatory body, or have applied for such registration.

This is in order to comply with: The Social Care and Work Improvement Scotland (Requirements for Care services) Regulations 2011/210. Regulation 9, Fitness of Employees (2)(c).

Timescale: with immediate effect.

This requirement was made on 5 April 2018.

Action taken on previous requirement

All staff are presently registered with the SSSC.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

It is recommended that the service develop further their positive and restorative strategies in behaviour management to support the children in a sensitive and caring manner so that they learn to regulate their own behaviour.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 7, A Caring Environment.

This recommendation was made on 5 April 2018.

Action taken on previous recommendation

This recommendation has been met. The service has undertaken work with staff, children and parents to create a shared policy and strategies.

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	
9 Mar 2018	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
18 Jan 2017	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	5 - Very good
		Management and leadership	4 - Good
19 Jan 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
4 Feb 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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