

Stoneywood Out of School Club Day Care of Children

Stoneywood School
Greenburn Road
Bucksburn
Aberdeen
AB21 9EL

Telephone: 07525854615

Type of inspection:

Unannounced

Completed on:

11 December 2018

Service provided by:

CLICC Ltd.

Service provider number:

SP2003003228

Service no:

CS2012310573

About the service

Stoneywood Out of School Club was registered in October 2012 to provide a care service to a maximum of 24 school aged children.

The service is situated within Stoneywood Primary School and provides after school care to children who attend the school. The service are currently trialling a breakfast club. The club is based in the dining hall and has some use of the gym hall and can use the varied outdoor play areas.

The aims of the service include the following:

'Community Link Childcare provides affordable, accessible childcare. We aim to develop a broader range of interests for all children attending our club. The children are free to explore new activities and interests with their peers in a relaxed, homely and caring setting'.

The Care Inspectorate 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 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.

What people told us

We received questionnaire feedback from four parents and carers of children using the service.

All four indicated that they were happy with the quality of care their child received. We received the following comments:

- 'We have always been very happy with it and no problem with the staff. Food provided is now healthier and children receive input to be active'.
- 'The staff are always giving feedback and very approachable. My (child) really enjoys the freedom (they have) to play and mix with older children'.
- 'My (children) have attended 2 different after school clubs before. CLICC ASC is the best, they said. I believe there will be more opportunities for them in the new school. I have already saw them exploring the area, making use of the sports pitch. I would recommend more structured activities or focused for the children in the form of games e.g. looking for mini beast etc'.

We also spoke with three parents during the inspection.

Two of the parents commented that their children did not want to go home when collected from club as they were having too much fun. They found the staff to be 'very attentive' and thought that the club helped with developing their children's confidence and independence.

One parent particularly commented upon how well staff dealt with minor injuries, in relation to treatment and communication with parents following on from treatment.

We spoke with nine children during the inspection. The children generally felt that they enjoyed the club, with one child stating that 'I love it, I love coming here'. One child would rather be at home and one child said that 'sometimes we get bored'.

Activities enjoyed included the following:

- 'play with playdoh'
- 'play with barbies'
- 'colouring in'
- 'messy play'
- 'lego, magnetics, hama beads'.

Children confirmed they played outdoors on a regular basis and told us the following:

- 'go outside but don't really like it'
- 'we go on the football pitch when we go outside'
- 'would like more free play outside - rather than games'
- 'we like going outside when it's warm but sometimes we have to go outside when it's really cold'.

We did observe children playing outdoors during the inspection on a very cold day. Staff ensured that the children were not outdoors too long and took their cue from children about when they needed to return indoors. The children had much fun outdoors and returned indoors invigorated and refreshed. Staff discussed the need to remind some parents that children needed warm clothing for outdoor play in cold weather.

Children were positive about the staff and commented that they were 'all nice'.

We spoke to the children about what they thought could improve their experience at the club. They came up with the following suggestions:

- 'new pens'
- 'Christmas show'
- 'more craft'
- 'more baking - don't do this very often'
- 'don't do any science experiments but we would both really like to do this'
- 'would like to get more access to the gym hall'.

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. These are used to help the manager and staff to identify strengths and areas that they need to work on to improve the service. The development plan was helpful in identifying key areas the service was focusing on improving.

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 care and support

Findings from the inspection

We found the quality of care and support to be good. Interactions between children and staff were positive so children felt respected and nurtured.

More challenging and stimulating activities were now offered to children. We saw children enjoy playing with shaving foam and glitter which provided a sensory experience. They also enjoyed decorating a box which was to be filled with pet supplies for a local animal charity. Activities could continue to be improved and we discussed ideas to develop children's creativity and skills in investigation and problem solving.

'Our Creative Journey'

<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

Opportunities to access outdoor play were much more regular. The service had recently moved to new premises where the outdoor space offered different resources for play and interest including mature trees, mud and grass. This allowed the children to explore a natural environment. We observed the children very much enjoying play in the 'forest area' in darkness with head torches and hi-vis vests. They enjoyed playing games and being creative in developing these. Again, these could continue to be improved. We discussed how children would benefit from using more open-ended and natural materials in their activities.

'My World Outdoors'

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

'Loose Parts Play - A Toolkit'

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

Staff had a good knowledge of children's needs and were able to clearly outline how they were meeting these. They worked positively in partnership with the school to support good outcomes. Personal plans were in place for children detailing any specific support needs and how these needed to be met. We found staff were supporting two specific children well but were not recording this in a personal plan to ensure a consistent approach, to track progress and to allow an informed review to take place **(see recommendation 1)**.

Links with the community were being explored although this presented a challenge due to the location of the service. Some external organisations had visited including guide dog association and a local animal and reptile keeper. These sessions had been very popular with the children. There had been a taster session in various fitness activities to help keep the children active. The children enjoyed this so there was potential to offer some activities like this on a more regular basis.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure consistency in care and support to children and to enable progress to be reviewed personal plans should be further developed.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the quality of the environment to be good. The school the service was provided from had re-located since the last inspection and the club was now accommodated within the newly built school. The dining hall was used for the club and this provided plentiful space for the children to play.

The dining hall had been fitted with three wash hand basins which helped to support good hand hygiene. The service should ensure that unlidded bins are used for disposing of paper towels. A small kitchen area was accessible from the dining hall and was for the exclusive use of the club. This enabled the children to be more involved in snack preparation and setting up/tidying up and was also used for baking activities which the children enjoyed.

The service was making good use of the immediate outdoor space. A small wooded area in the school playground was much enjoyed by the children for energetic and imaginative play. They could also use other areas of the playground including the all-weather pitch and wooden climbing apparatus. Outdoor play was now much more regular which helped the children to be active and supported their health.

Staff showed a good awareness of risks. We observed staff encouraging the children to think about risks and how they could be reduced as they went about their activities, particularly when going outside to play in the dark. This helped the children to think about keeping themselves safe.

An area of the dining hall had been allocated for a quiet space however resources for this were limited. We discussed how including more materials could result in a cosier and more nurturing space for children to relax and feel welcomed.

We also felt there were limited resources available to encourage the children to be more creative, such as different fabrics, materials and dressing up clothes. This could support the children with imaginative play and develop their design and engineering skills whilst also having fun.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

We found the quality of staffing to be good. The staff had a warm and caring approach with the children and communicated well with parents.

Both the manager and the coordinator had recognised qualifications appropriate to their role. There were plans in place for the other staff to progress with their training to achieve recognised and appropriate qualifications. This supported the need for trained, competent and skilled staff to support the best outcomes for children.

We found staff to be motivated and interested in their role in supporting children. They knew the children and their individual needs and preferences well. We could see that they really cared about and valued the children and wanted to support them to achieve.

Staff worked well as a team and communicated effectively. This ensured a smooth running of the club and provided consistent care and support of the children. It also helped to create a warm atmosphere where children felt welcomed. The team worked positively with the school and participated in meetings to discuss how to support individual children to ensure a partnership approach was used to support good outcomes.

Staff had a good understanding of child protection and their role in keeping children safe. They were using chronologies for recording key observations and events, were communicating well with families and with the school. Staff however needed to have child protection training soon as they had either not yet received this (new staff) or had not completed this for some time **(see recommendation 1)**.

Although there had been improvement in relation to the play experiences offered to children staff had received limited training in relation to play. This was due partly to limited training being offered by external training providers. The organisation was currently exploring online options and had also been doing some more informal training in relation to best practice, such as exploring 'My World Outdoors' as a team and having a speaker talk about the benefits of using more natural resources in play **(see recommendation 1)**.

We spoke to new staff who described a recruitment process which was consistent with good practice. They also spoke about receiving a good induction and being well supported by the team and manager.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure staff have the training and skills required for their role to meet children's needs training in relation to child protection and play should be progressed for all staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found the quality of management and leadership to be good.

The coordinator had settled well into the role and was gaining confidence as her skills, knowledge and experience increased. She knew the children well and worked with staff to help them understand children's individual needs and their role in supporting these. The coordinator was able to provide staff with appropriate support, guidance and direction.

Visits from the peripatetic manager were found to be regular and staff told us that the peripatetic manager was easily contactable at other times. The team told us that they valued the support they received from the manager.

Monthly observations/checks were undertaken by the manager which supported quality improvement. Positives were acknowledged and also areas that could be developed further were highlighted and then re-visited.

The management team had worked hard to develop effective and positive relationships with the school. The team recognised the need to work in partnership to secure the best outcomes for the children. As a result regular communication took place. The club and the school worked together to support positive outcomes for children who needed specific support.

A development plan was in place. The coordinator had been supported by the manager to develop this. It was more focused on quality improvement and was linked to positive outcomes for children. We could see that the key areas identified for improving were very relevant to the service, such as developing loose parts and enhancing outdoor play. A summary helped to see progress towards meeting objectives. We saw that staff had been working hard on these areas.

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

Requirement 1

In order to ensure children's safety and wellbeing, clear and detailed personal plans must be developed for children with additional support needs and staff need to ensure they understand what they need to do to ensure they meet children's individual needs.

This is in order to comply with The Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 – regulations 4(1)(a))

Timescale: within one week of receipt of this report.

This requirement was made on 19 April 2018.

Action taken on previous requirement

We found that personal plans were in place for all children. For children with specific needs, such as a healthcare issue we found that these were more detailed. Staff had a good understanding of children's individual needs and how to support them.

For two of the children they supported we identified that they would benefit for having more detailed personal plans in place. This would ensure a consistent approach is taken by any new staff. It would also allow staff to track progress help make sure an informed review can take place. We have therefore made a recommendation under the theme of care and support.

Met – within timescales

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

Previous recommendations

Recommendation 1

To help keep children healthy, to build confidence and help realise their potential, more challenging and stimulating activities should be developed.

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

This recommendation was made on 19 April 2018.

Action taken on previous recommendation

The staff had been working hard to offer more challenging and stimulating activities to the children. This helped to create a more interesting and fun club. We have written about some of the activities now taking place at the club under the theme of care and support.

This recommendation is met however we discussed the need to continue to build on the activities offered to the children taking account of their needs, skills and interests.

Recommendation 2

To help children be healthy and active staff should research the benefits of outdoor play and ensure children have access to regular good quality outdoor play experiences.

National Care Standards, Early Education and Childcare up to the age of 16. Standard 5: Quality of experience.

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

This recommendation was made on 19 April 2018.

Action taken on previous recommendation

Staff had not received training in outdoor play but had been reading 'My World Outdoors' and had a good understanding of the benefits of children playing outdoors.

Children's outdoor experiences had improved. We saw the children have a really positive experience of playing in a small wooded area within the school grounds in the dark with torches and hi visibility vests. They really enjoyed playing imaginative games and we could see they benefitted from the fresh air and physical exercise as they were invigorated when they returned indoors.

This recommendation was found to have been met as there had been significant improvement. However we discussed the need to keep building on the positive work that has been undertaken to continually improve outdoor play experiences for the children.

Recommendation 3

To support and develop knowledge, skills and confidence staff should be working towards recognised qualifications appropriate to their role.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 12: Confidence in staff.

This recommendation was made on 19 April 2018.

Action taken on previous recommendation

We found that the manager and the coordinator had recognised qualifications appropriate to their role. There were plans in place to support the two other members of staff to gain qualifications, one of whom had very recently started working for the organisation.

This recommendation was found to have been met.

Recommendation 4

In order to support and enhance outcomes for children, the provider should provide staff with opportunities for training and development which help to provide more positive play experiences for children.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 12: Confidence in staff.

'My World Outdoors'

<http://www.careinspectorate.com/index.php/my-world-outdoors>

'Play Strategy for Scotland'

<http://hub.careinspectorate.com/media/108981/sg-play-strategy.pdf>

'Loose Parts Play - A Toolkit'

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

This recommendation was made on 19 April 2018.

Action taken on previous recommendation

Staff had continued to have their core training needs met, however there had been limited training provided to staff in relation to play. This was due partly to limited training being offered by external training providers. The organisation was currently exploring online options and had also been doing some more informal training in relation to best practice, such as exploring 'My World Outdoors' as a team and having a speaker talk about the benefits of using more natural resources in play.

This recommendation has not been met although we noted some progression. A recommendation has therefore been made under the theme 'staffing'.

Recommendation 5

To ensure that the service improves and achieves positive outcomes for the children there needs to be an effective system in place to identify issues. A detailed and effective improvement plan then needs to be developed which clearly tracks progress toward achieving goals.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 14: Well-managed service.

This recommendation was made on 19 April 2018.

Action taken on previous recommendation

The manager of the service undertook regular visits to identify what was working well in the service and what needed to improve. A development plan was in place and this was of a good standard. It was appropriate to the setting and identified priority areas. Staff were familiar with what the key areas to focus on were and were reviewing how they were progressing toward achieving these.

This recommendation was found to have been 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
8 Mar 2018	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
19 Jan 2017	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
9 Oct 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good

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