

Heathfield Out of School Care Day Care of Children

Heathfield Primary School
Heathfield Rd
Ayr
KA8 9DR

Telephone: 07752 262449

Type of inspection:

Unannounced

Completed on:

15 February 2019

Service provided by:

Heathfield Out of School Care
Committee

Service provider number:

SP2003003358

Service no:

CS2003014490

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

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

Heathfield Out of School Care is provided by Heathfield Out of School Care Committee. The early learning and childcare service is located in Ayr. The service is based in a local school on a bus route and near to shops.

The children have access to a playroom, that is used as the dining room using school term time; the playground of the school; and appropriate toilet facilities. The service is currently registered to provide places for 57 children of primary school age.

The aims of the service include:

"To offer before and after school care and holiday care to children of school age. We aim to offer play and education opportunities that are both fun and challenging. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff."

A full copy of this can be accessed through the early learning and childcare service. 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.

What people told us

We spoke with 18 children and two parents during our visit. We gave the service 20 questionnaires to give to parents and ten parents provided us with feedback by completing our questionnaires.

Children took the lead role in deciding what they wanted to do. Close friendships were evident between children with children observed to support and help each other when taking part in different activities, such as construction and arts and crafts. Children made positive comments about what they enjoyed doing in the service:

"Go to the gym, play football"

"Snack - fruit, biscuits and crisps, get to choose"

"Watch movie sometimes"

"(Staff member) is funny, staff are kind, would be able to talk to them"

"Art and crafts"

"More healthy foods, bigger pieces like half an apple"

"Get toast in breakfast club and out of school care. Out of school care and breakfast club are really the same, just get a different snack!."

We spoke to a number of parents who shared a number of positive comments, these included they were very happy with the service; and their child had settled well with clear and consistent communication shared. Parents found staff were very approachable and would be happy to raise any queries.

In our questionnaires parents shared a number of positive comments, these included:

"My children are very happy there. There are lots of activities for them to play with and the children are asked what toys they would like out. On dry sunny days all children are encouraged to play outside. Staff are friendly and know all children. It is nice to see staff playing and sitting with the children when I go to collect them. Very happy with the service."

"Good service, friendly staff."

"My child had grown in confidence during his time at HOOSC. The staff have supported and promoted learning and fun environments which have further enhanced my child's development. The team are very supportive and always approachable. The children are always very happy and busy having fun. Childcare at its finest!!"

"My son loves his after school classes. He also loves attending on the school holidays and is always asking if he can attend everyday in the holidays. The staff members are great with my son and he is fond of each and everyone of them they do a fantastic job."

"My son loves going to after school. Often he does not want to leave as he is having so much fun with the friends he has made."

"Pleasant friendly staff, my child thoroughly enjoys her time at HOOSC and looks forward to the days that she attends."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own development plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Staff were observed to be welcoming, kind and caring in their interactions. Staff were responsive to children's interests, moving to different areas to support them. Positive, friendly relationships were observed between staff and parents.

Staff were clear and confident about their roles and responsibilities in relation to safeguarding children. Training had been accessed to supported staffs' knowledge, this was tailored to suit the needs of the staff team caring for out of school care children. This knowledge and understanding meant they were very well placed to take appropriate action to support children's health and wellbeing in the event of any incidents or concerns.

Parents and children spoke positively about transition arrangements into the service. Children attended prior to starting in the service to become familiar with staff. Helpful handbooks were available for parents which covered the term time; and holiday service. We discussed further extending transitions to possibly getting feedback from children's early learning and childcare centres, outwith the school, to support meeting children's needs. The manager was keen to take this forward.

Personal plans were in place to support children's individual needs. Where needed clear and informative information was in place to support children's particular needs. Children were involved in updating and reflecting on their own information, for example their particular likes/dislikes and personal preferences. All of this information was regularly reviewed with parents resulting in up to date, clear information being available to support positive outcomes for children.

Appropriate medication procedures were in place to support children's medical needs. We found detailed information was in place to support specific medical needs. Staff had attended relevant training to support these needs. The manager agreed to ensure long term medication was reviewed every three months in line with best practice. We asked the manager to access the Care Inspectorate guidance Management of medication in daycare of children and childminding services to support this improvement.

Discussions took place with parents on a daily basis and positive relationships were observed between them and staff. Formal feedback was sought from parents and children to help inform future service improvements in providing positive outcomes.

The manager confirmed parents, children and staff views were taken into account when developing the priorities for the current development plan. We were able to see the areas identified had started to be taken forward. We could track the progress the service had made over a significant number of years. This demonstrated the management team commitment to the development of the service.

All of the staff had been in post for some time. We observed staff to be enthusiastic, committed and motivated. They worked closely as a team and were respectful of each other. This created a positive atmosphere in the service which benefited children as it created a friendly and respectful ethos.

The staff team regularly met to discuss the running and development of the service. Staff confirmed they found these meetings very helpfully to share their thoughts, they felt listened to and involved in the improvement of the service. The management team attended the parent committee meetings. Detailed minutes were in place to record decisions made and to track the progress made.

A complaints policy was in place. This gave parents clear information on how they could formally raise any concerns. Parents we spoke to shared they would be happy to approach any member of staff if they had any questions/queries. The manager agreed to update the policy to reflect the correct contact details and address for the Care Inspectorate.

What the service could do better

We discussed with the manager creating softer areas for children to relax and chat to each other, for example using large floor cushions. The manager was keen to take this forward.

The manager agreed to continue to monitor the snack in relation to children making healthy choices. We discussed providing plates for the children to use to reduce any potential infection control issues.

The children had direct access to outdoor play, however we found there was not a process for the children to share when they wanted to go outside. The manager agreed to develop a system for children to share this information, for example creating a 'sign up' sheet next to the sheets used for the children wishing to play with the games consoles.

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.

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 consult with families and the children and compile a new snack menu with more healthy options and a reduction in high salt, fat and sugar foodstuffs.

National Care Standards for early education and childcare up to the age of 16, standard 3: health and wellbeing.

This recommendation was made on 23 September 2015.

Action taken on previous recommendation

The manager shared a questionnaire was sent to parents and discussions took place with children in relation to providing a healthier snack. We have asked the manager to continue to monitor the choices that are available for snack.

Recommendation 2

The manager and staff should access the Food Standards Agency website www.food.gov.uk and be familiar with the requirements in relation to allergens.

National Care Standards for early education and childcare up to the age of 16, standard 3: health and wellbeing.

This recommendation was made on 23 September 2015.

Action taken on previous recommendation

We observed a notice was displayed regarding the allergens in each of the food provided. This information was also shared in the parents handbooks.

Recommendation 3

The manager should ensure that all staff have up-to-date food hygiene and fire safety training.

National Care Standards for early education and childcare up to the age of 16, standard 12: confidence in staff.

This recommendation was made on 23 September 2015.

Action taken on previous recommendation

Appropriate training has been accessed for the staff team.

Recommendation 4

The manager should involve staff in systematic evaluation of their practice and the work of the service and in planning for improvement.

National Care Standards for early education and childcare up to the age of 16, standard 13: improving the service.

This recommendation was made on 23 September 2015.

Action taken on previous recommendation

We were able to observe regular staff meetings took place, with a development plan in place to support improvements.

Recommendation 5

The manager should undertake systematic monitoring of the quality of outcomes for the children, the quality of staff practice, the quality of record keeping and the quality of the environment on a regular basis.

National Care Standards for early education and childcare up to the age of 16, standard 14: well-managed service.

This recommendation was made on 23 September 2015.

Action taken on previous recommendation

Through staff meetings and reflecting on the development plans in place we could evidence the manager was regularly monitoring the quality of the service.

Recommendation 6

The provider should arrange for the manager to have annual appraisal to support her in her role.

National Care Standards for early education and childcare up to the age of 16, standard 13: improving the service.

This recommendation was made on 23 September 2015.

Action taken on previous recommendation

The manager had sourced outside support to take this forward. Through this process the manager was able to fully discuss legislation, identify training needs and be mentored.

Inspection and grading history

Date	Type	Gradings
23 Jul 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Jul 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Jul 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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