

Craigiebarn Owls Out of School Care Club Day Care of Children

c/o Craigiebarns Primary School
Brington Road
Dundee
DD4 7UH

Telephone: 01382 458366

Type of inspection:

Unannounced

Completed on:

28 February 2019

Service provided by:

Craigiebarn Owls Out of School Care
Club

Service provider number:

SP2004004902

Service no:

CS2003041544

About the service

Craigiebarn Owls Out of School Care Club registered with the Care Inspectorate in 2003. The service is registered to provide a care service to a maximum of 34 children from the age of three years up to and including age 14 years (if they are attending nursery in their pre-school year or attending a primary school).

The service operates in a portacabin in the grounds of Craigiebarns Primary School, east of the city centre. It is run by a voluntary committee of parents and carers of children attending the service.

The club's opening hours are 7:30am to 9:00am and 3:15pm to 6:00pm during school terms, and full day holiday sessions depending on demand.

The service aims and objectives include: 'Providing good quality care; a warm, safe and stimulating environment which meets children's needs and fosters self-esteem; treating each child with respect; working in partnership with parents; evaluating service performance.'

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

Children were very happy and thoroughly engaged in their chosen activities with friends throughout the inspection. We chatted to children who spoke animatedly about their time at club and shared with us lots of things they enjoyed. Comments included:

'We go on trips to the beach and the park. They ask us our ideas for trips.'

'We get asked what we want for snack.'

'We made 'stations' to move around, we choose what we want to do.'

'Staff are all kind.'

'She's the best - so kind and funny!'

'This club is the best!'

Six completed Care Standards Questionnaires (CSQs) were returned to us from parents and carers prior to inspection, and we spoke to two parents during the inspection. The majority of parents agreed with the statement 'Overall I am happy with the quality of care my child receives in this service'. Parents commented very positively on how much their child enjoyed the club, highlighting how they often did not want to leave to come home! They also highlighted the freedom of children's choice and play, and that this had a positive impact on children's experiences.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed the service improvement plan and quality assurance systems. The quality assurance systems ensured that aspects of the club were monitored and maintained, and the improvement plan provided focus to the areas for development.

From this inspection we graded this service as:

Quality of care and support	5 - Very 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

Children arrived at the club from school, and quickly settled into their routine. There was a positive atmosphere around the club with children playing with their friends in their chosen activity, or chatting at snack.

Children were confident in asking for help or assistance from staff where this was required. Children told us how much they enjoyed their club, including talking very positively about the staff. They shared with us stories of summer trips to the beach and the park, as well as participating in the Broughty Ferry gala window quiz. Children's personal achievements were celebrated and children had very good ownership of the club.

Children's opinions were valued and respected with regular discussion about ideas for trips, activities and snacks. Children felt confident that they were listened to and told us how they added ideas for snack, but that 'treats' were just on Friday's or special party days. We reviewed snack planners and also discussed this with parents who confirmed they were happy with the content of snack, and that this reflected a healthy balance whilst taking into account children's choice.

Activities were laid out for children to freely choose from such as an arts area, pool, games, chill out area and video games. Children commented how much they liked this 'freestyle' approach. Parents we spoke to also highlighted how much children's choice was respected and promoted within the club.

Children's information was reviewed and updated every six months, with this being monitored as part of the club's overall quality assurance systems. The manager discussed with us plans to further develop the children's paperwork in line with the SHANARRI wellbeing indicators. Appropriate paperwork and procedures were in place to manage medication and allergies, and the manager had a very clear understanding of this.

We reviewed child protection procedures and staff knowledge and found there to be robust systems in place to respond to any concerns. The manager remained the child protection officer, and staff training was monitored regularly for updates as necessary.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Children arrived at the club from school, with younger children being collected by staff. A secure entrance to the club contributed towards children's safety, and staff signed children into the club. Parents signed children out on collection from club and had the opportunity to chat to staff.

The environment was bright and pleasant, offering children a good space with a large variety of resources. Children also had access to the outdoor playground which both children and parents confirmed was used regularly. Children independently accessed toilets and were familiar with hand washing routines to support good infection control. We discussed the regular cleaning schedule with the manager, and ensuring the environment was free from odours. This had been addressed when we returned for feedback.

Children were aware of how to keep themselves safe and be responsible and respectful within their environment. Staff carried out daily visual risk assessments to ensure that children had a safe space to play. Children's independence was very well promoted within the club, and this was observed throughout the inspection.

There continued to be a very good selection of resources at the club which children could independently access. Resources were reviewed regularly to ensure these were in line with children's current interests. Children told us about how they had developed 'stations' where they could then move round different activities, making this fair for everyone to get a turn. Children told us that if staff promised they would get them something then they always did, for example one child spoke about needing new pens in the art area.

Accident and incident forms were completed, and the club had introduced a new style since last inspection. The manager was clear on the use of these, ensuring these were completed fully, signed and parents were issued with a copy.

Staff rotated areas within the club, sharing the overall responsibilities. This was observed to work well, with clear communication between the team and appropriate roles and responsibilities being completed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

New staff had been recruited to the club since last inspection. We reviewed the club recruitment procedures and found these to be in line with best practice guidance. Staff were appropriately registered with the Scottish Social Services Council (SSSC). We discussed with the manager developing an overview checklist which could summarise all the recruitment stages and dates.

Staff spoke positively about their induction to the service, with a checklist being completed to ensure the necessary areas were covered. Staff reported the team to be very welcoming and commented positively on the management support and feedback about their practice in the setting. Staff confirmed they had regular supervisions which provided the opportunity for staff to reflect on their practice and identify any development needs.

Staff had a clear idea of what training they wished to access, however had been unable to do this. The manager shared some of the issues around accessing training for staff. We discussed other options for accessing training, including e-learning. We directed the manager to the Scottish Social Services Council website and their 'open badges' courses to impact positively on staff skills and knowledge. The manager confirmed at feedback that a training budget had recently been approved by the committee and they were in the process of prioritising training needs against this.

The team had reviewed the way in which staff meetings were carried out, to ensure the effectiveness of these. Outwith the formal meetings, staff regularly shared information with each other and plans for the club, including activities and outings.

The changes to the staff team had a positive impact on the club, with all staff reporting a supportive working environment and good communication. We observed staff to work well together and have warm, nurturing relationships with children. Staff had a good partnership approach with children, which demonstrated their value base and respect for children's opinions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The manager reported a very positive impact as a result of staffing changes at the club, which children, parents and staff all commented on.

Policies were being reviewed and were of a good standard, reflecting current best practice guidance. The manager continued to work through these and shared them at staff meetings for wider discussion. We discussed notifications which the service must submit as part of their registration, and reminded the manager where this information can be found. We also discussed the Care Inspectorate HUB for keeping staff informed of up to date guidance and best practice.

Parental consultation within the club was mainly informal, through discussion at club or the club newsletter. Parents reported feeling informed about the club and their child's experience. We discussed ways in which the club could develop their formal participation strategy, demonstrating how parent's views impacted on the development of the club. The manager shared with us ideas at feedback which were part of the improvement focus for the service. Staff were keen to lead in this area, and we discussed the positive benefits in delegating areas of responsibility throughout the staff team.

We discussed the service improvement plan which focussed on specific areas for development. This provided a clear direction for the club and built on the existing strengths of the service. Children were very much at the centre of the areas for improvement identified. A quality assurance calendar was in place to monitor all aspects of the club, and ensure that systems were operating effectively. We discussed building on this further to evidence self-evaluation, and the key role children and parents play in this.

The manager and staff team had worked hard on progressing the club over the last year, resulting in positive outcomes for the children and families attending.

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

Accident and incident records should be fully completed with all relevant details, including parents' signatures. Forms should be audited regularly to identify and respond to any issues.

This is in line with: National Care Standards, Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service, Standard 14 - Well-managed Service.

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

Accident and incident forms were completed, and the club had introduced a new style since last inspection. The manager was clear on the use of these, ensuring these were completed fully, signed and parents were issued with a copy.

Recommendation 2

The manager and committee should ensure that all staff, including the manager, receive regular formal supervision sessions to support them in their role.

This is in line with: National Care Standards, Early Education and Childcare up to the age of 16: Standard 12 - Confidence in Staff, Standard 13 - Improving the Service, Standard 14 - Well-managed Service.

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

Staff confirmed they had regular supervisions which provided the opportunity for staff to reflect on their practice and identify any development needs. The manager confirmed she continued to be very well supported in her role by the Committee.

Recommendation 3

The manager should continue to implement the quality assurance calendar, and develop a current improvement plan to reflect the priorities for development and improvement within the service.

This is in line with: National Care Standards, Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service, Standard 14 - Well-managed Service.

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

We discussed the service improvement plan which focussed on specific areas for development. This provided a clear direction for the club and built on the existing strengths of the service. Children were very much at the centre of the areas for improvement identified. A quality assurance calendar continued to be in place to monitor all aspects of the club, and ensure that systems were operating effectively.

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	
6 Sep 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
26 Oct 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
3 Feb 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
15 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
17 Dec 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	3 - Adequate
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.