

Flora Stevenson After School Club Day Care of Children

Flora Stevenson Primary School
175 Comely Bank Road
Edinburgh
EH4 1BG

Telephone: 07801 539 350

Type of inspection:

Unannounced

Completed on:

12 February 2019

Service provided by:

Flora Stevenson After School Club

Service provider number:

SP2003002910

Service no:

CS2003012008

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.

Flora Stevenson After School Club is registered to provide a care service during term time, to a maximum of 80 children at any one time who currently attend primary school. During school holidays the service may be provided to a maximum of 48 primary school aged children at any one time of whom no more than five are in the transition between nursery and primary one.

The club operates from Flora Stevenson Primary School and is situated in the dining hall. This extension was designed with the needs of the after school club in mind and provides a bright and spacious environment with direct access to the playground.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure 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 (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 parents(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

During the inspection visits the number of children in attendance varied. We spoke with many children some on their own and others in small groups. They told us:

"We think the club is good. We like to go outside, play football and play in the hall. Snacks are nice and healthy, on Tuesday we have vegetables and dips and on Thursday we have fruit and dips. The staff are fun, they join in with us, are really helpful and keep us safe. There is a good ratio of staff to children 1- 10 and 1-8 on Friday's and during holiday club. They always keep us safe, if we have an accident they write a report and tell our parents. Sometimes they even put on an ice pack on, like when I banged my head and went to hospital. We have a twitter board where we can put up our suggestions although we have not seen them use any for a while. Most of the time they try and use them if they can, but some they are not realistic."

"We have friends and there is no bullying here, they encourage friendships. When there are new children we are asked to sometimes give them a tour and tell them about the club, it is quite good for new people. If you are not in the playroom and go outside or to the hall they always keep a note where you are."

"The club is good. I have been here for a long time, it is good fun but I would like more resources. When we get new things it is good. The staff are really nice. We get to play in the hall, have free play and go to the library. Snacks are healthy and we get fruit every day. We have fruit and vegetable dips, bread sticks, sandwiches, crackers and yoghurt."

"There are not enough activities for older children. It would be good to have some time alone, even when we try we have to involve the younger children. Some of the toys are for younger children and we don't want to play with them, like Barbie dolls. We could do with more tablets as we only have one, when you are in the middle of doing things you have to stop and give it to someone else. It would be good to have more choice for snack. Five year olds have the same portion size as primary seven children. Primary seven children need more as we are

hungry. The fruit goes away at 5 o'clock as they tell us it is past fruit time and you will have your dinner soon. Sometimes we have only had one piece of fruit, so we are hungry. It would be good to have more space for older children to be on our own also to have a homework club, we used to do a lot more things. The 'put you foot down club' is only about feelings."

"We play outside and use the obstacle course. The pens are damaged, the ends of them. I put up an idea on the twitter board and it was there for ages and they never done anything about it, then it got lost. The people are very nice, we use their nick names. They play with us if you ask them and they are very friendly. They are funny, if we ask something they explain things to you. They say to us 'well done', 'good job' and 'you are a star'. They make us wear bibs if we go outside and they are too small for primary six and primary seven's. They have lights in playground when it is dark. We play tick, 40- 40 and we only have loose parts sometimes. The book shelf is always messy with broken books."

Several parents spoke with us during the inspection they were very complementary about the service. They talked positively about their child's care, activities and the friendly staff. Their comments included:

"I am happy with the service, it is brilliant and very flexible. The staff are brilliant very good with the children. Very good variety of activities for them, physical play outdoors and they have a choice if they want to stay in or go out. They keep us well informed and always pay attention to things for children's safety, that makes me reassured."

"I am happy with the service and my child is happy and enjoys their time. They have a range of activities, outdoor play and they utilise the sports hall. My child goes into the breakfast club and waves goodbye, I have never had any concerns. "

"Absolutely excellent, no complaints and I am totally confident in the staff. They let me know if there is anything. No complaints, very happy and they keep me informed."

"I am happy, my child is happy, lots of activities and enthusiastic staff."

"Very happy service and I get continuous updates. My child took a while to settle into the club and the staff dealt with it well. Children seem happy to go to breakfast club and do not complain. There is more of their peer group coming along as last year there was not as many."

"We are so happy, our child has been attending for many years. Staff are friendly and keep the children safe and sound, happy and engage well with them. Lots of activities and they do not need to leave the school."

We sent 25 care standards questionnaires to the service to give to parents to complete. 16 of these were returned to us with those parents confirming that 'Overall, I am happy with the quality of care my child receives in this service'.

Written comments from the questionnaires included:

"All staff are very friendly and confident. Euan is a very big asset to the ASC, brilliant with the children."

"I am delighted with the service! My child loves it all, breakfast club, afterschool club and the holiday club. The staff are great, so friendly, caring, enthusiastic, approachable and professional. Euan in particular is a superstar! They are open and honest, which I love. they know their policies so well and are not afraid to enforce them. They do lots of fun things and give lots of choice and variety, my child has learnt a lot here, e.g. badminton and curling."

"The service is excellent but there are not enough spaces so the club has a waiting list and that does not always match with family arrangements. It is very difficult for parents with very young children to rely on getting a space."

"Flora's after school club staff are caring, attentive and excellent at their jobs. There are lots of activities which the staff join in with great enthusiasm. My child feels safe and happy and despite attending after school club four days a week, is never bored. FSASC provide an excellent service and should be very proud of their staff."

"My child is very happy with FSASC and they look forward to going to it everyday. Staff very polite, helpful and treat the kids like they are their own."

"FSASC staff are all very professional and friendly in all they do. Nothing is a bother for them."

"The after school club has been brilliant for both our children. The staff are excellent and treat the children as individuals, get to know them and their parents as well. They genuinely seem to love what they do. I love the ASC and the staff and cannot praise them highly enough, our children love it too!"

"FSASC is a fantastic after school club, the staff have boundless energy and enthusiasm and we are always coming up with inventive ideas to keep the kids entertained. (Pumpkin bowling was a big hit with my child). The admin side of things is fantastic too, they reply to my endless emails very speedily and are always so polite and professional."

"My children really appreciate being able to play outdoors when they want to. The staff seem to know who we are, which children belong to us (even from some distance away!) and their names. It has been like that from the start. The children know the staff's names and have plenty of opportunities to air their views. We have been on the waiting list for some time and we are delighted we now have all the days we need. Our FSASC is great!."

"The FSASC team are fantastic. They are welcoming, enthusiastic, helpful, great at keeping the kids engaged, active, and having fun. They are especially helpful to me when I cannot get in to collect my child, (my other child has additional needs and they help by meeting me at the school gates with my child). This is enormously helpful to me, and I am so appreciative of the fact that they made it clear that I should not hesitate to ask for help. My child has a great relationship with all the team members, as do I. My child is confident and happy while at FSASC."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's 'operational goals' outlined to demonstrate their identified priorities for development.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Children were welcomed into a caring, friendly and well organised environment.

We saw the service was promoting children's wellbeing through providing nutritional and varied snacks. Staff understood the importance of fresh air and active play for children. They offered many opportunities for physical play and exercise outdoors, in the gym hall and by attending activity clubs, such as Judo.

Staff knew children in their care well, they were respectful and nurturing in their interactions with them. Staff communicated well and used positive language with children, continually praising them for their efforts. We saw they worked well together to ensure good outcomes for children and to keep them safe. Children spoke highly of the staff who cared for them, they told us: "they are friendly, fun and caring."

The atmosphere in the club was relaxed, yet children were busy and active at play. A particular strength was how children were encouraged to take part in a wide range of well planned stimulating activities indoors and outdoors. We saw staff were enthusiastic and they looked for new ideas and play experiences to keep children motivated and engaged. They provided opportunities for children to take risks and be challenged. They reminded children about their own safety and the safety of their peers. Children were involved, as they shared their ideas and influenced the programme. We saw staff listened to and valued children's suggestions.

The new manager had been in post since January 2018. They held regular team meetings to share information with staff. Staff told us they were supported by management who were good at passing on information.

Through self evaluation the service had developed operational goals for 2018/19 which when implemented will improve outcomes for the children. For example, communication had improved for children, parents and staff with the introduction of 'walkie talkies' and name badges. Display boards and regular newsletters helped to keep parents well informed.

What the service could do better

We discussed the importance of using soap and running water for children's hand washing rather than hand gel to prevent the spread of infection. The manager acknowledged this and immediately changed these procedures to make sure children were following good hand hygiene practices. We are confident this best practice will continue.

During our first visit to the service we saw some children were not seated to have their snack. We discussed with the manager, the need for all children to be seated during this time for their safety and wellbeing and to follow good infection control. The manager instantly responded and children were seated to eat their lunch and snacks. This service confirmed they would continue to follow this practice while children are eating.

In order to enhance older children's experiences within the club the service should pay particular attention to their suggestions, for example to provide a suitable space for them, where they can chill out with their friends, do their homework if they so wish and have time away for their younger peers.

The manager should continue to undertake the relevant training needed to obtain a qualification which will support them to achieve their condition of registration with the Scottish Social Services Council (SSSC), the regulator for the social services workforce in Scotland. This will be followed up at the next inspection.

The manager and senior staff should continue to develop self-evaluation systems for the service, including ways to evaluate the service's operational goals. To ensure these are clear and can show what improvements have been successfully achieved. We will follow this up at the next inspection.

The manager should continue to develop 'shared leadership' between the staff, where they can take on lead/champions roles with in the club. This would support positive outcomes for staff and the children.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
30 Mar 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
28 Oct 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
29 Nov 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good
13 May 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Sep 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
20 Nov 2008	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate

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