

GillzlittleGemz Out of School Care Day Care of Children

Alexandria Community Education Centre
Main Street
Alexandria
G83 ONU

Telephone: 07551 333 630

Type of inspection:

Unannounced

Completed on:

27 March 2019

Service provided by:

GillzlittleGemz Childcare Partnership

Service provider number:

SP2015012473

Service no:

CS2014333453

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 registered with the Care Inspectorate on 26 June 2015.

GillzlittleGemz Out of School Care is registered to provide a care service to 32 children of primary school age. The service operates Monday to Friday, term time, from 14:45 until 18:00. During school holidays the service operates from 08:00 until 18:00. The provider is GillzlittleGemz Childcare Partnership.

The service is based within Alexandria Community Education Centre in Alexandria, West Dunbartonshire.

The service aims to: "... treat every child as an individual and meet additional needs regardless of gender, race, nationality and culture without discriminating; and to provide safe, high quality childcare with respect to levels of staffing and health and safety of premises."

A full copy of the aims and objectives can be obtained from the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

The Care Inspectorate has an important role to play in supporting this approach by inspecting care services for children. The Getting it right for every child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people.

The approach helps practitioners focus on what makes a difference for children and young people and how they can act to deliver these improvements. GIRFEC is being threaded through all policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, GIRFEC puts wellbeing at the heart of its approach. The eight indicators of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as SHANARRI.

What people told us

We sent 10 care standards questionnaires to the service to distribute to parents and carers. Six were returned to us before the inspection. All six parents strongly agreed that they were overall happy with the quality of care provided at the service. Comments included:

"All of the care assistants are so much fun and work well with my kids. My kids enjoy the experience and I think the way the assistants work with the kids on a separate basis due to the age gap."

"My child loves coming to afterschool. He takes part in a range of activities and often wants to stay longer when I pick him up."

"The ladies are amazing and often do extra evenings like movie nights to fundraise for the large outings. With them now having an outdoor area it is going to bring more opportunities and experiences for the children."

"My child always enjoys her time and participates in various activities. She is never bored, and has settled in well making plenty of friends along the way. It's a great service and help and the ladies are fantastic. Also good value for money."

We spent time with groups of children listening to their experiences. Children told us:

"I enjoy going to the park, wish we could stay longer."

"Can we show you the garden we will be developing it."

"This is the STEM [science, technology, engineering, mathematics] table we made these controls, I like this being out every day now."

"We walk along to the park."

"It would be good to play in the woods."

"I really like the staff they are nice."

Self assessment

Services, with the exception of childminders, have not been asked to provide a self assessment for the year 2018-19. We have referred to the most recent self assessment provided by the service and used any relevant information to inform the inspection.

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 management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Staff provided a welcoming, friendly and relaxed environment for children. The children were enjoying the range of activities and experiences available to them. They particularly liked the Science, technology, engineering and maths (STEM) table. Staff had completed training on offering these experiences and children were enjoying the challenge that this offered.

There was a varied programme and the children were involved in making plans and decisions about the service, through mind maps and meetings. We signposted the manager to a range of best practice guidance including the playworkers' toolkit and Loose Parts Play. We also asked the manager to consider further opportunities for children to freely access outdoor play. Experiences for children could be extended to offer more depth of play and challenge. Open-ended resources could further inspire children's interests and imaginative play. Further opportunities for children to play outside will give them better access to fresh air and the natural environment. Children should have the opportunity, if they choose, to play outdoors every day. There were plans in place to develop a secure outdoor space with direct access from the playroom; children were looking forward to this and were making plans.

Staff knew the children well and had developed good links with parents. Each child had a personal plan in place that took into account individual needs, medical needs, allergens and children's ideas and suggestions. The service had highlighted that personal plans could be improved to be more specific to each child to give staff the right information to meet the needs of children. (See recommendation 1)

There were policies and procedures in place and a programme of training for staff to ensure that children were protected. Child protection training was completed as part of the staff induction with a rolling programme of training. Staff demonstrated they were confident about what they would do if they had any concerns about a child in their care.

Children told us they enjoyed the snack and they were involved in planning the menu. Snack time encouraged the children to be independent. Children helped themselves to food and drinks and we saw children socialising together at the table. They were also encouraged to clear away their things and encouraged to recycle and be responsible. Children had access to healthy nutritious food.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Personal plans should be developed to be more individual to each child. This will ensure that staff have the right information from parents and children to meet the individual needs of children.

Health and Social Care Standards My support, my life

1.15 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.

Grade: 4 - good

Quality of environment

Findings from the inspection

The service was based within the Alexandria Community Centre and had sole use of a large room with secure door entry and access to toilet facilities. The play space provided was well-maintained, safe and secure and offered a range of spaces for the children to play. The children had access to table top toys, snack, imaginative play, construction, ICT, a quiet area for reading and STEM (science, technology, engineering and maths). Children told us they enjoyed the activities available and particularly enjoyed the STEM table and going to the park.

We found the accommodation to be in a good state of repair. However, we noted that once again the water temperature within the boys' toilets was outwith the acceptable range. We discussed this with the manager who shared that it was checked and adjusted regularly, however they continued to report the issue to the landlords. We also checked the door lock to the large hall. The previous issue we had noted had been resolved but another issue had arisen which didn't allow staff to secure the door. This had been reported to the landlord. The service was not frequently using this space and agreed to ensure the issue was resolved before they made use of the hall. This was a recommendation at the previous inspection that will continue. (See recommendation 1)

Children were given the opportunity to walk along to the nearby park during our visit. Visits to the park were often weather dependent and children told us that they hadn't recently been along to the park. Children spent time at the adventure playground and some children played football. Children told us that given the chance they would spend more time outdoors engaged in active play. Children also showed us the newly developed outdoor space accessible from the playroom. It was evident that children were keen to spend more time outdoors. Developing the garden and providing more free flow opportunities to the garden and the park would enhance the opportunities for children. We made a recommendation about this at the previous inspection and it will continue. (See recommendation 2) We signposted the service to the best practice guidance, My World Outdoors, which can be found on our website. We also discussed training opportunities for staff.

At the previous inspection, we asked the service to develop comprehensive risk assessments for managing school pick-ups. We also made a requirement about ensuring the correct insurance was in place for all transportation used by children. We found that the service had developed this and carried out the appropriate checks on the minibus firm they were using. Therefore the requirement had been met.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service provider should ensure that appropriate maintenance is carried out to:

- i) regulate the water temperature within the children's toilets
- ii) repair the lock to the large hall.

Health and Social Care Standards My support, my life
5.17 My environment is secure and safe.

2. The service provider should explore ways for offering children more regular opportunities for outdoor play. Children should be able to choose to play outdoors on a daily basis.

Health and Social Care Standards My support, my life
1.32 As a child, I play outdoors every day and regularly explore a natural environment.

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were working well together to provide a positive environment for children. We saw positive interactions and warm nurturing relationships with children. Staff were supportive of children and offered a welcoming and inclusive environment. Staff brought a range of skills and experience to the team. We received positive feedback from children and parents about the relationships with staff.

Staff training was a priority for the service. The depute was focusing on staff development and training to ensure that the staff were up-to-date with core training and prioritising areas for improvement. The provider was continuing to work with staff to develop leadership roles and enhance their skills and knowledge. Staff had been involved in meetings with the provider to identify training needs. This was a recommendation from the previous inspection that has now been met. The staff team would benefit from further opportunities for practice training in play work, particularly where staff were yet to gain a play work qualification. We also signposted the service to outdoor play training and had dialogue with the manager about the benefits of further opportunities for children to play outside in the natural environment.

Procedures for monitoring staff registration with the Scottish Social Services Council (SSSC) had been reviewed and developed to ensure that staff were regularly monitored by the provider. The service ensured that all staff were registered with the SSSC and that they had procedures in place to monitor registration. This was a requirement at the previous inspection that has now been met. The service had clear policies and procedures in place for the safer recruitment of staff. They ensured that they had an induction programme in place for new staff to ensure they had the right skills and knowledge before they started working with children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The management team was continuing to develop a positive ethos within the out of school care service. The team had a long-term vision and was on a journey of improvement which involved staff, families and children. Staff were motivated to attend training to provide quality experiences for children and move forward with improvements.

At the previous inspection, we made two requirements and five recommendations. The provider had met both of the requirements and two of the recommendations. They had a clear action plan in place which was supporting them with the improvement journey.

There had been progress made around quality assurance and developing staff skills. This was continuing to develop and progress and the provider had developed a needs analysis for training and a monitoring calendar with clearer outcomes for improvement. This was a recommendation and has now been met. The provider had developed links with the umbrella body for out of school care services, the Scottish Out of School Care Network (SOSCN). This allowed the provider to develop skills in quality assurance processes and link this to the service being provided. We were yet to see how the service was measuring quality through the tools they had implemented. Therefore, we will continue with one recommendation relating to implementing quality assurance systems. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should develop and implement a quality assurance system and process which involves children, parents/carers and stakeholders to assess the quality of the service provided.

Health and Social Care Standards My support, my life

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

Grade: 4 - good

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

Previous requirements

Requirement 1

The service provider must ensure that appropriate insurance is in place for all transportation used by children whilst in the care of the service. Children must not be transported by the current minibus firm until appropriate insurance is in place.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 4(1)(a).

Timescale: By 22 February 2018 (following feedback meeting).

This requirement was made on 21 February 2018.

Action taken on previous requirement

The service had implemented a system to check that the minibus service had appropriate insurance for transporting children.

Met - within timescales

Requirement 2

The care service provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body, or who are newly recruited and are capable of achieving such registration within six months of commencing in post, may carry out work in the care service in a post for which such registration is required.

This to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 9(2)(c) which refers to the provisions of regulations 6(2)(a) and 7(2)(d) whereby any person, who in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered; also regulation 15 Staffing and regulation 19 Offences, in particular regulation 19(1) which makes it an offence to contravene or fail to comply with regulation 9(1) together with and the Regulation of Care (Fitness of Employees in relation to Care Services) SSI 2009/118 (Scotland) (No 2) Regulations 2009 as amended by SSI 2009/439 and 2010/443.)

Timescale: 22 February 2018 (following feedback meeting).

This requirement was made on 21 February 2018.

Action taken on previous requirement

All staff were registered with the SSSC and the provider had systems in place for checking staff registration.

Met - within timescales

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

Previous recommendations

Recommendation 1

The service provider should ensure that appropriate maintenance is carried out to:

- i) regulate the water temperature within the children's toilets
- ii) repair the lock to the large hall.

This recommendation was made on 21 February 2018.

Action taken on previous recommendation

Not met. See Quality of environment.

Recommendation 2

The service provider should explore ways for offering children regular opportunities for outdoor play. Children should be able to choose to play outdoors on a daily basis.

This recommendation was made on 21 February 2018.

Action taken on previous recommendation

Not met. See Quality of environment.

Recommendation 3

The service provider should develop a comprehensive approach to supporting staff with their continuous professional development.

This recommendation was made on 21 February 2018.

Action taken on previous recommendation

The provider had implemented a programme for training and development that was impacting positively on outcomes for children. Therefore this recommendation had been met.

Recommendation 4

The service provider should develop and implement a quality assurance system and process which involved children, parents/carers and stakeholders to assess the quality of the service provided.

This recommendation was made on 21 February 2018.

Action taken on previous recommendation

Not met. See Quality of management and leadership.

Recommendation 5

The service provider should develop a monitoring calendar and system that is focused on outcomes for children and take this forward within the service.

This recommendation was made on 21 February 2018.

Action taken on previous recommendation

The provider had developed a monitoring calendar; the focus was on service improvement to ensure positive outcomes for children. Therefore this recommendation had 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
22 Feb 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
9 Feb 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
5 Jul 2016	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak

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