

# Aberfoyle Out of School Club Day Care of Children

St. Luke's Church Hall  
St. Luke's Road  
Dundee  
DD3 0LD

Telephone: 07927 914867

**Type of inspection:**

Unannounced

**Completed on:**

7 March 2019

**Service provided by:**

Ellis Investments Dundee Limited

**Service provider number:**

SP2012011972

**Service no:**

CS2015337573

## About the service

Aberfoyle Out of School Club is a day care of children service providing out of school care to a maximum of 35 school aged children up to 16 years of age at one time. The club operates closely with other childcare services in the local Aberfoyle chain of services. The service operates from church hall premises and collects children on foot and by car and mini bus from several Dundee primary schools. The club operates before and after school hours, during school term time and full days during school holidays.

The club has exclusive use of the building. There is sufficient play space in the main hall and stage area for the number of children currently attending. Children also have direct access into the outside play area.

The club aims are:

- 'We will provide a safe, caring, and stimulating environment for school aged children, where children and parents will be made to feel welcome.
- We will endeavour to provide a high quality service for all our families; the children will be cared for in a caring, sensitive and respectful manner ensuring their individual needs are met.
- We recognise the child's parents/carers are and should be the most important people in their lives and we aim to work in partnership with parents to ensure we support each child to reach their potential.
- We will encourage, support and motivate the children to learn and develop through good quality play experiences, promoting, friendships, independence, confidence and self-esteem.
- We will provide a safe and secure environment, that is well-maintained and risk-assessed, but does not limit the children's experiences.
- We will listen to the children's ideas, contributions and questions, ensuring the range of experiences and activities we offer, are child lead, enjoyable, fun and allow the children to explore and experiment.
- We will work hard to build and maintain a happy and respectful working environment that supports highly motivated staff and enables them to achieve their potential.
- We will ensure our staff are fully inducted and are aware of their roles and responsibilities in relation to their job and the children they care for. Our children are our priority.
- We will work hard to build up positive relationships with every parent/carer, ensuring that we share their child's experiences with them, offering parents reassurance and informing them about their child's progress and development.
- We invite parent's contributions in regards to their child's individual care plans, activities and experiences and also the overall development of the club.
- We will work with external professional bodies such as the Care Inspectorate, the Scottish Social Services Council, Dundee City Council and Dundee Child Protection Team, ensuring that we adhere to all relevant legislation and guidance.
- We will use and support our local community, making links with catchments schools, local business and local services.'

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 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 referred to as the SHANARRI wellbeing indicators.

## What people told us

We saw that children were happy and settled in the club. They told us that there were more age appropriate activities on offer and they enjoyed attending. They told us what activities they liked to take part in and gave us their opinions on the environment and space.

Children's comments included:

"I like to play outside."

"I like to play with balloons."

"I like to play with my friends."

"It's more fun now."

"I like that the walls are down. We can move around better and play on the scooters inside"

"They look after us."

We sent care standard questionnaires to the service to distribute to parents/carers. We received three completed questionnaires before the inspection was carried out. Two parents strongly agreed and one parent agreed that they were happy with the care their children received at the service. We spoke with one parent during the inspection who was very happy with the service. The parent told us communication from staff was good, the management had been flexible in providing the service which had helped recently and activities had improved. The parent discussed health and safety concerns she had had previously and that she was reassured these had been resolved with the new management team in place.

A parent commented:

"My child uses the afterschool service. He enjoys it so much that we increased the days that he attends."

## Self assessment

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

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

We observed children to be happy and settled in the club. They were busy with a range of self chosen activities and involved in free play throughout their session. The children we spoke with told us they liked attending the club and had fun. They also said they were involved in the decision making and the continued development of the service. For example, children had recently been consulted regarding menu planning for snacks and tea.

Staff were caring and there were good interactions observed between staff and children. Some of the staff were new to the service and getting to know children and families. Clear expectations of behaviour and boundaries were in place. Staff discussed how they respectfully and consistently reinforced them for the safety of all children. Information was gathered about the children and this was supporting staff in caring for and getting to know the children.

Personal plans were in place for all children and the new management team were aware of the recording, documentation and planning necessary to support positive outcomes for children and the continued running of the service.

There was a range of activities for the children to participate in. These were age appropriate and had been further extended since the last inspection, in consultation with the children. We saw some of the children enjoy playing pool with staff, make paper mache balloons, play with Lego and spend time with their friends playing on the PlayStation.

There were daily opportunities for the children to play outdoors and enjoy physical play and fresh air. Loose parts had been introduced which allowed children to be creative and use their imaginations. Staff said that children had not been asking to go outdoors recently as there more interesting activities available for them indoors. Children were able to go outdoors at any time should they wish.

Children had been consulted recently regarding snacks and teas. We saw there was a varied snack and tea menu which included fresh fruit and vegetables. During the inspection, snack consisted of apples, tinned pineapple, crackers, cheese and spreads. We saw children serve themselves, encouraging, independence, decision making and social skills.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

The Out of School Club was provided from a secure church hall. Parents and visitors rang the doorbell to gain entry to the hall so staff were aware at all times of who was entering the building. The hall was warm and had an abundance of natural light. The layout had been rearranged to provide maximum space for the children to play and move around unhindered. Daily risk assessments for the indoor and outdoor environments were completed to ensure all risks and hazards were identified and minimised to keep children and staff safe.

All of the fixed room dividers had been removed since the last inspection which allowed the hall to be used in a variety of ways. Children talked about using the scooters indoors and looking forward to a game of 'Dodgeball'. Two sofas in the story corner offered children an area where they could sit and relax after school if they wanted. A PlayStation and seating were also available on the raised stage, where the office was also now located. Staff were therefore able to monitor children's use of the PlayStation without interrupting play unnecessarily.

There was a range of age appropriate resources available to the children which were all easily accessible in child height storage units. There was a variety of fiction and non fiction books in the bookcase for children to read. We suggested some easier to read books and shorter stories also be included.

Snacks and teas were prepared and provided from the kitchen. Snack was free flow with children going to have snack as they wished, serving themselves and cleaning away their dishes when finished. We saw that infection control measures were in place and asked the manager to refresh infection control knowledge with the staff team to ensure appropriate products used as advised. We signposted the manager to the current best practice guidance 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings)', May 2018.

There had been limited development of the outside space since the last inspection. Although the service had plans and resources available to improve the large area for benefit of the children, there had been no progress due to permission being required from the Landlord. The new management team continued negotiations to develop the space. We have continued the recommendation from the previous inspection at this inspection. (Please see Recommendation 1)

## Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 1

1. The outside area should be renovated and improved to broaden opportunities and experiences for children and to support them to play safely.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment, Standard 3: Health and Wellbeing and Standard 5: Quality of Experience.

Referring to the Health and Social Care Standards:

The outside area should be renovated and improved to broaden opportunities and experiences for children and to support them to play safely.

This is to ensure care and support is consistent with the Health and Social Care Standards that state, "As a child, I play outdoors every day and regularly explore a natural environment." (HSCS 1.32)

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

While some of the management and staff team had worked at the club previously, this was a new team since the last inspection. Management and staff were getting to know each other and worked well as a team.

We looked at the staff files for the last employees to take up post and saw that safe recruitment procedures had been followed. Interviews, references and necessary police checks (PVGs) had been undertaken before staff took up their post. We were pleased to see that the last two staff appointments were qualified staff, all be it on a part time basis. We discussed with the Senior Support Worker and Support Worker, their plans for training and development to enhance their knowledge and skills.

Staff were registered with the Scottish Social Services Council (SSSC) as required. The manager had only been in post for two months prior to the inspection and this was her first experience in a managerial role.

We found staff to be enthusiastic and committed to caring for the children. They were observed being responsive and supportive to the children during the inspection. Relationships between staff and children were good, with children involving staff in their play and conversations. We observed children approach staff for help with activities, for example, have photographs printed from the laptop so they could make cards.

Staff had undertaken some core training, including, first aid, child protection, GIRFEC (Getting It Right For Every Child) and food hygiene. We advised that management and staff discuss training needs and put in place a training plan. The manager confirmed training would be sourced to support staff in developing their knowledge, skills and practice. We have made a Recommendation at this inspection. (Please see Recommendation 1)

Staff meetings had been taking place regularly, providing opportunities for discussions about the club and its continued improvement. The manager told us she intends to continue with the staff meetings and has planned to hold one at the end of March 2019.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The management team should ensure that staff have a thorough knowledge and understanding of national guidance and documentation to enhance their knowledge, skills and practice.

This is to ensure care and support is consistent with the Health and Social Care Standards that state, '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:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

Although the manager was new in post, she was confident in her role. She was getting to know the children and families well, while developing her leadership and managerial skills.

Children and parents were routinely consulted regarding service development through a variety of informal and formal methods. An action plan had been developed from the last inspection, with the previous and present managers taking steps to address the identified areas of improvement, along with requirements and recommendations. We discussed creating an improvement plan for the service in consultation with children, staff and parents, identifying priorities to be developed over the next year.

Since the manager had taken up post, the monitoring of the service had been on an informal basis as new staff settled into their roles and responsibilities. We discussed the benefits of routine self evaluation and reflection and how this supports quality assurance processes. We talked about self evaluation tools, enhancing staff knowledge and embedding practice into the provision to support positive outcomes for children. The service should continue to develop and embed effective and routine quality assurance systems. We have continued the recommendation from the previous inspection. (Please see Recommendation 1)

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The service should continue to develop and embed effective quality assurance measures that help identify priorities for improvement. Greater use should be made of self assessment to help measure and improve the service's performance.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 13: Improving the Service and Standard 14: Well-Managed Service.

Referring to the Health and Social Care Standards:

The service should continue to develop and embed effective quality assurance measures that help identify priorities for improvement. Greater use should be made of self assessment to help measure and improve the service's performance.

This is to ensure care and support is consistent with the Health and Social Care Standards that state, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

**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 provider must ensure that there are sufficient qualified, skilled and experienced staff on duty at all times to meet the children's needs.

**This is in order to comply with regulation 4(1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

Timescale for implementation is with immediate effect.

**This requirement was made on 4 April 2018.**

### Action taken on previous requirement

Two staff members had been employed very recently. Both employees were qualified with relevant childcare qualifications. This ensured that there was always at least one qualified staff member present at all times.

**Met - outwith timescales**



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

### Previous recommendations

#### Recommendation 1

Staff should ensure good preparation and organisation of activities. They should also ensure that staff are sufficiently knowledgeable and skilled to support children appropriately in learning new skills.

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

**This recommendation was made on 4 April 2018.**

#### Action taken on previous recommendation

A new staff and management team are in place since the last inspection. They have consulted with children and parents to review the provision and organisation of resources. They are fully aware of the importance of providing a range of stimulating and interesting activities for the children and staff having the necessary skill and knowledge to support children in developing new skills.

#### Recommendation 2

Menus should place greater emphasis on healthy eating and ensure the inclusion of more fresh fruit and vegetables.

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

**This recommendation was made on 4 April 2018.**

#### Action taken on previous recommendation

Children had been consulted on new menus. There were revised menus in place with a variety of snacks and teas provided, including fresh fruit and vegetables.

#### Recommendation 3

The outside area should be renovated and improved to broaden opportunities and experiences for children and to support them to play safely.

**National Care Standards: Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment, Standard 3: Health and Wellbeing and Standard 5: Quality of Experience.**

**This recommendation was made on 4 April 2018.**

#### Action taken on previous recommendation

There had been little development of the outdoor space since the last inspection. The management team had plans and resources available to develop the area but were waiting for consent from the Landlord of the premises. We have continued the recommendation in this report.

## Recommendation 4

The service should continue to develop and embed effective quality assurance measures that help identify priorities for improvement. Greater use should be made of self-assessment to help measure and improve the service's performance.

**National Care Standards: Early Education and Childcare up to the age of 16, Standard 13: Improving the Service and Standard 14: Well-Managed Service.**

**This recommendation was made on 4 April 2018.**

### Action taken on previous recommendation

The quality assurance process has developed further since the last inspection. However there has been an informal approach to monitoring recently due to new management taking up post. The management team are aware of the need for formal monitoring and auditing and are addressing this. We have continued the recommendation at this inspection.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
26 Jan 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good
17 Feb 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 ਵਿਚ 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.