

ARK Out of School Care Day Care of Children

Rutherglen Baptist Community Church
72 Greenhill Road
Rutherglen
Glasgow
G73 2SS

Telephone: 0141 569 1060

Type of inspection:

Unannounced

Completed on:

11 April 2019

Service provided by:

ARK Out of School Care

Service provider number:

SP2009010439

Service no:

CS2009228706

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

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

ARK Out of School Care is registered to provide an out of school care service to a maximum of 48 primary school age children.

The service will operate on a Monday to Friday between the times of 7:45 and 9:00 hours and 15:00 and 18:30 hours.

During school holidays, on a Monday to Friday between the times of 7:30 and 18:30 hours.

The service will comply with the following staffing:

One adult to 10 children during term time. One adult to eight children during school holidays. A minimum of two adults to be on duty at any one time. Only adults in contact with children for the majority of the session should count towards the ratios. The manager will be supernumerary.

The service operates from Rutherglen Baptist Community Church Hall, Rutherglen, South Lanarkshire. ARK Out of School Care is the provider of the service.

The service is close to schools, parks, shops and main roads with public transport links. An outdoor area is available within the grounds.

The service aims include:

'to provide a safe, happy, caring, stimulating, nurturing, inclusive and secure environment for our children. To ensure everyone feels valued, included, respected and diversity is embraced.'

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 (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

There were 23 children present on the first day of the inspection. We saw that all children were happy, engaged in activities and had established very good relationships with staff. Some children were happy to speak to us over the course of the inspection. They spoke confidently about their favourite activities, how they felt included and respected and gave examples of how their views and suggestions influenced decision-making within the service. Some of the children's comments included:

'I like playing in the house corner. I sometimes like dressing up and playing with the dolls.'

'This isn't snack yet. This is just breakfast. You can choose what you like and when you want to have it, but you can't take too much because you need to leave some for other people.'

'We have our own room now. It is for the primary six and seven's. We have the Awesome Society where you can talk about things like snack choices or our room. We had a meeting with (staff member) and we decided what we would like in the room, how we wanted to decorate it and what activities we would like to do. I like it. It's good sometimes being away from the wee ones.'

'That's going to be our graffiti wall. We are just deciding what we want to put on it.'

'It's really good here. We asked for some new things for the older ones and we got them and we even got a surprise which was a really big television.'

'We had a beauty day yesterday. I got my nails done and my hair curled.'

'I like all the arts and crafts. We are making Easter things today, but you can choose what you want to do.'

'We sometimes go outside. We went out for a wee while yesterday after you went away. We do go to parks and trips but that's mostly in the summer holidays.'

We sent 20 questionnaires to the manager to distribute to the parents/carers of children who experienced care at the service. Seventeen were returned before the inspection. We also spoke to six parents/carers as they dropped their children off at the service. All comments were very positive, spoke highly of the qualities of management and staff, the activities, care and support provided for their children and gave examples of where the service had provided significant support for individual families.

Some comments included:

'Staff have been a great support to our child. They took time to support and encourage him in developing friendships and finding out what he enjoyed doing. They are friendly, approachable and keen to share stories about our child.'

'My child loves going to ARK, so much so that when it is time to come home, they do not want to leave. It is a warm and welcoming environment and staff are all friendly to myself and any family members who collect them. There are always lots of different things for them to do between the toys available and arts and crafts activities, which my child loves. They are frequently updating their hall with wonderful new things. The trips over the holidays are excellent. Many of my child's suggestions were added to their summer planner last year and they were delighted!'

'I have been delighted with the care and attention my children have been shown over the years from ARK. Without them I would've struggled to continue with my working hours. ARK staff go over and above the call of duty. They enabled my children to take part in afterschool activities by doing late pick ups. This is very much appreciated. My children went on excellent trips during school holidays and staff take a genuine interest in children's views. My child was delighted at the purchase of their favourite game that they had been talking about. It is the simple things that mean so much. Management and all staff are extremely helpful and approachable.'

Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We viewed and discussed their improvement plans and quality assurance procedures to determine their priorities for development and how they were monitoring the quality of provision.

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	4 - Good

What the service does well

There was a busy, calm and welcoming ethos within the service. Children of all ages were having fun as they fully engaged in play activities, with support and input from staff as required. They led their own play, had built strong friendship groups and influenced what happened at the service. All staff were caring and nurturing towards the children, offering praise, encouragement and support. This recognised individual children's achievements, boosted their self-esteem and confidence, making them feel valued, loved and secure. A group of older children told us there was nothing they would change about the service.

All staff were aware of their roles and responsibilities in keeping children safe. A training plan was in place to ensure all staff completed child protection training relevant to their role in the service. This contributed towards children's health, safety and wellbeing.

Staff demonstrated that they knew the individual care and support needs of all children and their families very well. Parents told us how staff had supported and included their children and family within the service and how they provided a happy, productive and respectful play environment for children of all ages.

Personal plans were in place as required. In line with legislation, we advised that these should be reviewed and updated with parents, at least once every six months, or sooner if required or requested. The introduction of an updated 'all about me' booklet which would be freely accessible to all children throughout the session, would enable children to choose when to share their views, preferences and feelings; therefore, including them in the review process. This would contribute to ensuring children's needs were met, as well as their wishes and choices.

We also saw how many children had benefitted from visits from 'Noah' the service's 'therapet.' This friendly, sociable dog had enabled some children to settle, build relationships, have access to a pet and added a positive focus within the service. Close links had also been established with local community groups which had offered inter-generational experiences and positive outcomes for both parties. Children had benefitted from the older people sharing stories and toys from their childhood and others passing on their woodworking and gardening skills and knowledge to the children. This encouraged respectful relationships and extended children's learning experiences.

The service had ensured children, parents, families and stakeholders were included and involved in the self-evaluation and improvement focus of the service. This was done through various consultation methods.

Responses were collated, audited and fed back, which respected people's views and suggestions. An improvement plan highlighted priorities for the year. Progress had been evaluated termly to demonstrate the impact and outcomes for children and the service as a whole. This had included all staff and shared responsibility. Recently reviewed and updated monitoring systems would assist with having more robust and transparent quality assurance processes.

What the service could do better

We sampled staff files within the service. Not all required information was in place prior to employees starting to work in the service.
(see requirement 1)

Administration of medication records were in place recording when required medication had been administered by staff. This was signed by both staff and parents and contained some required information. However, parents had not completed a Medication Consent Form to permit staff to administer medication. Staff should become familiar with current good practice guidance 'Management of medication in daycare of children and childminding services.'
(see recommendation 1)

Although the service periodically made use of local parks and outdoor play areas, the children had limited access to the outdoors over the course of the inspection. We advised that outdoor play experiences should be reviewed to ensure that all children had the opportunity to play outdoors every day and regularly explore a natural environment. We acknowledged that a main wall had recently been rebuilt around the service's outdoor area, which meant this area was inaccessible to the children for a period of time. Now work has been completed, the service should risk assess the outdoor areas and use these to their full potential. We signposted the service to 'The Hub' section within the Care Inspectorate's website to access 'My World Outdoors', 'Loose Parts Play' and 'Out to Play' documents. This would assist with the development of safe, nurturing and inspiring outdoor learning experiences.

Requirements

Number of requirements: 1

1. In order to ensure all those working within the service are fit to do so, the provider must ensure that safer recruitment procedures are followed prior to employees starting work in the service.

The provider should review and update their Safe Recruitment policy where required, to ensure it is in line with 'Safer Recruitment Through Better Recruitment' guidance published by the Care Inspectorate and the Scottish Social Services Council (SSSC) in 2016. This should be completed by 3 May 2019.

They should ensure that they follow this policy and guidance for future employees.

This includes gaining two references and a Protection of Vulnerable Groups check prior to the person starting work in the service. There should be clear records in place of all required information throughout the recruitment process and dates of when the relevant checks had been undertaken.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, I am confident that people who support and care for me have been appropriately and safely recruited. (HSCS 4.24) and

in order to comply with Regulation 9, Fitness of employees - The Social Care and Social Work improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 1

1. The service should ensure parents complete, date and sign a consent form for staff to administer any medication. This should take account of current good practice guidance. Recorded information should include:

- the name, address and date of birth of the child
- the name of the medication
- the dosage required, as noted on the dispensing label
- the time the medication is required to be administered in the service
- the expiry date
- the reason for the medication
- the signs/symptoms of conditions, where medication states 'as/when required'
- the actions taken should a child refuse medication or spit it out.

All management and staff should become familiar with good practice guidance 'Management of medication in daycare of children and childminding services.'

This is to ensure care and support is consistent with the Health and Social Care Standards which state, I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

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	
12 Apr 2016	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Apr 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
18 May 2010	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		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

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.