

Ferguslie After School Care Day Care of Children

c/o St. Fergus Primary School
1 Bankfoot Road
Paisley
PA3 1LA

Telephone: 07920 593510

Type of inspection:

Unannounced

Completed on:

29 May 2019

Service provided by:

Renfrewshire Council

Service provider number:

SP2003003388

Service no:

CS2004066824

About the service

The service was registered with the Care Commission on 1 April 2002 and transferred its registration to the Care Inspectorate on 1 April 2011.

Ferguslie After School Care is registered to operate from St Fergus primary school. It is currently registered to provide a daycare service for a maximum of 25 primary school aged children. It operates from 3pm until 5.45pm, Monday to Friday. Children from Ferguslie ASC can attend Shortroods OSC during In-service days and school holidays.

The main aims and objectives of the service are to:

"Provide a friendly, caring and safe environment where parents, children and staff are valued and work together".

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

Children attending the service were mostly observed to be happy and relaxed; they interacted and responded well to staff caring for them. During our inspection, we spoke with the children attending the service. They told us they enjoyed the activities they took part in and that they could go outdoors if the weather permitted.

Prior to this inspection we sent ten care standard questionnaires and five questionnaires were completed and returned to us prior to our inspection. All parents 'strongly agreed' that they were happy with the quality of care their child received in the service. We discussed feedback contained in the questionnaires with the service. Included in the comments were:

"This is a well run service that has been an asset to us since my daughter was in primary one and she is now in primary six. She loves her time at ASC and looks forward to being there".

"Staff are very professional, they stick with the health and safety rules, listen to me and my child and are very friendly. My boy is always happy to be in the after care and will be missing it when he goes to high school".

In two of the questionnaires we received, parents commented about difficulties associated with the car parking and restricted facilities within the school. We discussed these comments fully with the service and local authority.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed the service's 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	3 - Adequate
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

Whilst there were some good aspects of care and support within the service, poor leadership and management of the service impacted on the quality of children's experiences.

Staff had established a warm environment. We observed them welcoming and sharing information at the door with parents. Staff were kind and caring towards children, and communication with children gave the message that they were valued and appreciated. Children received praise and encouragement during play which contributed to building their confidence and emotional wellbeing. We observed that children were relaxed and happy most of the time and they had developed friendships. Children were confident to approach staff to have their needs met and they spoke positively about staff during discussions.

Children enjoyed a relaxed and sociable snack with their friends and staff, chatting about their day at school. This helped create a warm, welcoming and inclusive ethos. Children had been involved in planning the snack menu, giving them choice and encouraging their independence. Staff told us that they planned to review the snack menu taking into account best practice guidance to promote healthy living. They should continue with these plans which will encourage children to be aware of the importance of a healthy lifestyle.

Children were keen to show us what they had been doing at the club and told us they were consulted about the service. For example, planning sheets were displayed that children could add their comments to and we heard children being consulted about activities. We discussed ways that staff could develop this further.

There were procedures in place to safeguard children. Staff received annual updates about the service's child protection procedures and their roles and responsibilities. They could demonstrate how to deal with concerns. This meant that they were well placed to take the appropriate action to keep children safe, supporting their health and wellbeing.

Management and staff engaged well during the inspection process, taking on advice and support. They were keen to provide positive outcomes for children and expressed a commitment to improvement. We have offered to undertake some supporting improvement work with the staff and management team.

What the service could do better

Since the last inspection, there had been some changes to the management and staff team. The provider told us that they put arrangements in place to ensure consistency of care. However, during discussions, management

and staff were unclear about their roles and responsibilities. This resulted in a lack of clear leadership which impacted on the quality of the service. We asked that the provider clarify the roles and remit of management and staff in order to avoid confusion about responsibilities. This will ensure positive outcomes for children. The provider responded to and addressed this request prior to completion of this report.

Since the last inspection, the service had moved premises and used one room within St Fergus primary school to care for the children, with access to the school playground. We discussed how staff could maximise the potential play areas within the school to enhance children's play experiences. We noted that there were toilet facilities situated immediately outside the playroom but these were reserved for school staff and children were expected to use facilities which were situated further away. As a result, children had to be escorted to and from the toilet facilities. This did not support children's dignity, respect or independence. We spoke with the provider and made a requirement about this (see requirement 1).

A copy of the service improvement plan was not available to staff and management had not taken any steps to address the improvement needs of the service. Monitoring and self-evaluation systems were not being used to help identify what was going well and what needed to be improved. Self-evaluation, monitoring and improvement planning should be developed in order to support a clear and challenging vision. To support this, the service would benefit from strong leadership.

Audits of processes and procedures identified that the service had not made relevant notifications or submitted information to the Care Inspectorate. The provider should ensure that relevant incidents and events are notified to regulators to promote good leadership and to ensure that the service is well led (see recommendation 1).

During discussions, staff demonstrated that they knew children well. However, we sampled children's personal plans and found that they contained limited information. They had not been adequately reviewed to reflect children's changing needs and individual risk assessments were not in place when needed (see recommendation 2). While the required ratios were met within the service, staff would benefit from additional support to meet individual needs and secure positive outcomes for all children.

Risk assessments were in place to identify and reduce any potential hazards. However, we asked that management and staff review risk assessments to ensure that they reflect the current and changing environment.

Requirements

Number of requirements: 1

1. By 30 July 2019, the provider must review children's access to nearby toilet facilities in order to promote their dignity, privacy and respect.

This is in order to ensure that, as a child, my care and support is consistent with the Health and Social Care Standards which state that, "I can easily access a toilet from the rooms I use and can use this when I need to" and 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).

Recommendations

Number of recommendations: 2

1. The provider should follow guidance for notifications of incidents and events that should be notified to regulatory bodies within the required timescales.

This is in order to ensure that management and leadership is consistent with the Health and Social Care Standards which state that, "I use a service that is well led and well managed" (HSCS 4.23), and 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).

2. The service should review children's personal plans to ensure that they reflect children's changing needs. Plans should be reviewed every six months or sooner if required. Risk assessments should be devised when required to support individual children's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "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" (HSCS 1.15), and in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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
21 Apr 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
13 May 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
14 May 2012	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
3 Jun 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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