Gorebridge Out of School Care
Day Care of Children
c/o Gorebridge Primary School
2c Barleyknowe Lane
Gorebridge
EH23 4XA

Inspected by: Sarah Hermiston
N/A
Type of inspection: Unannounced
Inspection completed on: 3 June 2011
Service provided by:
Gorebridge Out of School Care Committee

Service provider number:
SP2010010992

Care service number:
CS2010253093

Contact details for the inspector who inspected this service:
Sarah Hermiston
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Email enquiries@scswis.com
Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

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<tr>
<th>Area</th>
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<tr>
<td>Quality of Care and Support</td>
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<tr>
<td>Quality of Environment</td>
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What the service does well

Gorebridge Out of School Care is a well run club that the children are very proud of. The management committee and staff are committed to providing a club that has the children’s best interests at heart.

The manager is extremely pro-active in sourcing staff training and ways in which they could involve other professionals in the development of the club.

Children are extremely happy, sociable and confident in the club.

What the service could do better

Gorebridge Out of School Care should continue with the development of a children’s committee.

What the service has done since the last inspection

This was the first inspection of this service.

Conclusion

Gorebridge Out of School Care was maintaining very high standards of care in line with their aims and objectives. We found it to be a very well organised service.
Who did this inspection
Sarah Hermiston
N/A
Lay assessor:
1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services on the findings of inspections. The history of grades that services were previously awarded by the Care Commission are also available on the SCSWIS website.

Before 01 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body Social Care and Social Work Improvement Scotland (SCSWIS) took over the work of the Care Commission, including the registration of care services. This means that from 01 April 2011 this service continues it’s registration under the new body, SCSWIS.

Gorebridge Out of School Club operates from Gorebridge Primary School and has access to a playroom, community room, school gym and large out door play areas.

The Out of School Club is registered to care service to a maximum of 40 children aged from 4 to 14 years.

They are also registered to operate a breakfast club from St Andrews Primary School in Gorebridge. The breakfast club is registered to care for a maximum of 20 children between the hours of 7.30am and 9.00am.

The club is managed by a parent led committee with a manager having day to day responsibility for the running of the club.

The aims of the club are:

“To provide a high quality, affordable out of school and holiday childcare service for parents and carers who require care before and after school”.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 5 - Very Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.
Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
We wrote this report after an unannounced inspection that took place between the hours of 2.30pm and 5.30pm on Thursday 2nd June 2011. We also made an announced visit to the service on Friday 3rd June 2011, to complete the inspection and give feedback to the manager and chairperson.

As requested by us, the service sent us an annual return. They also sent us a self assessment form.

We issued 25 questionnaires to the service. Seven completed questionnaires were returned to us before the inspection. The information in these were also used as part of the inspection process.

In this inspection we gathered evidence from a number of sources, including the relevant sections of policies, procedures, records and other documentation including:

Accident, incident and medication records
Anti bullying policy
Children’s records
Children’s participation policy
Children’s welcome booklet
Child protection policy
Complaints policy
Confidentiality policy
Evidence from the service’s most recent self assessment
Health and safety policy
Healthy eating policy
Minutes of committee meetings
Minutes of staff meetings
Newsletters
Notice boards
Partnership with parents policy
Photographic evidence
Planning folder
Risk assessments
Service questionnaire completed by children and parents  
Staff appraisal policy  
Staff induction records  
Staff files  
Whistle blowing policy

We spoke with a number of people including:

- The manager  
- The chairperson  
- All staff and volunteers  
- Some of the children  
- One parent during the inspection visit.

We gave a short summary of feedback to the chairperson. Full feedback of the inspection was given to the manager at the end of the inspection visit.

**Grading the service against quality themes and statements**

We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return
Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: No

Comments on Self Assessment
Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment from the service. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings we grade the service under.

Taking the views of people using the care service into account
The children were very keen to show us their club and tell us about what they liked to do. They were extremely sociable and friendly toward us.

Taking carers' views into account
We found that parents were very happy with the service they and their child received from the club.
Most of the comments received in our questionnaire have been included in this report.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

**Quality Theme 1: Quality of Care and Support**
Overall grade awarded for this theme: 5 - Very Good

**Statement 1**
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

**Service strengths**
We found that Gorebridge Out of School Care had very good systems in place to make sure that children and their parents were involved in assessing and improving the quality of care and support provided by the service.

Parents and children were able to visit the club before they started using it. This gave them a full understanding of the care and support they should expect to receive from the service.

There was a clear partnership with parents policy that stated "The club believe it is vital to maintain the involvement of parents and carers". This policy told parents how they could get involved in the club.

Newsletters and notice boards kept parents fully informed of the club policies, rules and regulations.

During the inspection, we saw staff give parents informative feedback about their child’s time at the club.

The manager and a committee member had been on training to help them to develop the club website. The manager told us that the website would give parents further information about the care and support offered in the club.

We saw evidence to demonstrate that children’s needs and ideas were discussed in the staff team and actioned where appropriate.

Parents were encouraged to join the parent led management committee where decisions were made that had a direct impact on the care and support the children received.
The children completed a questionnaire that asked them for feedback on the club. From these we saw that the children were extremely happy. They gave positive feedback on the activities, snacks and trips.

Questionnaires gave parents the opportunity to give feedback on the care and support provided by the service. From these we saw that parents were very happy with the care and support provided at the club.

In our questionnaire, all parents confirmed that:

- They and their child were able to visit the service before using it.
- Staff shared information about their child’s learning and development with them and, where appropriate, their child.

**Areas for improvement**

In their self assessment the service told us that they intended to develop a questionnaire to gain feedback from new children and families when they started using the service.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 2**

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

**Service strengths**

We found that very good systems were in place to make sure that children were able to make individual choices and make sure that every child could be supported to achieve their potential.

We saw that the children were very proud of the club and had a true sense of belonging there. They were involved in the planning and evaluation of activities, outings and themes.

During the inspection visit we saw that staff and children had a very good relationship with each other.

The ethos of discipline and promoting positive behaviour was clearly described in the club rules, promoting positive behaviour and anti bullying polices. Children had been involved in writing the club rules. These were on display in the club room.
Children completed questionnaires on a regular basis to make sure that the club was meeting their needs, ideas and preferences.

Staff were very clear of their role in allowing children to direct their own play. They told us that the children influenced the programme through their ideas and suggestions. The children told us that they could choose what they wanted to do at the club.

The club had started to develop a children’s committee. The purpose of this was on display in the club room. From this we could see that children had been consulted on what they felt the children’s committee would be about.

Children were made aware of their rights and how they had a say in what happened in their life.

In our questionnaire, out of twelve parents, eleven confirmed that the service had a clear code of behaviour for the children and worked with the children to make sure they understood it. One parent answered that they didn’t know to this question.

**Areas for improvement**

In their self assessment, the service told us that they intended to continue to develop the children’s committee. We agreed with this area of improvement and will check it’s progress at the next inspection.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 3**

We ensure that service user’s health and wellbeing needs are met.

**Service strengths**

We saw that Gorebridge Out of School Care was achieving very good standards in making sure that children’s health and wellbeing needs were being met.

Staff had attended training that supported the health and wellbeing of children. This included healthy eating, child protection, first aid and food hygiene.

We saw that the service had a variety of policies to make sure that the children’s health and wellbeing needs were being met. This included health and safety, infection control, accident and incident, administration of medication and healthy eating.

Detailed risk assessments had been carried out for the playroom and outings.
Children’s work on a healthy eating project was on display in the club.

Following a suggestion from a parent, there was a list of what children had to eat for snack each day.

We saw evidence that healthy snacks were given to the children.

**Areas for improvement**

Although they were there in the service, children were not able to use plates when they were having snack. We spoke to the manager and staff about this, who all agreed that plates should be used at meal times.

A member of staff told us that they planned to carry out activities with children to promote hand washing.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths
We found that Gorebridge Out of School Care had very good systems in place to make sure that parents and children were involved in assessing and improving the quality of the environment in the club.

Evidence noted in statement one, theme one also applied to this statement.

The children told us that they decided what they would do in the club and where they would like to go on outings. Children could put their ideas forward by speaking with staff, using the suggestions box, completing questionnaires and during group discussion times.

Parents were able to view and make comment on the environment during settling in visits and when they collected their child from the club. During the inspection we saw that parents were warmly received in the club and were able to spend time in it.

From responses made in the service questionnaire, we saw that parents were very happy with the environment in which their child was cared for.

The service were currently working on making improvements to the parent’s noticeboard. The manager told us that this work had come from a request from a parent.

In our questionnaire, all parents confirmed that the service had a suitable range of equipment, toys and materials for the children.

Areas for improvement
Gorebridge Out of School Care should continue to develop ways in which parents can be further involved in assessing and improving the quality of the environment on offer to their child.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
We found that Gorebridge Out of School Care was achieving very good standards in making sure that the environment was safe and service users were protected.

The club had appropriate policies to support the work carried out by staff to make sure that the environment was safe and service users were protected. These included cleaning policies, risk assessments, no smoking policy and a child protection policy.

We found the building to be in a good state of repair with suitable ventilation, heating and lighting. This included toilets and kitchen.

Although restricted due to the nature of the building, good use of made of the available storage for the toys, equipment and resources.

We saw that staff had used display areas for children’s work to full potential.

Detailed risk assessments were in place.

The cleaning and maintenance of the building was the responsibility of the school maintenance company.

In our questionnaire, all parents confirmed that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement
Wires from a television were within children’s easy reach. We spoke with the manager and chairperson about this who agreed to remove/secure them immediately.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5
The accommodation and resources are suitable for the needs of the service users.

Service strengths
Through talking to staff and children and looking at resources, planning and photographs we saw that the accommodation and resources were of a very high standard.

The club had use of a playroom, gym hall and community room within the school. Children also had access to the large playground area that provided opportunities for
challenging physical play, football, running, role play and seating areas. A large box of outdoor play equipment was taken out to the playground area.

We saw that the large variety of toys and equipment was suitable to a wide range of children using the club. Children explained that they knew where to get toys and that they could ask staff for toys and games.

Areas for improvement
In the self assessment, the service told us that they intended to create a better storage for toys and equipment indoors and out. We agreed with this area of improvement and will check the progress of it at the next inspection.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
We found that Gorebridge Out of School Club had very good systems in place to make sure that service users and carers participated in assessing and improving the quality of the staffing in the service.

The evidence noted in statement one in themes one and two also applied to this statement.

The parent led committee were fully involved in the deployment of staff.

Staff certificates were on display. Staff training needs were discussed at committee meetings.

During the inspection visit, we saw that staff had formed supportive, informative and relaxed but professional relationships with parents.

In the service questionnaire, all parents agreed that staff were friendly and approachable.

In our questionnaire a parent told us:

"I feel the team provide an excellent, professional service. My daughter really enjoys all her time spent with the club and we only have positive feedback".

Areas for improvement
Gorebridge Out of School Care should continue with the very good work they carried out in relation to this statement.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 2
We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

**Service strengths**

We found that Gorebridge Out of School Care had very good systems in place to make sure that staff had been recruited and inducted in a safe and robust manner that protected service users and staff.

The recruitment policy demonstrated that the management of the club were aware of what was required of them when recruiting staff.

Staff files showed us that:

- There was an interview process that identified a candidates skills, experience and qualifications.
- Two references were sought before employment commenced.
- Each member of staff had a contract of employment.
- There was a comprehensive staff induction process in place.
- Enhanced disclosures had been carried out.
- Staff had registered with the Scottish Social Services Council (SSSC).

In our questionnaire, all parents told us that they were confident that the staff had the skills and experience to care for their child and support their learning and development.

**Areas for improvement**

Gorebridge Out of School Care should continue with the very good work they carried out in relation to this statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 3**

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

**Service strengths**

We found that staff were a professional, trained and motivated workforce which operated to National Care Standards, legislation and best practice.

There was a clear whistle blowing, confidentially, recruitment and child protection policy in place.

These were recorded in staff files.
As part of staff induction, staff were made aware of the management structure of the organisation, the service polices, their job description and other systems.

The manager was extremely proactive in sourcing staff training within the local community.

Following a suggestion from a member of staff, the team had begun reviewing a policy at each staff meeting. We saw how this allowed staff to take ownership of the club’s polices and procedures.

The staff appraisal forms demonstrated that staff were praised for the work that they did in the club.

Staff who were currently training, told us that the manager was supportive in allowing them to share their training with other staff. They also explained how the work that they did at college improved the service.

The manager was vigilant in sharing new good practice guidance with staff to make sure that their practice was up to date.

The work of SCSWIS was shared with staff at staff meeting and in the managers report.

**Areas for improvement**

In their self assessment, the service told us that they intended to provide more training on best practice opportunities for staff.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
We found that Gorebridge Out of School Care had very good systems in place to make sure that service users and carers participate in assessing and improving the quality of the management and leadership in the service.

The evidence noted in statement one, in themes one, two and three also applied to this statement.

Systems set out in the partnership with parents and children policies allowed parents and children to contribute to the evaluation of the service.

A comprehensive complaints policy and procedure was in place and on display. This included the contact details of the SCSWIS should parents wish to contact us.

As the committee was led by parents they were heavily involved in the development of the club.

The manager wrote a report for each committee meeting. We saw minutes of these meetings that confirmed that all parents were kept fully informed of the work of the management team and how this affected their child and the club as a whole.

In the service questionnaire, all parents agreed that the management were friendly and approachable. Written comments included:

“The manager introduced herself to me. She was very friendly”.

“Very welcoming”.

A member of staff told us that the management committee encourage parents to join the committee.

In our questionnaire, ten out of twelve parents confirmed that the service had involved them in developing to service, for example asking for ideas and feedback.
Areas for improvement

Gorebridge Out of School Care should continue with the very good work they carried out in relation to this statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2
We involve our workforce in determining the direction and future objectives of the service.

Service strengths
We found very good systems in place to involve the workforce in determining the direction and future objectives of the service.

The members of staff we spoke with, spoke highly of the manager. They told us that they felt valued, supported and included in the decision making in the club.

We saw meeting minutes that demonstrated that staff were involved in determining the direction and future objectives of the service.

The manager and staff members told us that they worked well together and had daily informal chats about what was happening in the club and what they planned to do.

As part of the appraisal system staff are able to put forward their own ideas and suggestions for the development of the club as well as on a personal level.

Staff were encouraged to attend training and detailed records were kept on training that staff had attended. From staff files we saw that staff were given opportunities to carry out training that was personal to their needs, the needs of the children and club. We also saw that training was aimed at staff registering with the Scottish Social Services Council (SSSC).

We saw that the management team were motivated and committed to providing good quality care with the full involvement of the staff team. The manager told us that following a suggestion from a staff member, minutes from committee meetings were shared fully with staff at staff meetings.

The manager told us that she felt very supported by the club committee.

The manager had recently attended training on how to work with the club committee to make sure that there was a clear understanding of roles and responsibilities.
A member of staff told us:

"I am proud to be part of this service".

The Chairperson of the club attended staff meetings

Staff were able to put forward their ideas on what should be included in the staff meeting agenda.

**Areas for improvement**

Gorebridge Out of School Care should continue with the very good practice they carried out in relation to this statement.

**Grade awarded for this statement:**  5 - Very Good

**Number of requirements:**  0

**Number of recommendations:**  0

**Statement 4**

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

**Service strengths**

It was clear to us that the management team were committed to involving parents, staff and other stakeholders in the process of self evaluation. This included:

- Questionnaires
- Managers monthly report
- Policy reviews
- Committee meetings
- Newsletters

We saw clear evidence that the management committee were fully committed to assess and improve the work of the club.

The manager told us that, through supervision, staff were continuously reminded of the standards that were expected of them.

**Areas for improvement**

Gorebridge Out of School Care should continue with the very good practice they carried out in relation to this statement.
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information
No Additional Information.

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
## 5 Summary of grades

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## 6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

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