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

Inspected by: Iain Lamb
Type of inspection: Unannounced
Inspection completed on: 8 March 2013
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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:
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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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Comment</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Staffing</td>
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What the service does well

The service provides a good range of appropriate activities for the children who use the service.

What the service could do better

The service should introduce an audit for accidents to help them identify how best to reduce them.

The service should complete its development of a website and begin to use email to share information with families.

The use of walkie-talkies should be considered to help staff keep in contact across the areas used for activities.

What the service has done since the last inspection

Since the last inspection the manager has become permanent.

Staff have continued to gain qualifications and attend training.

The children’s committee has continued to be involved in the day to day running of the service.
Conclusion

The service works well to meet the needs of the children and families who use it. Staff and the manager have good relationships with children and parents and communication works well on a day to day basis.

Children and parents are consulted about all aspects of the running of the service and their views are listened to and acted upon.

Who did this inspection

Iain Lamb
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate. The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Gorebridge Out of School Club operates from Gorebridge Primary School and has access to a playroom, community room, school gym and large outdoor 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.careinspectorate.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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
The inspection was carried out by Iain Lamb, an Inspector from the Care Inspectorate. As requested by us, the service sent us an annual return. The service also sent us a self assessment.

The report was written following an unannounced inspection visit that took place between the times of 12.30pm and 4.45pm on 8th March 2013.

In this inspection we sampled evidence from various sources including the following:
- Registration certificate
- Insurance certificate
- Policies and procedures
- Children’s records
- Planning and evaluation book
- Service’s parent questionnaires
- Children’s questionnaires
- Newsletter
- Risk assessments
- Staff records
- Health and Safety checklist

We spoke to children, parents, staff and the manager.

We observed practice throughout the visit and looked at the areas of the premises which children accessed.

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: Yes - Electronic

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 completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account
The children said they enjoyed going to the club and enjoyed the range of activities which were on offer. They said that they got on well with staff and that they thought the staff were "kind" and "helpful."

The children we spoke to confirmed that they were asked for their ideas about the club and that they were given choices of activities, games, outings and snacks.

Taking carers' views into account
We spoke with parents collecting their children from the club. They were all positive in their comments, describing a service which met their family’s needs.

Parents confirmed that communication from the club was good and they were always able to get feedback about what their children had been doing and the snacks they had eaten.
A new parent described being given the opportunity to visit the club before her child started to use it. She was also encouraged to ask any questions she might have about the ways in which the club would care for her child.
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

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

Families were kept well informed about all aspects of the club. The notice board provided very good written details about the day to day running of the club such as staff information, events, activity plans, health and safety, child protection, emergency procedures and any changes to club arrangements. There was additional printed material for families such as the registration pack, handbook and newsletters.

Information was provided on how to make comment or complaint. We found some very good structures in place for consultation with families and with the children. The management committee included parents whose children attend the club. They were therefore very familiar with the business and day to day running of the club. Minutes of committee meetings were available and families could contact the committee or staff via the club’s email account.

Communication between families and staff was very warm and friendly and staff took time to talk with parents who arrived to collect their children. The parents and carers who spoke to us during the visit said they were very happy with the club and had no concerns. One of the parents we spoke to told us that they had made a visit before their child started and the manager confirmed that this was a routine practice. Families’ views were also canvassed using occasional questionnaires.

We saw that the children had very good ongoing input into what happened in their club. They were used to discussing and deciding their activity programmes with the staff. Children’s meetings were regularly held and a children’s committee was in place with its own office-bearers. They had been voted into place by the other children.
The committee had made a variety of suggestions about ways in which the club was run and these had been put into place after being risk-assessed. Pictorial questionnaires and ‘what I like best’ forms had been used to gather the ideas and comments from the children.

A group of children spoke to the inspector during the visit. They very confidently discussed how they planned activities and chose the resources they wanted to use. They said:
‘Everyone decides what to do.’
‘We get to choose.’
‘We have art and craft, construction, a DVD for a treat on Fridays.’
‘We get to play with lots of games and choose things.’
‘It’s really nice because of all the games we get.’
‘I like the arts and craft and all the games.’

A suggestion box was in place to be used by parents and children and a newsletter was used to provide information about events and planned activities. The newsletter also encouraged feedback from parents.

Areas for improvement

The service was planning to develop the use of email as a means of sharing information with parents. This would allow information to be distributed along with policies and procedures used to operate the club. Minutes of meetings and any other news could also be shared. Alongside the use of email, the service planned to develop a website which could be used to keep everyone up to date with what was happening at the club and provide a source of information for potential users of the service. (See recommendation 1)

Grade awarded for this statement:  5 - Very Good

Number of requirements:  0

Number of recommendations:  1

Recommendations

1. The club should complete its planned development of email systems and website to enhance the sharing of information.

Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
We found that staff carefully observed the children’s health and wellbeing needs. They had appropriate measures in place for hygiene and safety. The staff had a full portfolio of policies and guidance to refer to and follow for good health and safety practice. Staff had training in first aid and infection control. There was a rolling programme for staff to attend training in child protection.

A system was in place for the administration of medication. The policy guiding this provided information for staff and had clear limits as to what was feasible within the club setting. There were systems in place to record allergies or healthcare needs.

Children and staff followed effective personal care routines and staff encouraged the children to make healthy food choices in their snacks. The children confirmed that they enjoyed their snacks and enjoyed a lively discussion on which choices were more popular than others. Staff observed any particular food requirements or parental choices and we saw examples of medical guidance being followed where this was relevant.

We saw warm and friendly relationships between the staff and the children. The staff worked very well together as a team, which ensured the service ran smoothly. Staff were aware of the children’s individual needs as well as their likes and dislikes. The club’s approach to positive behaviour management was clearly laid out for families and the children. The children were clear about the club’s rules and were encouraged to be mannerly, helpful and to show kindness and consideration to each other.

We saw that staff were careful in their use of transport for outings and for collecting children from different schools. All necessary precautions were taken to ensure that children were safe in such situations.

Energetic activities and outdoor play were encouraged whenever possible.

Areas for improvement
The service should continue to monitor the needs of the children and take such steps as are necessary to ensure their health and wellbeing.

Grade awarded for this statement: 6 - Excellent

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
The strengths noted in Quality Statement 1.1 also apply to this Quality Statement.

Areas for improvement
The service should continue to use the ideas and suggestions of the children’s committee when assessing the use of the premises.

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
The service was situated in a local primary school. This was a modern building with good facilities and all modern safeguards in terms of heating, water temperature controls and tested electrical systems. The main area used for reception, play and snacks was spacious and had direct access to an outdoor which was enclosed by fences. The children also had access to other areas within the school including an art activity room, an expressive arts room and a gym.

The premises were spacious and fitted with all the resources needed to operate safely. The children could move around between different areas with staff supervision and could access rooms where tables and chairs were at a suitable height for enjoying their activities comfortably. The club had exclusive use of parts of the premises during club sessions. Door security was fitted and, as the club was based in the primary school, the building was covered by the school's safety and cleaning systems. The staff had a tea bar area for preparing and serving snacks and some space for administration, storage and private discussions.

Staff and children both demonstrated very good practice in health, hygiene and safety. Staff kept records of their cleaning and safety checks with a risk assessment of different areas being done daily. There were clear procedures for signing in to the club and for families collecting and signing the children out at going home time. Records were kept of accidents and incidents and these were countersigned by parents when they collected their children.

On the day of the inspection, the majority of the children visited the local library for 'National Book Week.' We saw that staff were careful in preparing children for the walk to the library with high visibility waistcoats being used.

The children we spoke to confirmed that the club was a safe place for them.

Areas for improvement
It would be useful to carry out a monthly audit of accidents and incidents to identify any particular activities or areas of the building which produced more such events. (See recommendation 1)

Correction fluid had been used on some accident and incident forms. (See recommendation 2)

Given the layout of the premises and the different locations within the building and outdoor play areas which were used by the club, it would be reasonable to consider the use of walkie-talkies to ensure staff remained in contact with each other. (See recommendation 3)
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 3

Recommendations

1. A monthly audit of accidents and incidents would inform staff of vulnerable locations and activities and allow targeted preventative measures to be taken.

   National Care Standards for early education and childcare up to the age of 16. Standard 2: A safe environment

2. Correction fluid should not be used on any official documents.


3. The use of walkie-talkies would ensure that staff kept in close contact with each other when children were spread out in different parts of the building and school grounds.

   National Care Standards for early education and childcare up to the age of 16. Standard 2: A safe environment
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
The strengths noted in Quality Statement 1.1 also apply to this Quality Statement

We saw that parents were happy to approach staff to discuss the care of their children and ask questions about the day to day routines of the club.

Areas for improvement
The service should continue to seek comments and opinions from parents about ways of improving the service.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0
**Statement 3**

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

**Service strengths**

We saw training records which provided evidence of all the professional development which staff had undertaken. Staff we spoke with confirmed they had opportunities to continue their professional development. There was evidence of staff appraisal sessions being carried out.

Staff were aware of the Scottish Social Services Council Codes of Practice and understood the implications of these. All staff had completed training in Child Protection and confirmed this was ongoing. Staff could describe how they were aware of the National Care Standards daily and how they influenced the care of the children on a daily basis. From discussion, staff confirmed they were kept up to date with current legislation and best practice guidelines through the Manager, training opportunities and other sources of relevant information.

Parental questionnaires confirmed they were happy that staff knew their child as an individual and that staff treated their child respectfully and fairly.

A comprehensive written Staff Recruitment and Vetting procedure was in place. All appropriate ‘fit’ person checks were carried out on all new staff including two references and an appropriate PVG check.

During the inspection visit, the staff team demonstrated a very good sense of teamwork.

Children gave very positive feedback about the staff and appreciated the range of activities they provided. We saw that staff interacted very well with the children and participated in activities and crafts which the children enjoyed.

**Areas for improvement**

The provider should continue to encourage staff to undertake training and gain relevant skills and qualifications.

**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**
The strengths noted in Quality Statement 1.1 also apply to this Quality Statement.

We saw that the manager was routinely asking children and parents for their views of the service and how well it was meeting their needs. Children were encouraged by the manager to make choices from the options available to them.

**Areas for improvement**
The service should continue to encourage good communication with parents about ways in which the service can continue to meet their needs.

**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
Since the last inspection, the manager has become permanent having previously been on a peripatetic contract.

The club was managed by a committee of its users and had established some good communication lines for everyone involved. Families had very good information about the club, how it was managed and what their children were doing.

Staff were supported by the committee in their professional development. Aspects of the service’s operations were evaluated as part of the committee’s monitoring processes. The club’s day to day business was handled by the Manager. The committee, the administrator and the manager were aware of the service’s responsibility in relation to notifications to both the Scottish Social Services Council and the Care Inspectorate about any changes to the committee or the manager or relevant accidents and incidents.

The children felt that the club staff and committee listened to their views. The children we spoke to described how they made some decisions about their club. They had a children’s committee with rules for their meetings and were able to pass on ideas and requests to the staff and committee.

Staff meetings were held which allowed staff to share information and discuss any issues which had arisen. Staff had begun to be involved more directly in compiling the service’s self assessment document for the Care Inspectorate.

Areas for improvement
The involvement of staff and the committee in contributing to the evaluation of the service through contributing to the service’s self assessment document should be encouraged and increased. (See recommendation 1)

Staff meetings should be prioritised and held more regularly.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 1
Recommendations

1. Staff should become more closely involved in evaluating the service on an ongoing basis through contributing ideas and comments for the self assessment document which is used to inform inspections and plan service development.

National Care Standards for early education and childcare up to the age of 16.
Standard 14: Well-managed service.
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

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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<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<td>Statement 1</td>
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<td>Statement 3</td>
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<th>Quality of Staffing - 5 - Very Good</th>
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6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>3 Jun 2011</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td></td>
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<td>Environment 5 - Very Good</td>
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<td>Staffing 5 - Very Good</td>
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<td>Management and Leadership 5 - Very Good</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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