Braidbar After School Care
Day Care of Children
Braidbar Primary School
Kyle Drive
Giffnock
Glasgow
G46 6ES
Telephone: 0141 633 0900

Inspected by: Barbara Miller
Type of inspection: Unannounced
Inspection completed on: 27 August 2013
Contents

Summary 3
1 About the service we inspected 4
2 How we inspected this service 6
3 The inspection 10
4 Other information 21
5 Summary of grades 22
6 Inspection and grading history 22

Service provided by:
Braidbar After School Care Service Limited

Service provider number:
SP2003000773

Care service number:
CS2003003848

Contact details for the inspector who inspected this service:
Barbara Miller
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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>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<tr>
<td>Quality of Environment</td>
<td>5</td>
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<tr>
<td>Quality of Staffing</td>
<td>5</td>
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<tr>
<td>Quality of Management and Leadership</td>
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What the service does well
The service offers a valuable after school service to children attending Braidbar Primary School. The service offers a wide range of resources and activities for children to access and be involved in.

What the service could do better
The service should continue to consult with parents and children. They should further develop the medication policy.

What the service has done since the last inspection
The service have designed the breakfast/snack menus following consultation with parents and children.

Conclusion
We found the service to be involving children and families well in the day to day life of the service. All children and parents we spoke to throughout the inspection visit were happy with the service.

Who did this inspection
Barbara Miller
1 About the service we inspected

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Requirements and Recommendations
If we are concerned about some aspect of a service, or think it could do more to improve, 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- 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 Care Inspectorate.

Braidbar After School Care operates from within Braidbar Primary School in the Giffnock area of East Renfrewshire. The service was registered with the Care Commission on 1 April 2002, to accommodate 50 children attending primary school. The service operates Monday - Friday from 08:00 - 09:00 and 15:15 - 18:00hrs, term-time only. There are currently 65 children attending the service.

Through viewing the statement of aims and objectives it was noted that they aimed to provide a “safe and stimulating environment offering children a balance between free play and structured play opportunities.”

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

- **Quality of Care and Support** - Grade 4 - 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
We wrote this report after an unannounced inspection carried out by Barbara Miller on Tuesday 27 August 2013 between the times of 3.00 pm to 6.15 pm.

We issued 20 questionnaires to families using the service and 16 were returned before the inspection.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures and records Including:

* Four personal plans
* Children’s and parents’ consultation
* Promoting positive behaviour policy
* Training records
* Parents comments book
* Risk assessments
* Children’s breakfast survey/action plan
* Four Staff Appraisals
* Information pack
* Child protection, Equal opportunities, participation policy
* Cleaning checklists/schedules

We spoke with:

Manage/owner
Four members of staff
Children
Three parents

We observed the indoor and outdoor environment.
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.

A completed self assessment document was submitted by the service. This was fully completed to a good standard and gave relevant information for each of the quality themes and statements. The service identified its strengths and some areas for future development and gave some examples of evidence of service user involvement in service improvement and in assessing the service against the quality themes and statements.

Taking the views of people using the care service into account
Children played an active part in the inspection process talking the inspector through their routines and activities.

They told us:

“I like coming here, I have made friends”
“We can choose what to do, after snack”
“I like the ICT room”
“We sometimes sing and dance”
“We got to the pitches”
“I like “Bourbon” biscuits, we sometimes get them”
“We can play outside at basketball or tennis”
“We asked them to buy a soft ball and they did”
Taking carers' views into account

Sixteen parents/carers returned the Care Inspectorate’s Care Standards Questionnaires. These were returned to us before the inspection. Fourteen parents/carers indicated that they were “very happy” with the service, two were “happy”.

Their comments included:

“My children tell me in detail about their time at the service. When I pick them up, they are always brimming with excitement, chatting about the games they’ve played, the food they’ve eaten and the lovely ladies there. I feel my children are known and treated as individuals and are valued. I also appreciate the efficient and flexible manager. I would highly recommend this service to parents and feel privileged to have it in our school”

“We are delighted with the service. My son was so shy when he started, now he has socially developed”

Parents told us on the day:

“It is great, they get out to play most days”
“They accommodate the older children with different recourses”
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: 4 - 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
After examination of relevant documents, feedback from service users and the staff, this service was found to have maintained a very good performance in relation to this statement.

The service consults with parents and children by:

- newsletters
- service handbook
- information board
- ‘Settling In’ procedure
- wish list
- suggestion box
- talking with parents/carers and children regularly

The service informs parents/carers and children of the issues/suggestions raised by them in the completed questionnaires and how the service plans to address their issues/suggestions. This information is shared through the newsletters and information board.

We saw staff discussing with parents, about the new primary one children settling in.

Staff and children have consultation time to discuss and plan a programme of activities for the following month.
The children are also involved in developing the breakfast/snack menu. We saw that their suggestions had been introduced in the weekly menu. Children are aware that the suggested snacks/breakfast have to meet with the service’s ‘Healthy Eating’ policy. Children discussed the menu with us during snack time.

The service has an ‘Open Door’ policy and welcomes parents/carers at any time. Parents told us they could approach the manager and staff anytime.

The manager identified in the Self Assessment the need to continually review ways of encouraging feedback from parents, of the care their child receives and any ideas they have of improving aspects of the service. She told us the service has introduced electronic consultation with parents, the social networking site “Facebook”

We gave Care Standards Questionnaires to parents/carers before the inspection. All parents stated they are kept informed of what is happening in the service. The parents spoken with during the inspection also confirmed this.

One parent told us “We get newsletters and can follow them on Facebook. It was lovely I saw my daughter’s art work on the site”

Areas for improvement
The service should continue to consult with parents and feedback to parents about action taken on their comments.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Statement 3
We ensure that service users' health and wellbeing needs are met.

Service strengths
After examination of relevant documents, feedback from service users and the staff, this service was found to have maintained a good performance in relation to this statement.

The service maintained personal plans for each child attending the service. Personal plans contained medical, health, dietary and allergy information and parental consents.

Children were encouraged to participating in the "oral hygiene toothbrushing initiative" at breakfast time.

Generic risk assessments were carried out regularly to ensure health and safety was monitored. Children played with equipment and resources that were age and stage appropriate.

Staff were aware of the developmental and learning needs of children in their care. The manager and staff spoke with very good knowledge of meeting the individual all round needs of the children.

The service promotes positive behaviour in conjunction with parents and children. Children were encouraged to form friendships.

Children are encouraged to eat healthy. We saw a nutritious, well presented snack. Children were encouraged to choose what they wanted to eat.

Policies and procedures were in place to promote the health and safety of children including infection control and medication. The majority of the staff team have been trained in food hygiene, first aid and child protection.

We observed children having access to an outdoor play area, where they benefited for fresh air and physical exercise. Children were invited to play outside if they wished, those who preferred to stay inside participated in physical activities within the large gym hall. Children told us that they enjoyed playing outdoors and had the opportunity to do so every day. One child told us "the girls like going to the gym, we love playing dodge ball"

We saw children playing together "building make shift dens " or independently on the adventure physical equipment"
Areas for improvement

Personal plans should be further developed to include the recommended content, these should be reviewed six monthly. Children should be encouraged to help prepare their own snack.

The medication policy didn’t contain all recommended procedures following best practice guidance.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

Recommendations

1. As discussed at feedback, children should be encouraged to be more independent at snack time.
   Personal plans should further developed to incorporate all recommended information.
   National Care Standards Early Education and Childcare up to the age of 16, Standard 3 Health and Well being.

2. The Medication policy and procedures should be in line with best practice for example Care Inspectorate “The Management of Medication in Daycare and Childminding Services 2013” which is available from the Care Inspectorate website www.careinspectorate.com
   National Care Standards Early Education and Childcare up to the age of 16, Standard 3 Health and Well being.
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
Please refer to Quality Theme 1, Statement 1.1. Service Strengths.

Areas for improvement
Please refer to Quality Theme 1, Statement 1.1. Areas for Improvement.

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
After examination of relevant documents, feedback from service users and the staff, this service was found to have maintained a very good performance in relation to this statement.

The walls displayed children’s work and photographs and art work.

The service operates from the dining hall/gym of the school. Parents and visitors are required to ring a bell to gain access to the service. We observed staff responding to the doorbell promptly and welcoming children, parents and visitors warmly.

The outdoor area is safe and well maintained. The service had a variety of policies and procedures in place which supported safety in the environment. The entrance to the playroom is welcoming and attractive. There were extensive notices and parental information displayed. The playroom was well set out and children could move freely round the room.

The school carry out repairs efficiently. Risk assessments were carried out regularly including indoor environment and outdoors.

Children were encouraged to wash their hands before eating their snack. We saw the staff member was preparing snack, she followed very good infection controls in line with best practice.

The children could access the toilet facilities easily. Visitors are supervised at all times.

There are child protection procedures and these contained the recommended content.

Children are encouraged to be Eco friendly. They told us they were encouraged to save on paper and to recycle plastic bottles.

Areas for improvement
The service should continue to provide a very good safe and secure environment.

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
Please refer to Quality Theme 1, Statement 1.1. Service Strengths.

Areas for improvement
Please refer to Quality Theme 1, Statement 1.1. Areas for Improvement.

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**

After examination of relevant documents, feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

The service has robust recruitment procedures. There are various policies in place for example a whistle blowing policy. The staff said they would have no problem reporting poor practice.

The staff team took ownership of the inspection and displayed enthusiasm when engaging with children. They were motivated when chatting about the after school care service to us. They meet together regularly to discuss best practice. The staff have recently completed inter agency training “Social Media Awareness” and “Sexual Abuse Awareness”.

The staff work a rota to provide a continuity of care. We saw a professional interaction with parents. Staff responded very well to children’s needs and worked very well as a team. They encouraged the older children to support the younger children to enjoy some of the activities, for example physical play and they knew the children and responded to individual needs. Planning was child centred and catered for all age groups.

Information and photographs demonstrated to parents the service’s best practice guidance.

Staff were familiar with the service’s policies and procedures and had an understanding of the National Care Standards. Most staff were registered with the Scottish Social Services Council (SSSC), those who were not registered were in the process of registration.

The manager told us she is aware of the play workers strengths and deployed them accordingly.

Parents told us “The staff are enthusiastic and care about the kids” “The staff are professional and approachable.”

Four staff returned staff questionnaires to us, they stated they felt well-informed and supported by the manager.
Areas for improvement
The staff should continue to be well-trained and motivated.

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
Please refer to Quality Theme 1, Statement 1.1 Service Strengths.

Areas for improvement
Please refer to Quality Theme 1, Statement 1.1 Areas for Improvement.

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

After examination of relevant documents, feedback from service users and the staff, this service was found to have maintained a very good performance in relation to this statement.

The aims and objectives of the service were available to carers in the handbook with a complaints procedure and other operational policies.

A parent and partner participation policy is in place detailing consultation methods. Staff had copies of the SSSC Codes of Practice. The service is represented on the East Renfrewshire Out of School Network. The manager is a member of the Local Authority’s Child Protection sub group. This means she can share good practice from other services with the staff team.

The staff meet regularly to evaluate and discuss practices. The manager is forward thinking and invests in the staff team. They have attended all core training and specialised training.

The provider had a staff appraisal system which offered opportunities to discuss practice issues and training needs. We sampled staff files which evidenced up to date paperwork including training records, appraisal notes and minutes of meetings.

A parent told us "They are constantly asking the kids about what they can improve. My daughter suggested a new breakfast item be introduced and this was implemented".

Areas for improvement

The service should continue to use very good quality assurance systems and processes.

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

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5  Summary of grades

<table>
<thead>
<tr>
<th>Quality of Care and Support</th>
<th>4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
<td>5 - Very Good</td>
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<tr>
<td>Statement 3</td>
<td>4 - Good</td>
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<thead>
<tr>
<th>Quality of Environment</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<thead>
<tr>
<th>Quality of Staffing</th>
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<tr>
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<td>Statement 1</td>
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<tr>
<td>Statement 4</td>
<td>5 - Very Good</td>
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6  Inspection and grading history

<table>
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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>9 Sep 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
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<td></td>
<td></td>
<td>Staffing Not Assessed</td>
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<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
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<tr>
<td>6 Nov 2008</td>
<td></td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - 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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