Newtongrange After School Club
Day Care of Children
Newtongrange After School Club
c/o Newtongrange Primary School
Sixth Street
Newtongrange
Dalkeith
EH22 4LB
Telephone: 0131 561 9330

Inspected by: Linda James
Type of inspection: Unannounced
Inspection completed on: 1 November 2013
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Service provided by:
Newtongrange After School Club a Scottish Charitable Incorporated Organisation

Service provider number:
SP2012011908

Care service number:
CS2012310959

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

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

The enthusiastic staff team work well together to support the children attending the club. Staff listen to the children and act upon their ideas and interests of things they would like to do. Parents tell us this is a vital resource in this community.

What the service could do better

In their self assessment the service highlighted a few areas for future development and these are detailed in this report. We have made three recommendations in this report and these relate to snack time, outdoor risk assessment and evidencing the involvement of children and their families in service development.

What the service has done since the last inspection

Since their last inspection staff training has been on going with all staff showing a commitment to professional development. The club had successfully applied for a change in legal form to become a Scottish Charitable Incorporated Organisation (SCIO). Policies and procedures had been reviewed in line with current best practice guidance.
Conclusion
Newtonrange After School Club provides a happy, fun and welcoming atmosphere for children of all ages. Staff have built up great relationships with children and parents and take time to listen to them in order to make sure they are happy and feel involved in the service. Children are given a very good variety of experiences in line with their interests and age and stage of development. The enthusiastic and experienced staff work well as a team and take pride in the quality of service they provide. Newtonrange After School Club is achieving the outcome of putting children at the centre of the service.

Who did this inspection
Linda James
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at: www.careinspectorate.com.

This service registered with the Care Inspectorate on 5 February 2013. This is the first inspection of the service since their re-registration.

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. 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.

Newtonrange After School Club is registered to provide a care service to a maximum of 45 children of primary school age.

Currently here are 80 children on the register. These children attend on different days of the week and at different times. On the days we visited the was a maximum of 37 children in attendance.

The service is based within the dining hall of Newtonrange Primary School. The club has their own entrance/exit and entrance hall. They also have sole use of another room. The buildings and grounds are maintained by Midlothian Council. The service provides a breakfast club and a holiday club.
The aims and objectives of the service include to provide a service which:
"Supports the economic and social regeneration of Newtongrange by providing reliable and affordable childcare for working parents and carer and those in education and training.
Provides a pleasant and stimulating environment. The challenging programmes broaden the experience of children and offer a wide range of activities. These include arts and crafts, sport, games, projects and outings. Provides experienced and trained staff enabling child centred care which meets the educational and social needs of children.
Provides a service which is supportive to parents and carers of their children."

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 4 - Good**  
**Quality of Staffing - Grade 4 - Good**  
**Quality of Management and Leadership - Grade 4 - 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 on 31 October 2013 and a further visit on 1 November 2013. The inspection was carried out by inspector, Linda James. We gave feedback on findings from the inspection at the end of the visit to the manager.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to compete and submit to us.

We provided the service with 30 questionnaires for parents and carers of children attending. We received six completed questionnaires from parents and carers prior to the writing of this report. We spoke to three parents when we were visiting the service.

During this inspection process, we gathered evidence from various sources, including the following:

- Displayed information and children’s work;
- Certificate of Registration;
- Samples of planning;
- Service questionnaires for parents and children;
- Questionnaire evaluations;
- Policy file;
- Children’s information and individual files;
- Accident book;
- Risk assessments;
- Parents’ notice board.

We spoke with the manager, staff and many of the children. We also spoke to three parents.

We also observed how the staff worked with the children and examined the environment and equipment indoors and out.
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.

Newtonrange After School Club submitted a very good self assessment. This provided information for each of the quality themes and statements. They identified the strengths of their service and provided evidence of service user involvement.

Taking the views of people using the care service into account
We spoke to the fifteen children who were attending the club on the days we visited. They told us they liked the club as they got ‘lot’s of fun things to do’. They told us that staff listened to them and acted upon their views and ideas of what they would like to do. They also told us they felt safe and respected.

Taking carers' views into account
We issued 30 parental questionnaires and six were returned to us. All parents strongly agreed with the statement ‘overall, I am happy with the quality of care my child receives in this service”. Representative comment included:

"Excellent service which I use for both after school care and holiday club."

More comments can be found throughout this report.

We spoke with three parents. These parents were supportive of the service. They told us that they received enough information about what was happening in the club and that their children were happy.
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
Newtongrange After School Club had a good approach to involving children and their families in assessing and influencing the quality of care and support provided and the environment in which their children were cared for, the staff that looked after their children and the overall management of the club.

The Board of Trustees was made up of parents who met with staff on a regular basis to discuss and evaluate the provision. Minutes were taken and shared in order to for all parents to know what was being discussed and implemented. Questionnaires had been used to gain the views of parents, carers and children. We saw that these had been evaluated and the findings fed back to parents with any actions they proposed to take. This evidenced that staff listened to families and welcomed their ideas for future development of the club.

The quality of communication with children and families was good and we saw staff had built good working relationships with them. Children told us they felt respected and they trusted staff to help and support them. Parents and children told us staff listened to them and acted upon their views and ideas. A parent told us “there is always a warm welcome by the staff”.

We saw that parents were provided with useful information when they started. This meant that they received information about the service at an early stage. Parents told us staff were responsive to their needs and that they were given enough information of how the club operated. A parent told us “the staff have worked with us to help my child settle and be more comfortable about going".
The club newsletter gave information about how staff would be expanding children’s knowledge about celebrations and how they could get involved in a number of club initiatives, for example fund-raising. This kept parents informed about current topics and what their child would be learning about and this helped to encourage parents to talk about these with their child when they got home from club. Parents told us they welcomed these.

We saw staff worked hard to ensure the individual needs of families were met. Both staff and parents gave us confidential examples of this and parents told us they felt included and involved in all aspects of the service. Newtongrange After School Club was working hard to develop and maintain good communication links with every family using the service.

**Areas for improvement**

In their self assessment the service told us they would continue to work on any survey results. We chatted with the manager about ways in which the group could gain views of parents, carers and children about specific issues. We suggested the use of mind mapping with families and children and perhaps using tear off comments slips on newsletters.

(see recommendation 1)

We talked to the manager about the benefits to the club of having a children’s committee. They told us in the past they did have one. Children’s committees encourage responsibility as they would be given an active role within the club and respect as children are given a voice and involved in the decisions that affect their well-being.

(see recommendation 2)

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

**Number of requirements:** 0

**Number of recommendations:** 2

**Recommendations**

1. The provider should look at further ways in which the service can evidence the involvement of parents, carers and children in the development of the service.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the service.
2. The provider should look at forming a children's committee to promote putting children at the heart of decision-making. National Care Standards for Early Education and Childcare up to the age of 16. Standard 7 - a caring environment.
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
We saw that staff worked well together to ensure they provided a variety of opportunities for the children promoting their health and wellbeing.

Club application forms completed by parents informed staff about children’s needs from an early stage. Children’s information was kept securely and updated or amended on a regular basis to ensure that all information kept was current. We found that staff knew all of the children extremely well and they could tell us and that children were comfortable with them.

Staff had attended first aid training and this meant that parents could be reassured that staff should know what to do in the case of an emergency. We found the very good experiences given to children encouraged them to make healthy and safe choices.

Staff had undertaken food hygiene. We saw that nutritious and varied snacks were provided. Children told us they were involved in deciding what they wanted for snacks and on a daily basis were also given choice. The pass certificate from Food Standards Agency was displayed to reassure parents. Children again were supported to make healthy choices. Children and parents told us they were happy with what food was provided at the breakfast club. One child told us “I really like it when they have croissants”.

The club had very good working relationships with the local primary school and were able to share experiences with them. This included using the resources in the school playground. Children were given ample opportunities to take part in a wide range of physical and outdoor activities. These helped to boost their skills, confidence and self-esteem. Staff acknowledged the benefits of fresh air and exercise for children. A child told us “I like playing outside. We are planting out some plants to make the entrance look nice”. Throughout the session children were given opportunities for outdoor physical play. We saw them having fun imaginative play and enjoying friendships. We also saw that they were involved in decision-making and supported to make safe choices. A parent told us “my child particularly enjoys all the outdoor play/learning and the diverse range of activities offered such as den building and water fun”.

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Areas for improvement
In their self assessment the service told us they would like “all staff to attend food hygiene training”. We thought this was a good idea.

We saw that children could help themselves to a range of foods at snack time. However, this was prepared prior to children arriving. On the days we visited there were no plates or napkins for children to put their snacks on. (see recommendation 1)

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

**Number of requirements:** 0

**Number of recommendations:** 1

Recommendations
1. The provider should review snack procedures to promote independence and good hygiene practice. National Care Standards for 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: 4 - 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 comments we made in quality statement 1.1 also apply to this statement.

We gave this statement the same grade as quality statement 1.1.

Areas for improvement
The comments we made in quality statement 1.1 also apply to this statement.

Grade awarded for this statement: 4 - 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 Newtongrange After School Club to have a very good performance in relation to making sure that environment was safe and children were protected.

We saw staff warmly welcomed each child as they arrived into the service. They chatted with them about their day at school and how they were. There was a secure entry/exit system in place and this minimised the risk of children leaving the service without an adult.

Staff were aware of whom to report any building faults and any repairs. Staff were responsible for ensuring resources and equipment were kept clean and hygienic. The premises were cleaned on a regular basis which ensured the cleanliness of the environment.

Emergency evacuation procedures were in place and records were kept of these. Staff carried out daily checks ensuring the environment was safe and formal risk assessments were in place detailing the management of any potential risks. As a result staff ensured children’s safety on an ongoing basis.

Staff had attended training in child protection awareness and were knowledge of their roles and responsibilities in relation to this. This helped to ensure that children were protected from harm. A child protection policy information is included in the parents booklet which told parents the clubs procedures in respect of keeping children safe. Staff were familiar with Getting It Right For Every Child (GIRFEC) guidance and told us they would access training on this when it became available.

We saw that accidents were appropriately recorded and these included parents signatures.

We saw that the club had up to date insurance for their business.

Areas for improvement
In their self assessment the service indicated they were happy with the way their service performed in relation to this quality statement.

There was no formal risk assessment in place for the outdoor play areas. (see recommendation 1)
Recommendations

1. The provider should produce a written risk assessment for the outdoor play areas. 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: 4 - 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 comments we made in quality statement 1.1 also apply to this statement.

We gave this statement the same grade as quality statement 1.1.

Areas for improvement
The comments we made in quality statement 1.1 also apply to this statement.

Grade awarded for this statement: 4 - 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

Staff held qualifications for the work they were doing. They were registered with the Scottish Social Services Council and were working towards additional qualifications. Staff told us about the training events they had attended and ones which were planned. We found staff demonstrated a strong commitment to ongoing professional development. One of the services aims was to provide "experienced and trained staff enabling child centred care which meets the educational and social needs of children". We found this aim reflected the service.

The manager gave us evidence that staff appraisals had taken place. Staff told us these were useful and helpful in identifying training needs.

Staff were enthusiastic and cheerful throughout our visit. Parents spoke highly of the "enthusiastic, helpful, friendly and professional" staff. One parent commented on how "well the staff worked together". Staff were happy to answer our questions and knew where to find relevant documentation we asked them for.

We saw how staff interacted with children, parents and carers in a courteous, respectful and informative manner.

Our staff questionnaires indicated staff were happy in their role and about the training opportunities they were given. They told us they worked well as a team and we saw this when we visited.

Areas for improvement

In their self assessment the service told us that all "templates and documents are held electronically to ensure version control". These would be reviewed on a regular basis in line with best practice.

Newtongrange After School Club should maintain their very good standards in relation to this quality statement.

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: 4 - 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 comments we made in quality statement 1.1 also apply to this statement.

We gave this statement the same grade as quality statement 1.1.

Areas for improvement
The comments we made in quality statement 1.1 also apply to this statement.

Grade awarded for this statement: 4 - 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
We saw that Newtongrange After School Club was performing to a good standard in relation to this Quality Statement. We found that all staff were involved in the self-evaluation process as they were keen to ensure they performed well and that children and their families were happy. Staff meetings took place on a regular basis to discuss planning, training updates, operational matters and share best practice. Board of trustee meetings took place and minutes were distributed to all parents to let them know what was being discussed and any arrangements made.

We saw the positive annual report which highlighted the clubs achievements. This included children being involved in a Play Scotland photo shoot for their annual review booklet and commendations for entering a Scottish Out of School Network competition.

Staff demonstrated a commitment to working with children and parents to achieve ongoing improvements within the club. Discussions with staff throughout our visits showed us all staff were keen to seek new opportunities and ways to further develop the service.

Complaints and confidentiality policies were in place. If parents or carers had a concern about the service these informed them of how to raise these in confidence. They also informed them of who they should contact should they wish not to address concerns directly with the service. Parents told us they knew that they could speak with staff or board of trustees in confidence at any time.

Areas for improvement
In their self assessment the service indicated that they were happy with the way the service performed in relation to this quality statement.

We chatted with the manager about quality assurance systems. They told us the recent change of club status had involved a lot of work and that they would consider starting a quality assurance scheme, such as Aiming High in future.

Grade awarded for this statement: 4 - 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

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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.
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