Mayfield ASC @ Tynewater
Day Care of Children
Tynewater Primary School
32 Crichton Road
Pathhead
Service provided by: Mayfield Asc Care Project

Service provider number: SP2003003118

Care service number: CS2007164164

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care 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

- Quality of care and support: 4 Good
- Quality of environment: 4 Good
- Quality of staffing: 4 Good
- Quality of management and leadership: 3 Adequate

What the service does well

Children were able to get involved in a range of child led activities. This meant that children were able to choose what they wanted to play with and direct their own play.

Staff were kind to children and treated them with respect and dignity.

What the service could do better

The service now needs to embrace GIRFEC and their associated well-being indicators in order to promote the best outcomes for children. Staff need to be supported and encouraged to become more reflective practitioners. The service should look at further ways to allow parents to be involved in the service.

What the service has done since the last inspection

Since their last inspection the manager was spending more time in the club. This meant they were able to influence practice and further develop current government initiatives.
Conclusion
Mayfield After School Club at Tynewater is a happy club where children can play with their friends and have fun in a safe and stimulating environment.
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 was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Mayfield After School Club at Tynewater is registered to provide a care service to a maximum of 26 children between the ages of 4 and 14 years.

The service is accommodated within Tynewater Primary School.

The aims and objectives of the service include “providing a safe, pleasant and stimulating environment for children whilst in the care of the club”.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It’s a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight ‘indicators’ of wellbeing that form the basis of GIRFEC are- safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as ‘SHANARRI’.
Recommendations
A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements
A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people’s health, safety or welfare.

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 3 - Adequate

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 0345 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
This report was written following an unannounced visit on Tuesday 26 January 2016, followed by an announced visit on 28 January 2016. Inspection feedback was given to the manager on Monday 8 February 2016. The inspection was carried out by one inspector.

During the inspection we gathered evidence from a variety of sources including:
- questionnaires returned by parents
- looking at policies and procedures
- children’s personal learning plans
- wall displays
- discussions with the manager, staff, children, and parents
- observations of staff practice and of how they worked with the children.

Throughout our visits we looked at resources, equipment and the 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.firescotland.gov.uk
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 did not receive a completed self assessment document for this service in 2015. The manager told us that this had been an oversight on her part. It is important for the service to submit a self assessment to us as it gives the service an opportunity to tell us what they think they do well and highlight any areas they would like to develop or improve.

Taking the views of people using the care service into account
We talked with the children attending the service. They told us they were happy to come along to the club as they got to play with their friends. They also liked when they got to play outside and especially in the schools multi purpose games area. They also told us they felt safe and got to choose what they would like to and make.

Taking carers' views into account
Before the inspection we sent fifteen Care Standard Questionnaires to the service to give to parents. Four completed questionnaires were returned. Two parents strongly agreed and two agreed with the statement 'overall I am happy with the quality of care my child receives in this service'.
We spoke with two parents and one grandparent. They told us their children were happy to come to the club and that they were satisfied with the way it was run.
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
We found Mayfield After School Club at Tynewater was performing to a good standard in relation to this quality statement. We concluded this after we spoke with staff, parents, children and looked at various documentation.

We found that before starting the service children and parents could visit the service. A registration pack and handbook provided parents with information on how the club was run, what they offered children and how they could get involved. For example join the management committee or help with fund-raising. Children attending the club were given responsibility for being a ‘buddy’ to new starts. Children thought they "could show new children around, help them do stuff and play with them". Children were also involved in fund-raising initiatives which meant they were learning about the value of sharing and giving.

Parents were kept informed about what was happening in the group through direct discussions with staff at pick up time and through newsletters. The manager told us that email correspondence was used in order to save paper. We noted that suggestion box was not being used. The service’s business plan and partnership with parents policy were displayed on the parents notice board.
We saw children were familiar with the routine of choosing what they wanted to play with and do with their time in the club. We saw staff listened to children and held lively chats about what they wanted to do or make.

**Areas for improvement**
The service had used questionnaires to gain parents views on a range of topics, however these had not been used for some time. Staff told us it was quite difficult to get parents views and ideas.
(see recommendation 1)

**Grade**
4 - Good

**Number of requirements - 0**

**Recommendations**
**Number of recommendations - 1**

1. The provider should look at further ways to allow parents to comment, evaluate and give ideas to the club in order for them to feel involved in the service. Parents should be informed of any actions the service may take on receiving their ideas or suggestions.

[National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - improving the service]
Statement 3
“We ensure that service users' health and wellbeing needs are met.”

Service Strengths
We found Mayfield After School Club at Tynewater was performing to a good standard in relation to this quality statement. We concluded this after we spoke with staff and children and looked at various pieces of documentation including children's records.

Children were actively involved in helping to choose what snacks were offered. We saw snacks were varied and included fruit and vegetables. Children told us what they liked to eat and were happy with the variety given to them. They were familiar with hand washing routines before snack and after visiting the toilet. This meant children were learning about healthy lifestyles.

We looked at children's registration information and found these included emergency contacts should they be needed. Information was in place for all children. The manager had recently delivered in-house training for staff on Getting It Right For Every Child (GIRFEC). The manager intended to promote positive outcomes for children by embracing the SHANARRI wellbeing outcomes which were developed by the Scottish Government and use these in children's personal plans (PLPs). Our questionnaires indicated some parents were unsure how the service supported their child. One parent told us "I have not had much feedback as to how my child is getting on". We saw parents were being encouraged to get involved in the development of new PLP's.

We looked at accident records and found them to be appropriately signed by parents. Administration of medication guidance was up-to-date should this be needed.

We found that staff knew the children well and the relationships between staff and children were supportive and friendly. Children were allowed to express themselves and play imaginatively with the resources available.
**Areas for improvement**
The Scottish Government introduced GIRFEC an initiative to help improve the lives of young children. We found some evidence that staff had used this in any meaningful way. We saw how the service planned to evidence this within PLP’s, care information and displays for families. During the inspection process the manager had started to talk with children about the SHANARRI well-being indicators to find out what they meant to them. It would be good to include parents in this as well. (see recommendation 1)

Staff should ensure written records are kept of any conversation they may have with parents and carers relating to their child’s care.

On the first day we visited the service we saw children lined up for snack at the kitchen door. Staff buttered pancakes and poured the child’s drink for them to take to the snack table. On the second day we visited we saw children buttering their own snack but not pouring their own drink. Independence and responsibility should be encouraged by allowing children to prepare their own snack and pour their own drink. (see recommendation 2)

**Grade**
4 - Good

**Number of requirements** - 0

**Recommendations**
**Number of recommendations** - 2

1. Management and staff need to devise an effective ways of using GIRFEC and SHANARRI throughout the setting. All staff should be familiar with these initiatives.

   National Care Standards for Early Education and Childcare up to the age of 16.
   Standard 6 - support and development.
2. Management and staff should ensure children’s independence is encouraged at snack times.
National Care Standard for Early Education and Childcare up to the age of 16. - Standard - 5 quality of experience
Quality Theme 2: Quality of Environment
Grade awarded for this theme: 4 - Good

Statement 2
“We make sure that the environment is safe and service users are protected.”

Service Strengths
We found Mayfield After School Club at Tynewater was performing to a good standard in relation to this quality statement. We concluded this after we looked at the premises both indoor and out, spoke with staff parents and children and looked at various pieces of documentation such as health and safety and child protection policies.

On the days we visited the service the premises were safe, clean and well maintained. On both occasions good practice was shown as we were asked to sign in as a visitor to the service. Daily health and safety checks were carried out to ensure the safety of children.

Staff were trained in child protection and were clear on the actions they would take should they have any concerns.

Parents told us they thought the premises were a safe, secure, hygienic, smoke free, pleasant and stimulating environment for their child. Some parents thought there was a clear code of behaviour, however some parents were unsure of this.

Areas for improvement
We noted that daily risk assessment sheets were not being kept up-to-date. The manager should look at how risk assessing is managed and should look to include children in drawing up a premises risk assessment with them. It is important for children to become more risk aware in order for them to develop
their own risk management. During the inspection process the manager had started to include children in risk assessment discussions. (see recommendation 1)

We found that the filing cabinet containing children’s confidential information was unlocked as the key had broken. The manager moved all confidential information into a secure filing cabinet during the inspection process.

**Grade**
4 - Good
**Number of requirements** - 0

**Recommendations**
**Number of recommendations** - 1

1. The provider should review their risk assessment for the premises and involve children in the process.
National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - a safe environment
Statement 3
“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths
We found Mayfield After School Club at Tynewater were performing to a good standard in relation to this quality statement. We concluded this after we spoke with staff, children and parents.

We saw children were happy and familiar in their surroundings. We saw the good relationships they had built up with staff and each other.

We saw staff encouraged children to try new skills, experiment and feel confident when choosing what to do. Staff intervened when they thought they could add value to the play experience for the child. Staff were very good at listening to children and giving them time to express their feelings. A parent told us their child "enjoyed the club and they saw that they were learning new art skills".

We found that on the whole children’s independence was being encouraged and staff praised and valued children’s work and perseverance.

Areas for improvement
The service should continue to ensure children are given opportunities to have as positive a quality of life in the service.

Grade
4 - Good
Number of requirements - 0
Number of recommendations - 0
Quality Theme 3: Quality of Staffing
Grade awarded for this theme: 4 - Good

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 Mayfield After School Club at Tynewater was performing to a good standard in relation to this quality statement. We concluded this after we spoke with management, staff, children and parents and looked at the recruitment policy, training documentation and staff files.

Staff files included job descriptions, contracts, training plans and appraisals records. Safer recruitment information was held for all staff.

We found that new staff were inducted into the service. They were given information about how the club runs and what was expected of their role in the service. Staff were happy in their work and keen to ensure children were safe and happy. We saw staff were skilled and keen to do a good job.

All staff were registered with the Scottish Social Services Council, the professional body responsible for practitioners working in childcare. They knew about their responsibility to follow the codes of practice that aim to raise standards of care and increase the protection of children.

Areas for improvement
We suggest that a procedure is added to the recruitment policy of the action the service would take should a PVG be returned unsatisfactory.
Grade
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
We found that Mayfield After School Club at Tynewater was performing to a good standard in relation to this quality statement. We concluded this after we spoke with management, staff and children.

After speaking with staff we found most to be motivated to attend training events and embrace changes in guidance. Staff were cheerful and supportive with all the children. They gave them time and space to complete tasks and always listening to them and offering guidance and praise when appropriate.

Staff meetings were held on a regular basis. Most staff attended these and found them to be useful as they discussed practice, future events and relevant training. The manager passed on all relevant changes in legislation and guidance. Meeting minutes highlighted staff were actively involved in these meetings.

We found staff appraisals had taken place. Appraisals were valued for allowing staff to talk about their work and about future training they may wish to do. Staff told us they had just completed their appraisal forms and were waiting on appraisals appointments.

One aim of the service was to provide “sufficient training and support to ensure that all staff are able to derive the maximum job satisfaction”. Staff told us they felt valued by management and it was evident that they were good at supporting each other. They were aware of each others strengths and interests and were confident at sharing their experiences, learning and knowledge with each other.
Areas for improvement
As not all staff managed to attend staff meetings or some of the in-house training events they were not fully aware of some current guidance. The manager recently delivered training to staff on GIRFEC and SHANARRI. The manager should support staff to ensure they are familiar with this guidance and use it to reflect on their own practice and how they could improve experiences for children.

We suggest staff look at what training is being provided through e-learning from the Scottish Out of School Care Network, http://www.soscn.org

Staff did not return our questionnaires. In future staff should be encouraged to return any questionnaires we may send them.

Grade
4 - Good
Number of requirements - 0
Number of recommendations - 0
Quality Theme 4: Quality of Management and Leadership
Grade awarded for this theme: 3 - Adequate

Statement 3
“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths
We found Mayfield After School Club at Tynewater was performing to good standard in relation to this quality statement. We concluded this after we spoke with management and staff.

We found that the manager aimed to build confidence in staff by promoting an inclusive culture. The manager now spends her time between the two Mayfield After School Clubs and was able to improve communication between staff and herself.

Staff told us they were encouraged to attend training events. These were both in-house and external. Training plans were in place and management supported staff to further their knowledge and expertise in caring for children and young people.

Areas for improvement
Throughout our visits we found some evidence that management and staff worked together however staff now need to be involved in the systematic evaluation and discussion of their work and the work of the service. Self-evaluation is a key aspect of improvement and is best when it is a continuous process with all staff involved. This would lead to practitioners being more reflective about the job they are doing.
(see recommendation 1)
Grade
4 - Good
Number of requirements - 0

Recommendations
Number of recommendations - 1

1. The provider should encourage self-evaluation throughout the service.
   National Care Standards for Early Education and Childcare up to the age of 16.
   Standard 13 - Improving the service
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 found Mayfield After School Club at Tynewater was performing to an adequate standard in relation to this quality statement. We concluded this after we spoke with management, staff and parents and looked at the service Business Plan and Key Development Plan.

Priorities identified in the development plan were currently being actioned within the timescale they gave themselves for completion.

The manager and staff have access to support from Midlothian Council through the Childcare Partnership.

The service’s complaints procedure told parents who they could contact should they have a concern about the service and feel that they cannot approach the service directly.

Areas for improvement
We found little evidence that management had explored or developed any robust quality assurance system to support the work of the club. Quality assuring your service ensured the provision met the needs of individual children in the service. We suggest the manager visits the Care Inspectorate HUB which provides access to a range of resources to support improvement through using and sharing research-led practice. We also suggest the Scottish Government national practice guidance on early learning and childcare, Building the Ambition, be taken into account. The club is a member of the Scottish Out of School Care Network, who themselves, offer a robust quality assurance system, Achieving Quality (Scotland) Award, http://soscn.org (see recommendation 1)
When the manager is working at the other Mayfield ASC a named staff member is in charge of the service. We found no evidence that the manager had informed parents who would be in charge when she was not in this club. (see recommendation 2)

**Grade**

3 - Adequate

**Number of requirements** - 0

**Recommendations**

**Number of recommendations** - 2

1. The provider should develop quality assurance systems which support improvement. These should involve management, staff, service users and carers in evaluating 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 ensure parents know who is in charge of the service when the manager is not present.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - a well-managed service
4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. The provider should ensure that staff get clear guidance from parents of children who have allergies. Clarification should be sought on whether the children requires medication and a care plan should be drawn up.

This recommendation was made on 06 April 2015
The progress seen at inspection was: All allergies had been noted and staff received clear guidance from parents.

This recommendation had been met.

2. The provider and manager should continue to look at ways to further explore and develop quality assurance systems which involve service users, carers, staff and stakeholders in evaluating the service.

This recommendation was made on 06 April 2015
Progress seen at inspection was: We found little evidence of the service developing quality assurance systems which involve service users, carers, staff and stakeholders.

This recommendation has been carried forward to this report under quality theme 4 statement 4.

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

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

8 Additional Information
There is no additional information.
## 9 Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>5 Mar 2015</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td>Staffing 4 - Good</td>
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<td>Management and Leadership 4 - Good</td>
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<td>Staffing 3 - Adequate</td>
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<td>Environment 5 - Very Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 5 - Very Good</td>
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Tha am foillseachadh seo fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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