

East Pollokshields After School Care Day Care of Children

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Type of inspection: Unannounced
Inspection completed on: 12 January 2017

Service provided by:
East Pollokshields After School Care
Committee

Service provider number:
SP2003001318

Care service number:
CS2003006033

About the service

East Pollokshields After School Care is provided by a voluntary committee, East Pollokshields After School Care Committee, and is based within Pollokshields Primary School, Glasgow.

The service has recently increased its number of registered places to meet demand and now has 50 places for children aged four years and six months and over.

Due to the refurbishment of the school premises there have been some temporary changes to the accommodation. The service is currently operating from the school gym hall and dining hall where the staff team has created a safe and attractive playroom.

The service statement of intent is:

"To promote children's welfare through:

- Creating an environment to encourage children to develop a positive image.
- Provide positive role models.
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development.
- Provide a safe and secure environment for all children.
- Always listen to children."

What people told us

Parents completed and returned 16 of the 20 care standards questionnaires we asked the manager to distribute. Fifteen respondents strongly agreed and one agreed with the statement: "Overall I am happy with the quality of care my child receives." Parents gave the following comments:

"East Pollokshields After School Care is a fantastic service. Every single person involved in the organisation is a pleasure to deal with, has our child's interests at the heart of what they do and is thoroughly professional. We are delighted to be part of such a great service and community."

"Links with the playhouse have been an excellent opportunity for kids to spend time outdoors and become aware of facilities available in the community as well as learn new skills."

"Staff are amazing with kids."

"We feel very lucky to have EPOSC. My child has allergies and I am secure in the knowledge that they will be safe and will be included in activities. I don't feel so bad working during holidays because I know they will experience exciting trips and activities and spend time with their friends. The staff are all great and make every effort to take the best care of the children."

"The staff at EPOSC are always friendly, approachable and genuinely care for my child. They know him well and support his needs and interests well. Moreover, they are always very accommodating on the occasional time when we need additional care. This is appreciated and reassuring beyond measure."

"I would like more feedback on what my child's development and behaviour and the activities that my child does on a day to day basis. I would like the snacks to be healthier."

"East Pollokshields Out of School Care - I find that the staff within the service maintain a competent and professional demeanour in dealing with service users and their parent(s), are friendly and helpful as well as courteous and knowledgeable. I find that staff are very supportive of their co-workers and set a good example to the children, thus demonstrating team player behaviour."

Parents we spoke with during the inspection highlighted the welcoming setting, caring staff and the fact that their children had settled well with the support of staff.

Children present during our visits were happy and confident. They described how they were given opportunities to make decisions. They said the following:

"A member of staff asked us what we would like to do for arts and crafts. She gave us some suggestions and we decided to make a village."

"They [staff] ask the children, there would be no point if they didn't."

We asked children to describe the service and they told us:

"It's very fun."

"We have so much fun. The trips we go on in the summer are nearly all wonderful."

"We are able to do what we enjoy."

Self assessment

We received a fully completed self assessment from the provider. The management team had identified what they thought the service did well and gave examples of areas they were developing. This included ongoing reviews of the environment as there had been several changes to the accommodation.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We observed very positive relationships between staff, children and parents which had led to a welcoming ethos within the service. The staff team was dedicated to supporting each of the children in their care. As a team, they understood children's individual personalities, interests, and needs.

Children spoke confidently about making their own choices and described how staff supported them to do this.

Individual staff had a key worker role giving them responsibility for a group of children. This involved establishing a close relationship with children and their families and recording and updating information as part of personal plans.

We viewed some of these plans and found that they were used effectively to support children. Parents expressed their confidence in the ability of staff to care for their children. They praised the support given and the steps taken by the service to ensure their children were nurtured within the setting. For some children this included tailored transitional arrangements or working with other agencies. Children were also confident that if they had any concerns staff would listen and help them.

A key aspect of the service was the range of valuable outings during school holidays. Children spoke enthusiastically about the places they had been and how much they had enjoyed the experience. The staff team had worked with park rangers and other professionals to enhance children's experiences outdoors. They planned to attend formal training and read the Care Inspectorate document My World Outdoors to develop their skills and knowledge.

Staff were committed to their own professional development. They had attended training on and followed the playwork principles, which is a framework outlining the adult role within the setting. As a result, children were given opportunities to lead their own play and follow their interests. Staff also supported children to develop their relationships with each other.

We saw that staff also attended regular training on core topics such as child protection, food safety and first aid. In addition, individual staff had identified and attended training on subjects that were of particular interest to them and would support them in developing areas of the provision. These included communication with all service users and supporting children with additional needs.

What the service could do better

The service should continue with its plans to provide training on active play and promote the document My World Outdoors within the service. This would enhance staff skills and confidence in providing energetic, risky play opportunities for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Inspection and grading history

Date	Type	Gradings	
27 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Nov 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
7 Jun 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
7 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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