Mayfield ASC @ St Lukes
Day Care of Children

Clinic
St. Lukes Primary School
Stone Avenue
Mayfield
Dalkeith
EH22 5PB

Telephone: 0131 654 1226

Type of inspection: Unannounced
Inspection completed on: 29 March 2017

Service provided by: Mayfield Asc Care Project
Service provider number: SP2003003118

Care service number: CS2003013342
About the service

This service has been registered since 2002.

Mayfield ASC @ St Luke’s provide out of school care to a maximum of 45 children between 4 and 14 years of age with a maximum of 30 children aged under 8 years. The operate between the hours of 7:00 am and 9:15 am on Monday to Friday and 2:30 pm and 6:00 pm on Monday to Thursday. The service operate on a Friday between the hours of 12 noon and 6:00 pm. During school holiday periods and in-service days the service operate on Monday to Friday from 7:00 am to 6:00 pm.

The service operate from accommodation within the premises within the grounds of Mayfield Primary School. They have use of a safe outdoor play area, school playgrounds and sometimes the school gym hall.

Aims of the service include being committed to “create a fun and exciting environment for children to relax and play”.

We carried out an unannounced inspection of Mayfield ASC @ St Luke’s on 23 and 27 March 2017. Feedback was given to the manager on 29 March 2017. The inspection was carried out by one Care Inspectorate inspector. At this inspection we spoke with the manager, three staff, most of the children, four parents, one relief staff and two students. We observed practice and checked documentation relevant to the inspection.

We carried out a ‘themed’ inspection. This targeted approach means that we looked at identified aspects focusing on children’s experiences under each Quality Theme.

From April 2016, we will carry out a quality audit, to gather information relating to ‘How Good Is Our School Aged Childcare’. The audit will focus on the quality of children and young people’s play experiences and how their rights to play and have fun are promoted and protected. The Getting it Right for Every Child (GIRFEC) framework - SHANARRI, Playwork Principles and Article 31 will underpin a list of outcome-focused questions developed for inspectors to work from when inspecting. The information gathered will form the basis of an end of year report 2017, along with information on service demand for school aged childcare throughout Scotland. Further information can be found at The Hub at www.careinspectorate.com

What people told us

We spoke with four parents whose children attend the service. All four were happy with the way the service operated and they liked the staff who worked there. We sent the service 30 Care Standards questionnaires to give to parents and carers. One questionnaire was returned to us. This parent was happy with the service and commented that staff were “kind and helpful” and the club “was full of fun”.

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Self assessment

The Care Inspectorate received a completed self-assessment from the service. They identified what they thought they did well. The assessment identified some key areas that they believe could be improved on. The self-assessment document has been very similar for the past three years. Minor changes had been made. The assessment did not reflect all aspects of the service and especially quality assurance systems and processes. Self-evaluation, quality assurance and improvement ensure that quality provision meets the needs of individual children.

From this inspection we graded this service as:

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

**Quality of care and support**

**Findings from the inspection**

Staff gave children opportunities to be involved in most aspects of the service. Staff listened to the children and their views were noted. This resulted in most children being happy, confident and engaged in what was happening in their club. Staff gave support to children and their families in order to promote positive outcomes. Children were given opportunities to plan their own play as they could choose what they wanted to do. Children were offered experiences that took account of children’s right to play. Staff ratios were being met but unfortunately there was not enough staff to meet all individual children’s needs on the first day we visited the service. This was partly due to the new buzzer entry system on the school gate. Some children wished to play outside and some wanted to remain inside and this was not possible.

(see recommendation 1)

Staff knew the children and were able to support them to develop and maintain friendships. They were encouraged to become buddies with any new children starting the club in order for them to become familiar with routines and expectations. Staff recognised the importance of giving children time to socialise while encouraging children to respect others and be responsible for their own actions.

We observed that most children were aware of routines in which to keep themselves healthy as they all washed their hands before snack. The snack children were offered on the first day of our visit was not well organised and did not promote choice or independence. However on the second day we visited children were given more choice and independence was encouraged. (see recommendation 2)

Parents formed the management committee of the group. This meant parents were involved in all aspects of the service and were able to influence and support the best outcomes for the children. (see recommendation 3, Management and Leadership).

We saw children’s information and records were kept up-to-date. We gave some suggestions as to how they could streamline this information as this was currently being reviewed.
Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should ensure that there is sufficient staff working in the service to meet the needs of all children.
National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - quality of experience

2. The provider should ensure that the snack provision always allows children choice and encourages independence.
National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - quality of experience

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Staff gave most children opportunities to choose what they wished to play with or do. They listened to children. Both the indoor and outdoor space were organised to allow children to develop independence, their natural curiosity and make their own choices. We saw that most children were able to follow through their own play and activity with minimal assistance from staff. We saw older children supporting and respecting the younger children.

Children were given opportunities to learn about how to keep themselves safe when playing indoors, outdoors and going on outings. Staff should now further develop by involving children more in risk management and talking about the benefits of risky play. Children understood the rules they had made with staff and had developed posters to support this. Some risk assessments were in place, however these needed to be reviewed to ensure that all aspects of indoor and outdoor play were covered.
(see recommendation 1)

The service was generally clean and hygienic however some areas had not been cleaned and gave the impression of untidiness.
(see recommendation 2)

Through training, discussions and national and local guidance staff were aware of their roles and responsibility in protecting children from harm. The child protection policy was shared with parents.

On the first day of our visit there was an unpleasant smell coming from the drain/sink area. (see recommendation 3)

We were not asked to sign in when we visited the service. This recommendation is repeated from the last report.
(see recommendation 4)
Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The provider should ensure that all aspects of the service are risk assessed. Risk assessments should be kept up-to-date 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

2. The provider should ensure the premises are clean and hygienic.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - a safe environment

3. The provider should make sure that kitchen is hygienic and free from odour.
   National Care Standards for Early Education and Childcare up to the age of 16 - a safe environment

4. The provider should ensure all visitors are asked to sign in to evidence their visit to the service.
   National Care Standards for Early Education and Childcare up to the age of 16 - a safe environment

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We found staff ensured they were providing children with a safe and happy environment. Staff worked well as a team. They involved children in decision-making, valued their ideas and promoted responsibility. We found staff were being positive role models for children and this impacted directly in the children’s good behaviour we observed.

A training programme was in place ensuring all staff were given opportunities to attend training relevant to their job. Staff were encouraged to use their own initiative and to share their learning experiences with their colleagues. We found that staff could contribute to planning and improvements in the setting.

Staff who returned our questionnaire were confident in their role within the club. All parents who returned our questionnaires strongly agreed or agreed they were confident staff had the skills and experience to care for their child and were supporting their learning and development and that their child was happy and confident with staff.

Staff were encouraged to reflect on their practice and discuss this at annual appraisal sessions with their manager. Staff meetings encouraged them evaluate what was happening in the club and discuss practices and issues with their colleagues.

Requirements

Number of requirements: 0
Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager and staff worked well together. Parents and children confirmed that they could contribute to the development of the service if they wished to as they had received letters from the service encouraging their involvement.

The manager worked alongside staff and children and were involved in all aspects of service delivery. This meant informal monitoring and reflection took place on a daily basis.
(see recommendation 1)

A business plan was in place, however we have asked management to develop an improvement plan to support on going developments within the service. This would include the actions they would take to meet recommendations written in this report. (see recommendation 2) This should be shared with parents and children with their views, ideas and suggestions noted. We have also asked the manager to further develop their quality assurance systems with more focus on self-evaluation. All staff should be involved in this as this will help them to identify what works well and what could be improved on.

At present the club did not have enough committee members, this included a chairperson. The manager told us that they had written to all parents asking them if they were interesting in the positions. In order for the club to run it is necessary that a chairperson and other members should be appointed.
(see recommendation 3)

We noted that 32 children were registered to attend the club on a Thursday. The first day of our visit was a Thursday and a total of 32 children were present for a short period of time.
(see recommendation 4)

In order to assist the smooth running of the service the manager should look at delegating jobs and roles to staff in order to involve them more in all aspects of the service.
(see recommendation 5)

Mayfield After School Project used social media as a way to involve and inform parents about the club however they need to ensure confidentiality at all times.
(see recommendation 6)

Requirements

Number of requirements: 0
Recommendations

Number of recommendations: 6

1. The manager should monitor all aspects of the provision. Records should be kept of this which would inform staff appraisals and the smooth running of the club.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - improving the service.

2. The provider should develop an improvement plan to support developments within the service.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - improving the service.

3. The provider should ensure that office bearers are appointed to the parent committee.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - a well managed service

4. The provider should ensure that there is enough staff present in the service at all times to meet the needs of the children.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - a well managed service

5. The manager should delegate responsibilities and roles in the service between staff.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - a well managed service

6. The manager should ensure the use of social media is secure.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - a safe environment

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.
What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 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 and suggestions.
National Care Standards for Early Education and Childcare up to the age of 16.
Standard 13 - improving the service

This recommendation was made on 17 February 2016.

Action taken on previous recommendation
The service had tried some different ways to involve parents, with some being more successful than others. The service should keep reviewing this.

This recommendation had been met.

Recommendation 2
Management and staff need to devise effective ways of using GIRFEC and SHANARRI throughout the setting. All staff should be familiar with this guidance and indicators.
National Care Standards for early Education and Childcare up to the age of 16.
Standard 6 - support and development.

This recommendation was made on 17 February 2016.

Action taken on previous recommendation
Staff had attended in-house training on GIRFEC recently and were becoming familiar with GIRFEC and their wellbeing indicators, SHANARRI. Children had been involved in discussing these.

This recommendation had been met but this should continue to be on going.

Recommendation 3
The provider should ensure all visitors are asked to sign in to evidence what day they had been in the service.
National Care Standards for Childcare and Education up to the age of 16.
Standard 2 - a safe environment

This recommendation was made on 17 February 2016.

Action taken on previous recommendation
We were not asked to sign in when we visited.

This recommendation has been repeated in this report.
Recommendation 4
The provider should review their risk assessment for the service’s environment and involve children in this process.
National Care Standards for Early Education and Childcare up to the age of 16.
Standard 2 - a safe environment

This recommendation was made on 17 February 2016.

Action taken on previous recommendation
We found some risk assessments had been reviewed however their were gaps in their risk management.

This recommendation has been repeated in this report.

Recommendation 5
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

This recommendation was made on 17 February 2016.

Action taken on previous recommendation
We found that discussions and evaluations were taking place.

This recommendation has been partially met and we have made a recommendation about improvement planning in this report.

Recommendation 6
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

This recommendation was made on 17 February 2016.

Action taken on previous recommendation
This recommendation has been partially met.

We have made a recommendation in this report that relates to this issue.

Recommendation 7
The manager should develop a system of formal monitoring.
National Care Standards for Early Education and Childcare up to the age of 16.
Standard 14 - a well-managed service

This recommendation was made on 16 February 2015.

Action taken on previous recommendation
The manager had not developed a formal monitoring system.
This recommendation had not been met and is carried forward in this report.

**Recommendation 8**

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

This recommendation was made on 17 February 2016.

**Action taken on previous recommendation**

Parents did know who was in charge.

This recommendation had been met.

**Complaints**

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

**Enforcement**

No enforcement action has been taken against this care service since the last inspection.
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