

## OSCARS @ Cramond OSC Day Care of Children

Cramond Primary School  
4 Cramond Crescent  
Edinburgh  
EH4 6PG

Telephone: 0131 557 7500

Type of inspection: Unannounced  
Inspection completed on: 5 May 2017

**Service provided by:**  
Out of School Scotland Limited

**Service provider number:**  
SP2007009266

**Care service number:**  
CS2016346891

## About the service

Oscars at Cramond is situated within Cramond Primary School. The service operates from the dining hall with additional access to the outdoor play area, toilets and the sports hall.

The service is registered to provide a care service to a maximum of 40 children of primary school age.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to make sure that they have the best start in life, are ready to succeed and live longer, healthier lives. We check that services are meeting the principles of Getting It Right For Every Child (GIRFEC). Set up by the Scottish Government GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, procedure, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often known as the SHANARRI indicators. We use these indicators at inspection to assess how services are making a positive difference for children.

## What people told us

Before the inspection took place we sent twenty Care Standards questionnaires to the service for distribution among families using the service. Ten of these were returned before the inspection took place. Four respondents told us they strongly agreed, five agreed and one did not comment on the statement "Overall, I am happy with the quality of care my child receives in this service". In addition we spoke to a sample of parents as they picked up their children.

The following representative comments were included:

"Very friendly staff, approachable and informative. At times indoors seems a bit hectic but the kids seem to be enjoying the experience."

"Cramond Oscars gives more variety and the P7's seem to enjoy being with the younger ones."

"My children are very happy though I feel communication could be better."

"There is a lack of stimulating activities for the upper age groups."

"When I arrive to collect my children there appear to be no organised activities indoors. There are simply many toys and games on the floor and a craft table. Staff involvement with the children is inconsistent."

"Some staff don't seem very engaged with the children. It's sometimes hard to know if someone is a member of staff or temporary - no name badge or t-shirt."

"Our children really love the outdoor activities. The manager is great at sports and games. We always get feedback when we pick up the children which is great and builds relationships with the staff."

"Staff are warm and caring. My kids really love going."

"My child loves being outdoors so this club suits us very well. I do think more resources would help in the times when it is too cold/dark/wet to go outside"

"I'm quite happy with the club, my child has friends here and the staff are friendly."

All of the comments made by families were discussed with the service manager.

## Self assessment

The service has not been asked to complete a self assessment in advance of the inspection. We look at the services improvement plan and quality assurance paperwork.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

Oscars website and its regular news letters gave families information about it's various after school clubs. Information specific to the Cramond service was included on notice boards and service newsletter. The service is still in its first year of operation. The manager told us he planned to issue questionnaires to families and to children giving them the opportunity to express their views formally. We agreed that this was a positive step and will monitor this at the next inspection.

Staff were available to speak to parents when they picked up their children at the end of each session. We felt that some less experienced staff could make more of the opportunity to talk to parents and give them information about how their child had spent their day. We made a recommendation about this. (See recommendation 1).

Children made good use of the services suggestions box as a way of expressing their views and making suggestions about activities they would like to take part in. All of the suggestions made were discussed with children and we saw that some of them had been taken forward. Staff used a responsive planning model which allowed children to actively participate in decisions about activities. Empowering children to make decisions about the activities of the club helped to build self esteem and valued their contribution to the service.

Staff interacted well with the children, and were able to tell us about the specific needs and interests of individuals. The manager led his team by example and provided a positive model of respectful interaction. Children were confident in approaching staff their comments included "I like all the staff because you can have a good laugh and you feel safe."and "What's good is that they explain everything to you, like, I might want to do something but I can't and they tell me why."

Appropriate systems for recording accidents and incidents and for the administration of medication were in place. This helped ensure that information was accurately recorded and shared with parents.

Children told us they enjoyed the snack food provided for them. Project work and general conversation helped to ensure they were aware of the importance of eating healthy food and taking care of their bodies.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended that the manager coaches less experienced staff in speaking to parents and passing on information about how children have spent their day.

National Care Standards (NCS).

Standard 12 Confidence in staff.

Standard 13 Improving the service.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The schools secure entry system helped ensure that no one could enter the building without staff's knowledge. Children self registered at the start of the session and parents were asked to sign their children out when they were collected. These procedures helped ensure that staff had an accurate record of who was in the building.

Some activities were set up by staff before the children arrived in the club allowing them to immediately take part in them. Children were able to ask for activities if their favourite was not out. Toys and resources were in good condition. At the end of each session children were involved in tidying up activities. Some children were given the role of ensuring that games and other resources were complete, clean and in good condition. If they found any issues they reported them to staff. This responsibility helped children to feel included in their club.

Children had access to the schools extensive and challenging outdoor play area. This was popular and well used by most of the children for active play and team games. Children who chose to stay indoors took part in activities including crafts, puzzles and Lego. A quiet screened area had been set up for children who wanted to have some quiet time to read, reflect and chat with friends.

We were aware that this was the clubs first year of operation however we felt that resources could be improved to provide a wider variety of play opportunities for children. We made a recommendation about this. (See recommendation 1).

When children arrived at the club they were offered snack. Hand gel was used to clean their hands. We spoke to the manager about hand hygiene and the importance of washing hands in running water in order to ensure that children's hands were cleaned effectively according to best practice. The manager explained the difficulties the club had in accessing facilities at that time. We asked them to look for a solution to this. We made a recommendation about this.

(See recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. It is recommended that the provider invests in a wider range of toys which increase the play opportunities available for children. This could include resources to supportive imaginative play and a wider range of outdoor resources.

National Care Standards Early Education and Childcare up to the age of 16.  
(NCS) Standard 5 Quality of experience.

2. It is recommended that the use of hand gel as a means of cleaning children's hands before snack is stopped and that to ensure effective and safe handwashing procedures all children wash their hands in running water.  
NCS Standard 3 Health and wellbeing.

The following day the manager informed us that following discussion with the Head Teacher an effective solution had been found. The recommendation is met.

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

We carried out an audit of the services safer recruitment procedures. The audit showed that all staff employed in the service had been recruited following best practice. Individual staff files included an application form, CV and contact details for at least two individuals who could be contacted for references, one of these being the individuals most recent employer. Protection of Vulnerable Group (PVG) checks were in place. Staff were qualified or working toward qualifications for the post they held. They were registered or in the process of registering with the Scottish Social Services Council (SSSC). The SSSC is the body that registers all staff working in the care sector and sets out the qualifications necessary for specific posts.

Staff told us they were given an induction into the service which helped prepare them for the responsibilities of their role. We saw from a sample of supervision notes and staff meetings that the manager provided staff with opportunities to meet, discuss practice and receive feedback on a regular basis.

Not all staff had taken part in training in Child Protection, First Aid and Food Hygiene. We made a recommendation about this. (See recommendation 1).

We found that staff would benefit from access to a wider range of training opportunities including creative play. This would help them extend the experience and further support the interests of children. We made a recommendation about this. (See recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. it is recommended that all staff are given the opportunity to take part in training in Child Protection, First Aid and Food Hygiene.

NCS Standard 12 Confidence in Staff.

2. It is recommended that staff are given the opportunity to take part in training which will support the overall experience of children attending the service. This could include active and creative play.

NCS Standard 13 Improving the service.

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

This is the first inspection of the service. We found the enthusiastic manager had established positive relationships with the Head Teacher and staff of the host school which welcomed the club as a positive addition to support local families.

Holding regular meetings with staff and being in the service on a daily basis helped to ensure that the manager had a clear idea of staff skill and areas for improvement. The manager knew the children well and related to them in a positive and supportive way which acknowledged their individuality.

The manager shared their vision for the development of the service and it was clear that they had given consideration to areas which would bring the greatest benefits to children and their families however there was no written Improvement plan. We made a recommendation about this. (See recommendation 1).

Staff were given responsibility for aspects of the service however they had not yet been given the opportunity to take part in leadership training, for example Step Into Leadership offered by the SSSC. This has the potential to strengthen and build confidence in this new team. The manager agreed to look at this. We will follow this up at the next inspection.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. It is recommended that after consultation with staff, parents and other stakeholders the manager develops a written improvement plan for the on going development of the service. The plan should identify the key improvements planned for the coming year. These should be reviewed regularly to ensure they are on track to be met. Any remedial action required be clearly stated. In order to demonstrate the services accountability the plan should be displayed and shared with all interested parties.

NCS Standard 13 Improving the Service.

**Grade:** 4 - good

## 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

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

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

## Inspection and grading history

This service does not have any prior inspection history or grades.

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