

# Steel Rings Centre Day Care of Children

4 Cyril Street  
Paisley  
PA1 1RW

Telephone: 07599667912

**Type of inspection:**

Unannounced

**Completed on:**

18 July 2018

**Service provided by:**

Petra Nichols

**Service provider number:**

SP2004937244

**Service no:**

CS2005108893

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Steel Rings Centre is registered to provide an out of school care service to 60 school aged children up to the age of 14 years. The hours of operation are 7.45am to 9am and 3pm to 6.15pm, Monday to Friday, during term time. During the school holidays, the service is open from 7.45am to 6.15pm, Monday to Friday. In the month of October the service is open from 7.45am to 9am and 12 noon to 6.15pm. The service operates from a building in Cyril Street. The service has exclusive access to the main hall, games room, kitchen facilities and toilets. An outdoor play area is also available. The service also has the use to the playground at Williamsburgh Primary School during operation hours. The provider operates an additional out of school care service within the local area.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

We spoke to all fourteen children who attended during the inspection. All children told us they enjoyed coming and engaged fully in the inspection process keen to share their views.

Additional comments included:

"I really like the staff they are very caring and listen to us."

"We get to choose our trips and they are all fun."

"If we have a fight we sort it out. If I need to speak to staff I will. I feel safe and looked after here."

"Staff are kind and caring, Im happy here."

"We can have meetings but if we don't want to we don't have to go, its up to us to decide."

"We have hunners to do here."

"There is a separate area for us as we are older."

"I can't think of anything they could do better - maybe get a swimming pool?"

"Games are ok but sometimes you choose one and there are pieces missing."

We received two care standard questionnaire's and spoke to four parents/carers during the inspection process. All parents/carers indicated they were overall happy with the quality of the service. Additional comments included:

"Brilliant service, very flexible. X loves coming which is huge bonus for me."

"I can see major improvements since new manager started. I feel its like night and day for my child."

"I'm very happy with service, I feel staff are all very approachable and present as happy and welcoming when you come in."

"There is always plenty to do, and this year summer trips have just been amazing."

"Following the recent change in staffing my children seem much happier with the new manager".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at quality assurance records to show where the service had plans for improvement.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	5 - Very Good
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	5 - Very Good

## Quality of care and support

### Findings from the inspection

Staff took a children's right approach helping children to understand and uphold their rights. Children's ideas and suggestion were gathered using a variety of methods. They could contribute their ideas either through the children's committee meetings named the "Electric emojis" by the children or add suggestions to the "ask it basket". Children spoken to during the inspection told us they felt valued and involved. Children recorded their own planning taking a bright ideas approach. Staff used this information to plan learning experiences that were led by the children's interests. We viewed floorbooks containing a wide range of play and learning activities that both encouraged and challenged. Children had contributed to the wide range of activities and outings planned for the school holidays. This had included discussing eventuality plans should the weather be unsuitable for their planned trips. Children were encouraged to be responsible supported to manage relationships in a way that suited their well being. Very good use was made to include children in their local community as children helped to plan their journeys for specific outings. We joined the children on their outing to the Botanical gardens and found the children to be well behaved and interested in all aspects including using public transport. A topic on anti -bullying had supported children to explore their feelings and consider others. Children spoke confidently on what they would do to resolve any conflict developing an awareness of their personal values and self-regulating

their own feelings. Personal plans recorded information to support staff to plan children's individual care needs. Improved changes had taken to the recording format, we discussed further improvements that should include all children's health information and if needed risk assessments. Reviews with children and their families should be consistently recorded. Clear procedures were in place to safe guard children helping to protect them from harm, neglect abuse, bullying and exploitation. Children told us they felt safe in the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

Staff made very good use of the accommodation available to them. In consultation with the children, areas for children's different stages of development had been created to provide an appropriate mix of private and communal areas. This included a comfortable area with soft furnishings to relax. The playrooms had been organised to allow children to move around freely. Attractive displays and information boards contributed to a welcoming environment for children and their families. The outdoor area had been created involving children and their families. It provided opportunity for children to freely access and experience physical play with a small planting area where children had grown some summer fruits. A large physical room was used for ball games. Staff took steps to ensure the environment was clean and tidy. Risk assessments had been completed for all summer outings and shared with staff and children before leaving the service. Children were encouraged to feel safe and secure in their own community developing an understanding of steps taken to keep them safe. A range of resources for different types of play were accessible for children's choice. Although regular checks had been taken for maintaining resources some children told us some games had pieces missing. We discussed this with the provider and manager who agreed to look into this. Should children be involved in any accidents or incidents records were kept and parents informed. The manager audits any accidents or incidents, we discussed reviewing or recording format would help to inform of any patterns that may emerge to prevent any re occurrence.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

Staff were kind and caring treating children with respect. Children approached staff freely and confidently, secure in their relationships. Staff role modelling contributed to a nurturing environment that supported the children's good behaviour. Good working relationships meant children experienced a warm atmosphere. Discussions with staff demonstrated they had rights based values, respecting and including children and their families in their work. Children's success and achievements were recognised helping children to develop a positive view of them. Staff joined in play and games in a fun manner having a good knowledge of children's developmental stages intervening as needed. Staff told us of changes that had been made to their working practice including children's planning, telling us they felt they had been improvements. This had motivated them further able to reflect on their practice. The staff team we observed worked well together providing consistent and stable care for the children. Staff had attended a range of training and used this to improve their skills and knowledge. We suggested as Scottish social services workers all training should be recorded using post registration training and learning records to support how this may impact on practice. Some staff had taken on leadership roles for example to responsible for children's meetings and planning. To support this we suggested staff access Step into Leadership resources that will help to develop their leadership capabilities. Training should continue to be accessed as planned considering aspects of child protection including child sex exploitation. Staff took part in support and supervision sessions with the manager on a regular basis. This was an opportunity to discuss their work with children, professional development and the service generally. Regular staff meetings and informal daily discussions helped ensure that the manager and staff were up to date with events in the centre and could deal quickly with any changes that needed to be made to support children and their families.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

The manager had not yet been in post a full year. However although an improvement plan had not yet been developed they demonstrated a clear vision and strong leadership. This had supported changes that led to improvement to be managed at an appropriate pace and included children and staff. The manager should develop an achievable improvement plan setting out priorities with regular reviews to monitor progress taking place. Parents staff and children should be involved. Both parents and children felt the new manager had contributed to improvements in the service that was beneficial to them. The manager has a peripatetic role as a manager for the providers other after school club that operates only during school term times. The manager was clear in her role and responsibilities. We discussed with the manager and the provider to ensure when this role covered two services current Care Inspectorate guidance was adhered to.

Both the manager and the provider knew their staff team well and day to day monitoring of practice and daily discussions allowed for reflection and any immediate action. The manager had developed a monitoring calendar.

This should be reviewed in order to be fully achievable. The manager should continue to carry out planned monitoring of playroom practices and how this may impact on children's experiences. Parent and children's views were valued and acted on. Children's human rights were central to the organisation. As part of improvement a review of policies and procedures was in progress to ensure staff have the right information and resources. Whilst there is no children who currently receive medication the administration, recording and storage of medications should be reviewed as a priority and shared fully with all staff and parents. A complaints system was in place for parents and children had opportunity to voice their concerns at their regular meetings. The manager was confident in her responsibility in knowing when to notify the Care Inspectorate.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very 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

Date	Type	Gradings
17 May 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
10 Apr 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
24 May 2012	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
5 May 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
28 Jul 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
23 Jul 2009	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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