

Oscars @ Carrick Knowe OSC Day Care of Children

Carrick Knowe Primary School
Lampacre Road
Edinburgh
EH12 7HU

Telephone: 07557384736

Type of inspection:

Unannounced

Completed on:

30 November 2018

Service provided by:

Out of School Scotland Limited

Service provider number:

SP2007009266

Service no:

CS2014323766

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

Oscars @ Carrick Knowe OSC, referred to as 'the club' throughout this report, is situated in a stand-alone building with the grounds of Carrick Knowe Primary School. The building consists of four playrooms, toilets, kitchen and an office. There is a small grassed area in front of the building for the club's sole use. The club also has access to the school playground, playing field, trim trail and a wooded area.

The club is registered to provide a care service to a maximum of 40 primary school aged children at any one time. During the school holidays and in service days the service may be provided to a maximum of 40 children at any one time aged from entry to primary school up to the end of year 2 secondary school.

The stated aims of the club include the following:

'We aim to offer play and educational opportunities in a safe, welcoming environment with a clear emphasis on the social and educational welfare of each child.'

The service registered with the Care Inspectorate on 3 February 2014.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. 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.

What people told us

We observed the children and spoke with them throughout the inspection. They were happy and settled in their environment and appeared aware of the club's daily routines. Children were engaged in the variety of activities on offer throughout the sessions. They interacted confidently with staff and approached them for support when needed. Children's comments included:

"I like having snack and going outside."

"I like playing with the horses and drawing."

"I really like it. You do fun things with your friends."

"I like to play in the woods and get to climb trees."

We sent eight Care Inspectorate care standards questionnaires to the service to distribute to parents. We received six completed questionnaires before the inspection took place. Parents either agreed or strongly agreed that they were happy with the quality of care their child received in the service. Some parents and carers wrote comments which we discussed with the manager whilst ensuring their anonymity. Representative comments included:

'I am very happy with the service Oscars @ Carrick Knowe provides. They go an extra mile and sometimes even further to make sure my son is well and happy. Thank you ever so much.'

'The manager and the team really care for all of the children in their care and I feel that they know my child really well. I am very happy about the service.'

'Staff are brilliant. Get the kids outside whenever possible and have a lot of toys/activities to keep kids entertained. They have a great range of toys/art and crafts, etc to give the kids a choice of what they want to do.'

'Both of my children have used this after school club. The staff are fantastic and the kids love them. The accommodation is a bit tired but that isn't a big deal. I have been very happy with the service so far and frankly couldn't manage without it (work commitments).'

'My children have attended Oscars @ Carrick Knowe since P1 and love going. When we pick them up in the summer months/better weather they are playing outside quite often at a group game with members of staff.'

'I do feel that more resources could be provided to enhance the range and quality of games etc that are on offer. The team do the best with what they have but no doubt there is always room for improvement! Thank you.'

Self assessment

The service has not been asked to complete a self assessment in advance of the inspection. We looked at their quality assurance paperwork. These showed how they monitored the quality of the provision within the service.

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	3 - Adequate

Quality of care and support

Findings from the inspection

Children were confident and comfortable whilst attending the club. They appeared familiar with the club's daily routines and the boundaries that had been put into place which were recorded in the club's 'golden rules'. Through discussions with staff it was clear that they knew the children well. A professional relationship had been established with parents which enabled information to be shared between them and staff.

Information about the children was gathered from parents using a variety of methods, for example registration forms, daily discussions where information was shared and the use of personal care plans. This gave staff the information they needed to allow them to support children's individual care needs. The use of 'all about me' forms should be reviewed to ensure consistency as not all children had a completed form in their files. We will follow it up at the next inspection.

Planning came from staff's observations, children's interests and input from parents. Staff completed mind maps

to record children's views and ideas for activities and outings. A planning book had been developed where staff stored the mind maps along with photographs of the children, their comments and samples of artwork. Planning and evaluation were completed to record children's views. Weekly information about activities and snack were written on a chalk board to inform parents about their child's time at the club.

Children received a daily snack that staff prepared. They enjoyed the selection of fruit, crackers and cheese on offer which was accompanied by diluted juice. Children were involved in deciding the weekly snack menu and parents had been asked to give suggestions for the menu. We discussed with the manager that children should be offered milk and/or water with their snack and not juice every day. She agreed to review this with staff and we will follow it up at the next inspection. Children were seen to wash their hands before snack and knew this was to promote their own health.

Children enjoyed a range of different play experiences during our visits. This included playing football, using the school's trim trail, drawing, as well as making decorations for Christmas. The children freely chose which activities they wanted to take part in and were supported by staff where needed. Children had daily opportunities to be out in the fresh air and be physically active.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The staff had worked hard to make positive improvements in the playrooms, which had been decorated and were light and airy. Children could choose where they wanted to be and were able to engage in a variety of stimulating activities and experiences. The smaller playroom allowed children time away from the main activities. Children were encouraged to be independent in their play with support from staff. We discussed with the manager that the introduction of natural materials would offer children opportunities to use their imagination and engage in open-ended play experiences. We will follow this up at the next inspection

The club had their own outdoor area which had been developed with the help of parents and ensured the children were safe and offered them different experiences. There were opportunities for exploratory play in the school's wooded outdoor area where children could explore, climb trees and engage in different types of play such as den building. The club also had use of the school's playground and trim trail which allowed children to be outdoors daily. The club had begun to introduce loose parts play and we discussed that this could be developed further to allow children to work together to plan and problem solve. 'Loose parts' are materials that can be moved, carried, combined, redesigned, lined up, taken apart and put back together in multiple ways. They can empower children's imagination and creativity as well as encouraging them to explore and manage risk.

We observed that some of the older children attending the club were not as engaged in the activities as the staff

would like. The manager and staff planned to review this with the children and support them to feel included and an active part of the club.

Staff kept children safe using a variety of methods, for example a secure entry system and the use of risk assessments for playrooms and the outdoor area. After a Requirement made at the last inspection the club had developed a system to ensure children could move safely between the club building and the outdoor play areas. This had included the use of walkie talkies to share information between staff. Staff were aware the procedures to follow in the event of a welfare concern about a child. They were confident in the steps to be taken to safeguard the children.

Accidents and incidents were recorded to inform parents about what had happened to their child and the action taken by staff. Parents signed the form to confirm they had been informed

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were kind and nurturing in their interactions with the children and had developed positive relationships with them and their parents. They were enthusiastic about their roles within the club and worked well as a team to provide positive outcomes for children. Staff were involved in the development of the club and had taken the lead on projects to help take improvements forward. For example, developing the displays and artwork and putting in safety measures to allow the children to move freely between indoors and outdoors.

Staff were appropriately qualified and skilled for the position they held. They were recruited in line with safer recruitment guidance and had taken part in an induction programme which enabled them to carry out their work confidently. There were opportunities for staff and the manager to meet regularly which allowed staff to feel supported, to reflect on their work practice and to discuss provision of the club.

Staff were registered with the Scottish Social Services Council (SSSC). They were aware of the SSSC's Codes of Practice which describe the standards of conduct and practice within which all staff must work.

Staff knew the importance of developing their knowledge and skills. They had undertaken online training through Oscar's Azilo training programme. Some staff had completed their qualification training since the last inspection with the support of the manager and the staff team. The club should continue to identify staff's training and learning needs to ensure they continue to provide good quality care to children.

Support and supervision meetings took place with the manager every six to eight weeks to evaluate what had

gone well and ways to improve. Annual appraisals allowed the manager to support staff in their roles within the club and to identify any need for further training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Weekly team meetings were held where all aspects of the club were discussed. There was an agenda to record the topics to be discussed and minutes which recorded any actions to be taken and who would take them forward. The manager also attended monthly management meetings and shared the minutes with staff to ensure they were aware of the topics discussed.

Staff had developed a positive relationship with parents which encouraged informative communication. Parents were given opportunities to formally influence the development of the club through the use of questionnaires. Children had many opportunities to provide feedback on the club through regular discussions with staff, contributing ideas for activities and opportunities to evaluate the activities and outings. Parent's and children's comments were listened to and valued by the manager and staff team.

A quality assurance system was in place and was used to record daily and weekly tasks including staff training. We discussed with the manager that a quality assurance calendar would be more beneficial as this would allow the staff team to divide the work load into more manageable, meaningful monthly tasks.

The club did not have an improvement plan in place. However, they were able to discuss with us the plans they had to develop the service. We discussed with the manager that as a team the club should identify the priorities they wanted to work on, set timescales for the work to be carried out and identify the staff to take it forward. See Recommendation one.

A complaints policy informed parents what to do if they wished to raise a concern about the club. It referred to the Care Inspectorate and informed parents that they could contact us at any point with a concern.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure the continuous improvement of the club, the provider should review the use of the operational plan and develop an improvement plan. This would facilitate them to identify the areas to be developed and set priorities for staff to work towards. This is to ensure care and support is consistent with Health and Social Care Standards which states, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

To ensure staff are knowledgeable about way to ensure the safety of the children in their care the provider must ensure:

- a) that systems are in place to accurately record when children are attending the service,
- b) staff record when children are attending activities outwith the club so it is clear where the child is,
- c) systems are in place to ensure staff have contact with each other when giving children free flow access to the outdoor areas so they are fully aware of where children are during the sessions.

This is in order to comply with SSI 2011/210 4(1)(a) of the Public Services Reform (Scotland) Act 2010, Welfare of Users - a provider must make proper provision for the health, welfare and safety of service users.

Timescale: On receipt of this report.

This requirement was made on 27 March 2018.

Action taken on previous requirement

A system has been developed to ensure children can move freely and safely between the indoor and outdoor areas. Staff had also reviewed the way they monitored children who were attending clubs held within the school. Walkie talkies had been purchased to allow staff to report children moving between areas.

Met - within timescales

Requirement 2

To improve the quality of children's experience and to ensure the environment is suitable for the needs of the children, the provider must ensure the range, quality and quantity of resources within the playrooms offer challenge, intrigue and stimulus for the intended age groups.

This is in order to comply with SSI 2011/210 4(1)(a) of the Public Services Reform (Scotland) Act 2010, Welfare of Users - a provider must make proper provision for the health, welfare and safety of service users.

Timescale: Within in one month of receipt of this report.

This requirement was made on 27 March 2018.

Action taken on previous requirement

The staff had made improvements to the environment and the range, quality and quantity of the resources.

Met - within timescales

Requirement 3

In order to ensure management are leading staff in a shared vision the provider must put in place systems to:

- a) develop a robust system which will audit, monitor and record the delivery of the service and ensure its continual improvement,
- b) monitor and evaluate play provision to ensure this meets the individual needs of the children attending the club,
- c) audit the effectiveness of procedures and make changes where necessary,
- d) develop an improvement plan which includes the involvement of parents, children and staff.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/SSI 210 Regulation 4 (1) (a) and (d) Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale: 31 March 2018.

This requirement was made on 27 March 2018.

Action taken on previous requirement

We found that the quality assurance systems had improved due to the improvements we observed as part of this inspection.

Met - within timescales

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

Previous recommendations

Recommendation 1

The provider should ensure that children's personal care plans outline any planned actions and procedures for staff to follow to support any identified support needs or medical needs. All information held on children is to be reviewed at least once every six months to be in line with legislation

National Care Standards for Early Education and Childcare up to the age of 16:-

Standard 3 - Health and wellbeing

Standard 6 - Support and development.

This recommendation was made on 27 March 2018.

Action taken on previous recommendation

The children's personal plans had been reviewed and now held the information needed to meet the support needs or medical needs of the children attending the club. Therefore this recommendation has been met.

Recommendation 2

The provider should ensure that planning records children's involvement and that evaluations are meaningful and identify extended play experiences.

National Care Standards early education and childcare up to the age of 16
Standard 6: Support and development.

This recommendation was made on 27 March 2018.

Action taken on previous recommendation

The planning had been reviewed and recorded children's involvement and included meaningful evaluations. Therefore this recommendation has been met.

Recommendation 3

The provider should ensure that deployment of staff hold positions within the club which reflect the qualifications they hold.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 12: Confidence in staff.

This recommendation was made on 27 March 2018.

Action taken on previous recommendation

Staff are now deployed within the club and have roles which reflect their qualifications. Therefore this recommendation has been met.

Recommendation 4

The provider should support staff's professional development and training to support positive outcomes for children including child protection and the playwork principles training. They should ensure that staff are linking their learning to practice and demonstrate their understanding.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 3 - Health and wellbeing.
Standard 14 - Well-managed service.

This recommendation was made on 27 March 2018.

Action taken on previous recommendation

Since the last inspection staff have attended child protection training and familiar with the playwork principles. Therefore this recommendation has been met.

Recommendation 5

The provider should develop a training calendar to ensure a record is kept of training attended by staff and to identify when future training has been planned. This is to allow training needs to be identified.

National Care Standards early education and childcare up to the age of 16
Standard 14: Well-managed service.

This recommendation was made on 27 March 2018.

Action taken on previous recommendation

A record of staff training is now kept and further training needs are identified through annual appraisals. Therefore this recommendation has 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.

Inspection and grading history

Date	Type	Gradings
17 Nov 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
23 Jan 2017	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
9 Feb 2016	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
17 Mar 2015	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.