

Oscars @ Blackhall OSC Day Care of Children

Blackhall Primary School
83 Craigcrook Road
Edinburgh
EH4 3PH

Telephone: 7917248445

Type of inspection:

Unannounced

Completed on:

15 March 2019

Service provided by:

Out of School Scotland Limited

Service provider number:

SP2007009266

Service no:

CS2010279822

About the service

Oscars @ Blackhall OSC transferred its registration from the Care Commission to the Care Inspectorate when it came into being in April 2011.

Operating from within Blackhall primary School, Edinburgh, the setting is registered to provide an early learning and childcare service to a maximum of 60 children any one time of primary school age. The care service can also be provided to a maximum of 80 children aged from entry to primary one to age 14 years during the school summer holiday period. Within this number care can be provided to a maximum of 10 children who are registered to start school in the August of that year.

The setting operates from one room in a prefabricated building in the grounds and a drama room within the school. The also had access to the playground, field area of the school and the gym hall.

The aims of the setting included to 'provide quality out of school childcare to children attending Blackhall Primary School in classes P1-P3. 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. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff of the club'.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by 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. There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

During the inspection we spent time interacting and talking with children. They were keen to share their positive comments about their experiences of the service. For example they told us:

- 'I like to build dens'.
- 'We like to play football outside and games'.
- 'It's ok here. Mostly I like it. But I don't like it when its noisy, especially when the karaoke machine is on'.
- 'The staff are nice'.
- 'We get to do good stuff here'.
- 'I made a power point about Oscar's, would you like to see it'?
- 'If you have an idea you can put it in the suggestions box'.
- go swimming in the holiday club'.

Of the thirty-five we sent, we received nine completed questionnaires from parents. The feedback in these were complimentary with all confirming that they were happy with the quality of care their child received and confident that staff would protect their child from harm. We also spoke with parents as they arrived to collect their child. Comments from both sources included:

- 'Both children have been with Oscars since P1. Oscars have always been outstanding at providing fun, engaging and exciting activities. My children have a great time with Oscars staff. They are friendly and extremely professional. I am very happy with the service, especially as they accommodated the after school club in the school premises after parent's request. Just one example of their dedication'.
- are happy and do a lot of activities'.
- 'Our child is very happy at after school and not happy if we collect early due to the fun activities. So for me,

that is good. Child happy = I'm happy. Food, well it's not the best but is much better than it used to be. There is a variety of fruit which is good'.

- 'I believe learning, support and develop plans are in place but they are not communicated to parents'.

We shared with the manager that a parent reported to us their dissatisfaction of the system for place allocations. They agreed to give this consideration'.

'My child doesn't want to go home when I pick him up. The staff know him really well and are considerate'.

'My child loves it here'.

Self assessment

The service has not been asked to complete a self-assessment in advance of the inspection. The manager shared the club's improvement plan with us and we could see there was an approach to making improvements.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Staff were friendly and welcoming and helped children to settle and establish friendships. Children chatted with staff who created a relaxed, fun environment. This contributed to building children's confidence and emotional well-being.

Staff had developed links with teachers at the school they collected from to help promote continuity in children's care.

Children discussed how much they looked the different choices of snack. Children enjoyed a relaxed and sociable snack with their friends and staff, chatting about their day at school. This helped create a warm, welcoming and inclusive ethos. Staff and children had been involved in reviewing and updating the snack menu, taking into account best practice guidance to promote healthy living. This encouraged children to be aware of the importance of a healthy lifestyle. Children were keen to show us what they had been doing at the club and told us they were consulted about the service. For example, through having verbal conversations with staff and also using the designated suggestion box. A group of children took great delight in showing us a power point they had made about their club. In this we saw children experiencing a wide range of extra-curricular activities and extensive outings during the holiday club. We also saw that they were knowledgeable and respectful of the club rules. All of which demonstrated children's feeling of belonging in the setting.

Staff closely monitored children when they were using the internet. During our visit children were busy making a power point of the importance of internet safety to share with their friends in the club. This demonstrated a shared understanding and serious approach to keeping safe whilst using the internet.

Children were able to be active within the setting by playing the school grounds and participating in physical activities in the gym hall. Children benefited from a staff members dance background as they were able to learn dance moves and do Zumba.

What the service could do better

Whilst we acknowledged that, with parents the manager was currently updating children's personal plans, we saw that these were not effective enough to capture a clear picture of children's needs. For example, we heard from staff and read in a child's file that they had an addition support need. We were concerned that there was no further information and confusion between staff about such needs and the strategies in place to ensure the right support was being given. See requirement one.

Although children were generally happy with and made best use of the activities on offer there were opportunities to improve these further. For example, children had access to equipment and resources that were old, limited in their uses and were at risk of not meeting the interests of children. We recognise the limitations of storage for the service and discussed the benefits of accessing loose parts play. This would further build upon children's interest in den building and allow them to use be creative whilst using their imagination. In addition consideration needed to be given to providing children with places to rest after a busy day at school. See recommendation one.

We raised concerns with the manager regarding the disorganisation, cleanliness and poor state of repair of the kitchen. For example the floor was dirty, as were the cooker and worktops, paint brushes were drying alongside cutlery, a cardboard box was stored on top of the cooker and cupboard doors were hanging off. Furthermore, despite us pointing it out to staff, food from lunch time, which included meat, remained on the club room floor throughout our entire visit and a child was standing on it with bare feet. These posed infection control concerns. See recommendation two.

We could see that the setting at taken steps to meet the requirement we made at the last inspection regarding medication. However, we have concluded that additional action needed to be taken. For example, for every child with allergies, staff needed to have clear instructions of timescales regarding the steps to be taken when a child experienced an allergic reaction. Whilst we have deemed most elements of the requirement had been met, we have made a recommendation to meet the additional action we have asked for. See recommendation three.

Requirements

Number of requirements: 1

1. In order to ensure that they are meeting the care and support needs of children with additional support needs, by 3 June 2019 the provider must:

- Prepare a written personal plan with clear strategies to support the child.
- Ensure that information contained in the personal plan is shared with staff working with the child.
- The personal plan is reviewed at least once every six months and more often if necessary.
- Ensure that when the plan is reviewed it is signed and dated.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15) and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 4.-(1) A provider must-(a) make proper provision for the health, welfare and safety of service users.

Recommendations

Number of recommendations: 3

1. To promote children's problems solving, curiosity and creativity the service should develop the range of activities and experiences to include more open-ended resources and challenging experiences. They should also create inviting areas for children to relax in. This is to ensure that care and support is consistent with the Health and Social Care Standard which state, 'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.16).
2. To ensure children's health and well-being, the service should ensure the kitchen, and food preparation areas are clean, in a good state of repair and fit for purpose. They should also encourage staff and children to be responsible for cleaning up any food mess left after eating. This is to ensure that care and support is consistent with the Health and Social Care Standard which state, 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).
3. To keep children safe, their medical needs must be managed in a safe and effective way. The service should review the procedures for the management of medication in line with best practice guidance. This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I experience high quality care and support because people have the necessary information and resources (HSCS 4.27).

Complaints

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

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

Previous requirements

Requirement 1

To ensure the health, safety and welfare of children the provider is required to ensure that

- a) all children who have medication, have a care plan telling staff when, how and why to administer medication
- b) that if information from parents says to "give the dose on the pharmacy label" that the medication has a pharmacy label
- c) when parents ask for medication to be administered to their child, they state why and that staff record why they gave it. For example if the child has a temperature.

This is to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1)(a) - a regulation with regard to health, welfare and safety needs of service users.

In making this requirement we took account of the National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing.

Timescale: within one month of receipt of this report.

This requirement was made on 25 February 2016.

Action taken on previous requirement

We concluded that most elements of this requirement had been met by the setting carrying out a review of their practice in line with current best practice guidance. However, additional work needed to be carried out to ensure staff had clear instructions on when to give medication. **Therefore this requirement had been met and we have captured the additional work needed in recommendation three within this report.**

Met - within timescales

Requirement 2

The provider must ensure that a clear Child Protection Policy is available to staff. This policy should be specific to staff at Oscars@ Blackhall and clearly state whom they should report a child protection concern to. A clear and concise child protection statement should be available for parents.

This is to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1)(a) - a regulation with regard to health, welfare and safety needs of service users. In making this requirement we took account of the National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.2 - A safe environment and Standard 3.6 - Health and wellbeing.

Timescale: Within one month of receipt of this report.

This requirement was made on 25 February 2016.

Action taken on previous requirement

A clear policy had been developed and shared with parents and a flow chart was on display of whom a child protection concern would be reported to. **Therefore this requirement had been met.**

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
16 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
23 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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