

Crossford Out of School Club Day Care of Children

Crossford Primary School
Dean Drive
Crossford
Dunfermline
KY12 8PE

Telephone: 07860 957889

Type of inspection:

Unannounced

Completed on:

3 July 2019

Service provided by:

Fife Council

Service provider number:

SP2004005267

Service no:

CS2014323392

About the service

Crossford Out of School Club was registered with the Care Inspectorate on 3 June 2014 and is provided by Fife Council's Childcare Services. The club is part of their network of out of school clubs.

The service operates each morning before school and after school until 6pm, within Crossford Primary School. During school holidays and in-service days the club joins with other local out of school clubs to provide a care service from one venue under the name of Crossford.

The service conditions of registration state that the care service may be provided to a maximum of 16 children at any one time, from age four to 16 years and that the service will have exclusive access to areas of the premises as designated by the head teacher.

The philosophy of the club is to provide affordable childcare to allow parents/carers to work or undertake further education. The aims include; caring for children in a safe, relaxed environment in which they can participate in a wide range of social and educational activities.

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 parents 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.

During the inspection which took place on 25 June 2019, there were nine children present. We gave feedback to the manager and staff on 3 July 2019.

Parents and carers will be referred to as parents in this report.

What people told us

We sent out 10 care standards questionnaires to parents of children who attended the service and received four completed questionnaires before the inspection took place. We spoke with parents and children during our visit. Overall, parents were very happy with the quality of care their children received in this service. They confirmed they were asked for their views and that staff shared information about their child's learning and development with them.

Parents told us their children were very happy to be at the club and that they found the staff to be friendly, professional, approachable and caring of their children. One parent expressed concern that on occasions there was a lack of adult supervision of the children in the outdoor play areas.

Children we spoke with told us they enjoyed coming to the club, that they had made friends there and that they like the staff, who listened to them and supported them with issues they might have. Children told us that the staff always asked them what activities they wanted to do. One child told us they enjoyed completing their learners journal.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their own improvement plan and quality assurance systems. This demonstrated their priorities for development and how they were monitoring 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 and parents were warmly welcomed into the setting. Children enjoyed a caring and inclusive environment where they were well supported and we saw they were settled and very comfortable. Children's differences and preferences were acknowledged and care was tailored to meet individual needs. This practice supported children to feel safe and secure.

Parents were kept informed about what was happening in the service and this meant they felt included in their child's care.

During the session children were engaged, busy and having fun. Children had opportunity and choice about playing with friends and playing alone. They were consulted in a sensitive way about their day-to-day care. This meant children were respected and valued.

Children's registration and personal records were reviewed and updated regularly. A recommendation made at the last inspection was currently being addressed, as work to devise a format for children's learners journals was in the process of being developed by the provider. Planning and developing activities that individuals are interested in will ensure that their confidence, self-esteem and creativity are developed. The journals should provide information about each child's needs, areas for development, interests and aspirations. Effective and meaningful plans will support improved outcomes for children.

While children's choices informed planning, activities should be developed to provide more challenge to support problem solving, thinking and investigation skills.

Medication was recorded, stored and administered appropriately, supporting children's wellbeing. Staff indicated they considered the required medication records to be complex and if these cannot be simplified then we suggest that staff be supported to better understand these, to ensure children's wellbeing.

There were effective infection control systems in place to support children's health, and snacks were healthy options.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The areas used by the club consisted of a large circular hall and a smaller multi purpose reception area. Children also had access to the library and a classroom when not in use and to the outside areas including large open grassed areas and a smaller enclosed area with access to loose parts play. Areas for growing, digging and climbing had been developed.

The layout provided opportunities for children to play independently or in small or larger groups and gave opportunity for the children to freely choose where they play, indoors and out. This supported children to feel responsible and lead an active life. We suggested that loose parts play could be enhanced with the introduction of additional resources to provide further challenge and interest for the children.

<http://www.inspiringscotland.org.uk/media/58451/Loose-Parts-Play-web.pdf>.

Providing open-ended and natural resources supports children to develop social and physical skills and helps to build confidence and self-esteem.

From time to time children had access to local parks and the woods, supporting them to learn about their local community.

We noted that the reception area and outdoor play areas were busy with other children and parents leaving to go home at the end of the school day. School staff also used the reception area and hall as a necessary route through, into and out of, the school. We discussed this with staff and suggested they review risk assessments to ensure the environment was safe and secure. We also asked them to consider how the club might have use of space that is free from avoidable intrusion. This issue is further considered under the management quality theme in this report.

Children were encouraged to make independent choices about how they spend their time. This good practice meant that children were involved in planning activities and snacks and in the general day-to-day life of the service.

Children's health and wellbeing was promoted well within the club, with children encouraged to wash their hands before snack times and drinking water was available at all times. Snack times were social occasions with staff supporting conversation and interactions.

Appropriate accident/incident records were maintained and staff were trained in first aid to support children's wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff strengths and areas for development were recognised through annual appraisals and review sessions. They told us they felt well supported by management and that they had access to gaining further qualifications and attending training opportunities that supported them to develop their skills and knowledge. Staff told us they were interested in learning more about autism, ADHD and managing behaviour in positive ways.

We found the staff team continued to work well together. As at the last inspection, we found they were open to discussing ways to develop aspects of the club, however further support from management would support initiatives.

The staff knew the children well and were caring, patient and supportive. Their warm, gentle approach meant that children felt respected, safe and loved. Staff interactions during children's play were respectful and supported children's interests. Staff should consider ways to make activities more appealing and exciting for the children to encourage them to develop skills and reach their potential. They should consider ways to involve children in contributing to and reviewing their personal plans.

Staff were knowledgeable about the service development plan and felt fully included in this. Current best practice guidance should be used to support staff to develop the service and staff should familiarise themselves with the Health and Social Care Standards to ensure their practice is in line with the standards expected.

Children were kind towards each other and it was evident that by staff modelling respectful interactions, children's respect for their peers was promoted. This good practice helped the children to become aware of the needs of others and reflected the nurturing and respectful ethos adopted by staff.

Staff worked with parents and with other agencies to communicate any issues or concerns, to ensure these were effectively managed in the interests of the children. They were confident about their responsibility to keep children safe and clear about their roles regarding child protection and first aid.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The club is operated by Fife Council's Childcare Services Team. The service is directly managed by a peripatetic manager who oversees the out of school clubs in the local area. The manager is available at the club one day per week and as required. The day-to-day responsibilities lie with the senior practitioner. Together they oversee the running of the club and support staff to meet children's needs.

A system was in place to monitor staff registration with Scottish Social Services Council and to support staff to meet the requirements of their registration with this body. Safe recruitment procedures were followed to ensure the wellbeing of the children.

As noted under the quality of environment theme, we saw that there were times where persons both who worked in the service and others, used areas within the club as a walk-through. This has the potential to risk children's safety, can disturb the children's concentration and disrupt play, as well as take up staff attention challenging the visitors. The providers should consider this and address it with the management of the accommodation to ensure children's safety and reduce staff time addressing this matter.

Management were currently reviewing the quality assurance processes and we suggest that these involve parents and children. We further identified areas for improvement to include developing children's journals and evaluating activities and outcomes for children.

A requirement had been made at the last inspection about children's records and partially addressed. The provider advised that a care plan review will address the remaining issues and we support this plan. Children should be involved in developing and maintaining their own plan and we have made a recommendation about this. See recommendation 1.

The service improvement plan was being addressed and included development of the outdoor spaces. Management included the staff team in carrying out identified improvements.

Parents we spoke with indicated they were very happy with the quality of service their children received and felt involved and included in the club.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children should be supported to be fully involved in developing and reviewing their personal plan.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; "My personal plan (sometimes referred to as a 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)

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 support children's health and wellbeing, by 30 November 2018 the staff team in partnership with the children and their parents must ensure registration records and personal plans are maintained accurately and reviewed at least every six months. The management team should ensure this is audited regularly.

This is to comply with;

Social Care and Social Work Improvement Scotland (Requirements for Care Services), SSI 2011/210, Regulation 4(1)(a) - Welfare of service users and Regulation 5 - Personal plans.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; "My personal plan (sometimes referred to as a 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)

This requirement was made on 3 December 2018.

Action taken on previous requirement

Records had been maintained and reviewed as required, however children's journals (care plans) needed to be improved and maintained. A recommendation has been made at this inspection regarding this aspect of children's records

Met - within timescales

Requirement 2

To support children's health and wellbeing, the staff team must record and maintain appropriate medication and medical needs information by 30 November 2018. The management team should ensure this is audited regularly.

This is to comply with;
Social Care and Social Work Improvement Scotland (Requirements for Care Services), SSI 2011/210, Regulation 4(1)(a) - Welfare of service users and Regulation 5 - Personal plans.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; "I experience high quality care and support because people have the necessary information and resources." (HSCS 4.27)

This requirement was made on 3 December 2018.

Action taken on previous requirement

Appropriate action had been taken to maintain medication records.

Met - within timescales

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

Previous recommendations

Recommendation 1

To ensure that staff have access to the most up to date and relevant information, all records in relation to the child's care and welfare needs should be reviewed at least every six months, or if there is any change to their plan.

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

This recommendation was made on 6 May 2015.

Action taken on previous recommendation

This recommendation has not been met. Information regarding this can be found within Quality Theme 4 - Management and leadership. A requirement has been made to address this area for improvement.

Recommendation 2

Staff should continue to develop and review the children's journals to plan and evaluate activities that the children will be able to enjoy and be motivated by. The activities should be flexible and take account of ages, development needs, interests and patterns of attendance of each child.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; "As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials." (HSCS 1.31)

This recommendation was made on 3 December 2018.

Action taken on previous recommendation

Insufficient action taken and the recommendation is made again in this report.

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	
22 Oct 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
6 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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