North East Circle, St. Benedicts OSC
Day Care of Children

Oakwood Primary School
22 Drumlanrig Road
Easterhouse
Glasgow
G34 0JD

Telephone: 07931 130473

Type of inspection:
Unannounced

Completed on:
18 July 2019

Service provided by:
Shirley Ann Barker

Service provider number:
SP2007009007

Service no:
CS2007147642
About the service

The service is registered to provide a care service to a maximum of 50 children attending school and aged under 16 years of age. The service operates between the hours of 3pm and 6pm, Monday to Friday during term-time and 8am and 6pm, Monday to Friday during school holidays and in-service days.

The service aims include:
‘to provide a safe and secure environment to play.....to be open to advice and suggestions at all times.’

The service operates from an upstairs playroom within Oakwood Primary School. Separate toilets for boys and girls are located within this corridor area. They also have access to a kitchen area, an adjacent playroom, the school gym hall, enclosed pitch and playground area.

We check services are meeting the principles of Getting it right for every child (also known as 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. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affects children, young people and their families.

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. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

We compiled this report following an unannounced inspection, which took place on Thursday 18 July 2019. The inspection was carried out by a Care Inspectorate early years inspector. We assessed the service’s performance against two Quality Themes, Care and Support and Staffing.

What people told us

Six parental questionnaires were returned prior to the inspection visit. Some comments included:

“My child has been coming for years, he actually gets annoyed if I pick him up early.”
“I am happy with the service, they go an extra mile, especially in the holiday times, fab trips.”
“Great staff, GREAT SERVICE.”
“The staff are so friendly, they really know my child and cater for her individual needs.”
“I can’t thank them enough, I couldn’t work if wasn’t for the after care.”

Children were content and freely chatted with us. Some comments included:

“My favourite trip was the science centre.”
“My favourite trip was Troon beach, we are going Bowling this afternoon.”
“I like going in the mini bus, we are having a treat today, I am going to order a “Big Mac” when we go to Mcdonalds” later.”
“We are all friends in here.”
“There are lots of toys, I like to play with the Lego.”
“I like maps.”
“We get healthy snacks, my favourite is wraps.”
“The staff are kind and listen when I get worried or upset.”
“We can make suggestions and they will try to please us.”

Self assessment

We did not request a self assessment. We did view the service’s detailed improvement plan.

From this inspection we graded this service as:

| Quality of care and support       | 5 - Very Good |
| Quality of environment            | not assessed  |
| Quality of staffing               | 5 - Very Good |
| Quality of management and leadership | not assessed |

What the service does well

Children were engaged and happy to be integral to the inspection. They were happy to show me around, taking me to the I.T. suite, where children were enjoying playing educational games on the school computers. Some children were playing role play together, drawing or building with the Lego. One of the older girls was styling some of the girls hair. They led their own play and could play together or independently. The service was inclusive, which meant children who may face challenges were fully integrated. We found that the GIRFEC framework and SHANARRI wellbeing indicators were firmly embedded in the service. This demonstrated that each child was encouraged to be resilient and empowered to make decisions and good choices. Children were walking to the nearby restaurant, for lunch, they were choosing captains for the planned bowling trip.

Children’s personal care plans were robust and contained all the legislative content. They linked very well to the Getting it right for every child (GIRFEC) framework. The associated wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included) were identified. These were child-centred. Staff demonstrated that the children were being supported to maximise their own potential.

The service are members of the Scottish Out of School Care Network, (SOSCN) this means they keep well informed and up-to-date with best practice guidance. The whole staff team knew the children’s individual interests, likes and dislikes very well. The staff team meet to prepare, plan and evaluate the holiday programme. They told us: “We meet together and discuss what worked well and what children enjoyed at previous holiday times.” The staff team hold or are participating in formal, recognised childcare and play qualifications.

Staff were aware of child protection procedures. All staff were registered with the Scottish Social Services Council. We saw staff using skilful behavioural strategies to support a child with additional needs. We saw that interactions with children were mainly positive and respectful which meant that children generally experienced being cared for within a supportive and safe environment.

They knew the children well, they could tell us individual likes and dislikes. We saw some of the staff demonstrating personal responsiveness to meeting the children’s personal needs. Some staff were particularly sensitive and mindful to children with challenges. They used distracting strategies to de-escalate conflict.

The organisation had robust safer recruitment procedures.
Staff told us of the induction procedures that were in place when they first started in the service. This included a range of policies and procedures to support them in their role and responsibilities.

Staff told us they had recently carried out child protection e learning training. They told us they felt the provider invested time and training for the team. They have recently had their appraisal, this was a opportunity to discuss continued personal developments.

The service’s medication procedures followed best practice guidance.

**What the service could do better**

The service should continue to provide a very good school aged childcare service.

**Requirements**

*Number of requirements: 0*

**Recommendations**

*Number of recommendations: 0*

**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**

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.

Inspection and grading history

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>18 May 2016</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td>Staffing 4 - Good</td>
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<td>Management and leadership 4 - Good</td>
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<td>12 Jun 2013</td>
<td>Unannounced</td>
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<td>Environment 4 - Good</td>
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<td>Staffing 5 - Very good</td>
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<td></td>
<td></td>
<td>Management and leadership 5 - Very good</td>
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<tr>
<td>20 Jul 2010</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td>Environment Not assessed</td>
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<td>Staffing 4 - Good</td>
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<td>Management and leadership Not assessed</td>
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<td>17 Dec 2009</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Environment Not assessed</td>
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<td>Staffing 3 - Adequate</td>
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<td>Management and leadership 4 - Good</td>
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