

# **Darnley OSC - Darnley Community Education Centre Day Care of Children**

Darnley Community Education Centre  
10 Glen Livet Place  
Darnley  
Glasgow  
G53 7LA

Telephone: 0141 620 1120

**Type of inspection:**

Unannounced

**Completed on:**

22 November 2019

**Service provided by:**

Darnley After School Service Board of  
Directors

**Service provider number:**

SP2004004151

**Service no:**

CS2003006201

## About the service

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

Darnley OSC - Darnley Community Education Centre has been registered with the Care Inspectorate since 2011. It is provided by Darnley After School Service Board of Directors and operates from Darnley Community Centre in the south side of Glasgow.

Darnley OSC - Darnley Community Education Centre provides a care service to a maximum of 49 children during term time. Children are aged 4 years 6 months to 14 years and attend primary and secondary school. During school holidays a maximum of 62 children may be admitted when the service has exclusive use of the games hall.

The service aims are:

- Improve the daily experiences for the children in our care.
- Encourage the children to be independent and take responsibility for their own activities.
- Introduce new procedures and undertake further training towards fulfilling the prime responsibility of promoting children's health and well being.
- Continue to develop policies and practices in line with care inspectorate requirements.

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 (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

There were 27 children attending the service on the first afternoon of our inspection and 31 the next morning. We observed that during both sessions children quickly settled into activities of their choosing. The interactions between staff and children were responsive and respectful, making it more likely that children would feel their wishes and views were valued and included. It was clear to us that children felt ownership of the service, they were interested in the purpose of our visit making us feel welcome. Seven children agreed to fill in questionnaires for us about the quality of their experience at Darnley OSC. Their comments included:

They felt good at the service because -

"I get to draw." (age 11)

"I get to play with my friends." (age 11)

"The adults are very kind." (age 9)

"I enjoy it because I get to see my friends and have fun." (age 10)

The children's descriptions of staff were -

"(The adults) are good they stop us from fighting." (age 11)

"They are really helpful and kind." (age 11)

"I think they're very good because they're understanding." (age 9).

Children's opinions of the games and activities -

"They're not good because I don't like board games. (I would change) so that we could play football in the morning." (age 11)

"(Not good) I don't like board games. I would let us go down to the games hall and play football." (age 11)

"Very good because they are fun." (age 9)

Three children believed the snacks and drinks were very good because they were healthy, one said "We get treats." (age 11)

One child disliked that they didn't get to make decisions within the service but the others gave examples of decision making opportunities -

"What we do during the summer holidays." (age 10)

"About new snacks and new places to go to in the summer holiday." (age 9)

Three children stated that they would like more games without specifying what these might be. However one nine year old said "Gladiators more often." This was soft play that was only available in the holiday sessions because of the amount of time taken to erect.

We issued 16 care standards questionnaires to the service to distribute to parents/carers prior to the inspection taking place. We received seven completed questionnaires. All responses from parents were very positive; five were substantiated with written comments:

"Darnley after school service is a lifesaver for working parents. It is a great source of childcare, supportive and affordable. I have no qualms and highly recommend the service to every working parent."

"Fantastic service. Well run. Excellent activities with wide range of options. Staff all well trained and great with the kids."

"The staff are very friendly and provide high-quality care, my daughter enjoys being at after-school care. The summer trips are amazing, they do many interactive activities, the children get involved in decision-making, their opinions are valued. As a parent I am really happy with the service; my daughter is in P7 and after the summer holidays she will be leaving after school care but definitely all those years she has spent in after-care we're the best years."

"The staff and management are friendly and always happy to help. Facilities are good and the programme during school holidays is excellent!"

"The staff at Darnley after school service are highly experienced and totally committed to ensuring the best support and positive outcomes for all the children that they care for. They have established excellent relationships with the children and their families and are highly trusted and respected by them and the wider

community. The resources and food choices are great and staff ensure that the service is always evolving by involving all parties in deciding the best way forward for the children and the service as a whole."

We also spoke with four parents during the inspection process who agreed with the above sentiments. They spoke highly of the staff qualities and their approachability. Parents appreciated the flexibility of the service and the breadth of experiences offered to their children. Most of all that the children were happy.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the service provided to children and families.

## From this inspection we graded this service as:

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

## What the service does well

We found, and parents confirmed, that staff were caring and nurturing toward children and knew their individual needs very well. Strong relationships with children and parents had helped staff to develop strategies to support children's individual needs, for example when they had medical conditions.

Staff we spoke to had attended child protection training and felt confident to take forward any concerns about a child in their care. They had used the GIRFEC wellbeing indicators very well within children's personal plans to promote children's involvement and encourage conversations about their likes and interests as well as celebrating their achievements. Taking account of children's views meant they had a sense of belonging, of being respected and included at the service.

We observed that children were engaged in cooperative play across a mix of age, ability and gender. Through active play in the games hall children were learning social skills such as sharing, turn-taking, resolving conflict and tolerance of others. Staff were very good at supporting children to develop friendships. We particularly liked some project work staff had undertaken with children to support their emotional wellbeing and resilience. There was a display highlighting the discussions children had had on what makes a good friend, the impact of bullying and coping tools they could use to help build their confidence.

The service was provided by a Board of Directors, which also provided an adjacent after school service that was separately registered with the Care Inspectorate but shared some staffing and resources. The Board included parents but all parents/carers were welcome to attend the annual general meeting so that they had the opportunity to be involved in the decision making process of the service and making improvements. The service manager was proactive in supporting the sector at a local and national level to ensure there was positive outcomes for school aged children. For example participation in local forums and membership of the Scottish Out of School Network (SOSCN) meant that staff could access training and share good practice with likeminded

colleagues. SOSCN is a national umbrella organisation that supports the development of high quality school aged childcare.

The manager had worked with staff in the development and evaluation of the service improvement plan as we had previously asked. The plan set out clear priorities for the service, with staff responsibilities, timescales and potential outcomes for children. There was a Children's Committee, which demonstrated to us that children were included meaningfully in decision making about how the service was delivered to them. These approaches helped everyone feel included in the self evaluation of the service.

## What the service could do better

We agreed with the priority areas the manager and staff had identified for the service. These were to develop their monitoring and evaluation approach, staff development and developing children's play activities.

We discussed how the manager and their team could make use of the Health and Social Care Standards - My support, my life as a benchmarking tool within their improvement plan. Staff could also use the easy read version with children to demonstrate how they tracked and monitored outcomes for children. The standards are used by the Care Inspectorate when assessing the quality of care and support offered by registered services.

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

We talked about how staff could take on leadership roles within areas of work identified within the improvement plan. SSSC's online step into leadership programme could help build leadership capacity across the team.

<http://www.stepintoleadership.info/>

We acknowledged that the service had tried out different ways of organising children's snack time but asked that they continued to evaluate this with children. We observed that the current approach did not give many opportunities for children to be involved in the preparation of snack or to be independent. We signposted the manager to our best practice guidance 'Food Matters Nurturing happy, healthy children' to assist with this task.

<https://hub.careinspectorate.com/media/3241/food-matters-nurturing-happy-healthy-children.pdf>

We saw that while children automatically washed their hands before their afternoon snack this did not always happen at breakfast time. We understood individual children's morning routines may vary but advised that effective hand hygiene should always be promoted by staff before children handle food. This is to keep everyone safe and healthy.

We were confident of the service's capacity to implement the above improvements in order to ensure positive outcomes for children.

## 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](http://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

Date	Type	Gradings	
17 Feb 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
4 May 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 May 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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