

Cumbernauld YMCA - Holy Cross ASC (POMP) Day Care of Children

Holy Cross Primary School
Constarry Road
Croy
Glasgow
G65 9JG

Telephone: 01236 721382 HQ

Type of inspection:

Unannounced

Completed on:

8 November 2019

Service provided by:

Cumbernauld YMCA-YWCA

Service provider number:

SP2003000977

Service no:

CS2003015516

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

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is registered to provide out of school care for a maximum of 30 children attending primary school and up to the age of 16 years. The service operates Monday to Friday during school term time from 3 until 6pm.

The service is part of the Peace of Mind for Parents (POMP) childcare service, provided by Cumbernauld YMCA/ YWCA. This organisation provides a further 11 out of school care services across three local authorities. Children attending this service have the opportunity to attend a holiday club held in another base during school holidays.

The service is provided from Holy Cross Primary School in the village of Croy, on the outskirts of Cumbernauld. They have the use of the dining hall, gym hall and toilets within the school, as well as the school playgrounds and pitches outdoors.

The service is currently operating with a maximum of 20 children and two members of staff. The service aims to "Create a safe, accessible, affordable, stimulating and caring environment for children."

What people told us

During our inspection visit, approximately, 19 children were present. We could see children had formed relationships with staff and were happy within the service. Some children talked to us about their time at the service and told us what they like to do there. They told us they liked opportunities to be with their friends and making their own snack.

We provided the service with 10 Care Standards Questionnaires (CSQs) to be distributed to parents/carers before the inspection. We received three completed questionnaires before the inspection visit. From the responses we found that all parents strongly agreed that staff encouraged their child to make positive relationships with other children and that, overall, they were happy with the quality of care their child received at the service.

Self assessment

The service has not been asked to complete a self-assessment in advance of the inspection. We looked at the service improvement plan for 2019/20 which demonstrated priority areas for future development.

From this inspection we graded this service as:

Quality of care and support	4 – 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 observed all children to be at ease in the service. They were greeted warmly by staff who showed an interest in them. For example, we witnessed staff purposefully engaging in conversations with almost all the children about their day. This was helping children to feel welcomed and valued. One parent told us that staff's knowledge of her child meant they could feedback if her child was quieter than normal or appeared "out-of-sorts" in any way. We could see that children were being supported and cared for sensitively by staff who worked well together and in partnership with parents.

Children were encouraged to resolve conflict, agree rules and were supported to build positive relationships because staff had implemented a 'citizenship' initiative. This included the use of positive statements outlining how everyone can expect to be treated and how they should treat others. The statements were created by the children and were used to help everyone feel safe, support staff in creating a welcoming atmosphere, helped children manage relationships and to encourage the children to take responsibility.

We reviewed a sample of children's 'Personal Plans' during this inspection visit and found that they had improved since the previous inspection and were now in line with legislative requirements. The 'Personal Plans' were created in consultation with children, within 28 days from the child attending the service and set out how each child's needs would be met.

Children's care and support remained stable and consistent following recent staff changes because the manager ensured the new staff member had the right information, tools and resources to meet children's needs. For example, the new member of the team had received induction training and had regular ongoing support from the manager. The staff member reported that she felt welcomed into the team and supported by the service manager.

Very good progress had been made when using evaluation to support continuous improvement. This had resulted in a focused improvement plan with clear and relevant improvement priorities. We found a strong professional development and learning culture which supported shared reflections and ensured that children's needs were at the centre of planning. All staff had regular opportunities to engage in professional dialog at team meetings. This included meeting with staff from other out of school care settings. The organisation had improved its approach to support and supervisions which resulted in constructive conversation taking place and training being identified based on the needs of children and staff.

We carried out a safer recruitment audit of Cumbernauld YMCA-YWCA registered care services 26 September 2019. As a result of the audit, we found that safer recruitment procedures were not always followed consistently (see requirement 1). During this inspection visit we requested an update on the requirement and were satisfied that the provider had improved safer recruitment practice and ensured this was followed during the recent recruitment of new staff.

What the service could do better

Staff had created a diverse environment which provided opportunities for quiet experiences and adequate space for children to be physically active indoors. To ensure children have regular opportunities for rest and somewhere to relax afterschool we asked the setting to develop an area with softer furnishings.

During our inspection visit we found a number of activities on offer had fixed outcomes. For example, children who had shown an interest in dinosaurs were provided with dinosaur colouring sheets. We discussed more creative ways to support children's interests whilst offering them challenge with the manager.

The manager agreed to include more open-ended, sensory and natural materials into children's everyday play experiences. This will encourage children to be more creative, problem solve, construct and manipulate materials, whilst learning new skills.

Children had opportunities to explore their local environment and play outdoors. We could see from photographs that the children had visited the local football pitches, play parks and used the school playground; however, during our visit children did not get access to the outdoors. We asked the manager to ensure that children have frequent opportunities to be outdoors, with the aim that children have daily access. This is in line with best practice guidance. We have included some example below;

<https://www.gov.scot/publications/health-social-care-standards-support-life/>

https://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf

<https://www.gov.scot/publications/out-play-practical-guidance-creating-outdoor-play-experiences-children/>

Requirements

Number of requirements: 1

1. By 7 October 2019 the provider must ensure safer recruitment practice is in place. In this instance the provider must undertake and complete PVG checks including updated checks for all new staff prior to commencement in the service. Where there are exceptional circumstances relating to PVG checks and recruitment matters these must be discussed and agreed with the Care Inspectorate. Review and develop their safer recruitment practice through the Safer Recruitment Through Better Recruitment document http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf.

This ensures care and support is consistent with the Health and Social Care Standards which state "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24). It also complies with Regulation 9(1) -fitness of employees of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

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

Date	Type	Gradings	
31 Aug 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
19 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
25 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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