

## Oscars @ Buckstone OSC Day Care of Children

St.Fillans Church  
Buckstone Drive  
Edinburgh  
EH10 6PD

Telephone: 07734101460

**Type of inspection:**  
Unannounced

**Completed on:**  
17 January 2020

**Service provided by:**  
Out of School Scotland Limited

**Service provider number:**  
SP2007009266

**Service no:**  
CS2010279824

## About the service

Oscars @ Buckstone is registered to provide a service to a maximum of 80 children at any one time of primary school age, with a maximum of 40 children at St Fillans Church and a maximum of 40 children at Buckstone Primary School.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that 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 (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 parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC they are: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

Before the inspection took place we sent 40 Care Standards questionnaires to the service for distribution among families. Twenty two of these were returned to us before the inspection took place. Thirteen respondents told us they strongly agreed and nine agreed with the statement "Overall I happy with the care my child receives in this service. Representative comments included the following:

"Very happy with the service and would have no reservations in recommending the service to others."

"Both my children enjoy Oscars they have built excellent relationships with staff, this is helped by the low turnover of staff."

"The service allows my child to play and be looked after in a safe, friendly clean environment."

"My child has formed positive relationships with staff over the happy years they have attended the club. Staffing is stable and all members are capable, caring, and nurturing."

"Oscars have been supportive and caring in looking after my child. The manager and her team are amazing and I know my child is well looked after."

"Happy with the service no issues, staff are friendly, approachable and know my child well."

"Both my children are very happy. There have been no issues in the several years they have attended, Staff are friendly, helpful and caring with a good range of age mix, experience and qualifications."

"A great and much needed service."

"Our child comes home in a great and happy mood. They have formed bonds with staff and other children. At the start of the school year we were asked to give written permission for outings and activities that have not taken place during the year. The turnover of toys and activities in the hall could be better, Staff are friendly and welcoming and the information board is clear and helpful."

"I would like to be asked for feedback more often and find out more about the range of activities."

"My child is happy at the club. It is noticeable that staff know the children well from what they tell you when you pick up your child."

During the inspection we spoke to 10 parents as they picked up their children. Parents were very supportive of the service they received. They felt their children were well cared for by friendly, professional staff who knew their children well. They commented positively on the staffs open and friendly approach and the positive relationships they had built with their children.

We spoke informally to children throughout the inspection. They were positive about the service they received telling us the food was good, they enjoyed playing outside and that staff were friendly and good fun."

## Self assessment

We did not ask the service to complete a self assessment document. During the inspection we looked at the services quality assurance procedures.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

Staff had created a fun environment for children to relax and play in. Children settled quickly to their chosen activities. It was apparent from the quality of conversations taking place that staff knew the children and their individual interests well.

Staff were aware of the importance of making time to speak to parents as they picked up their children. They valued the opportunity to share information from home and the out of school club as a way of ensuring that children's needs were met. Several parents commented on how much they appreciated this opportunity.

Children's personal plans were up to date and effective systems were in place for ensuring that they were reviewed at least once every six months.

It was apparent from discussions with staff and from written evidence that staff worked effectively to support children's additional needs. In addition to the regular team meetings which took place staff had a daily catch up before children came into the service. This helped ensure that information was shared and staff were aware of any individual support plans that had been put in place.

Staff took a balanced approach to supporting children to manage their relationships with one another. They used their knowledge of individuals to decide when to step in with support and when to give them space and time to work together.

We looked at the systems in place for managing medication and for recording accidents. A clear system for the recording, storage and administration of medication was in place. Accidents and incidents were appropriately signed, dated and shared with parents. These measures helped to keep children safe.

We spoke to a sample of staff about the services child protection procedures, their responsibilities and the actions they should take in the event of concerns. Staff were clear and confident in their responses this helped ensure children would be safeguarded.

Good hygiene procedures including hand washing were supported and encouraged. Children learned about healthy eating by being involved in the choosing and preparation of their daily snack.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The service is offered over two venues. Both offered children a clean safe environment with access to outdoor play. Risk assessments were in place and were checked on a regular basis, this helped ensure that children were safe.

Staff in both venues worked hard to create a fun environment for the children. They made good use of the available space and children were able to access outdoor play. Despite cold and damp weather on one of the inspection days staff were supportive of children's desire to play outdoors. They joined in enthusiastically when invited to do so.

Children told us they were involved in planning the activities they took part in and felt that staff listened to them. An ideas board was well used for recording spontaneous thoughts and ideas. Staff showed their respect for this by adding written information how they responded to these ideas. It was clear from the confident way that children asked for favourite toys and games that they were familiar with the resources available to them.

We identified some areas where the service could improve. Some existing books were looking tired and others were aimed at a younger age group than those attending the service. Some areas needed to be reviewed, for example the defined where children could relax and enjoy a cosy quiet space alone or with friends could be made more inviting by introducing more cushions, throws and thinking about softer

lighting. Particularly toward the end of the session children playing active games were taking over the space in one of the venues. This meant that children who were, for example drawing or playing table based games had balls landing in the middle of their play. All of these issues were discussed with the manager who accepted our comments and shared ideas for improvement.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

It was apparent from the warmth of the welcome staff gave children that they were genuinely happy to see them. Staff knew the children well and were confident in talking about how they met their different needs. Many parents commented on how much they valued the positive relationships their children had with staff members. Staff attended regular team meetings which helped support effective communication.

Staff told us they felt the organisation supported ambition. They saw opportunities to pursue career development through being given opportunities to take forward specific projects and areas of work they had a particular interests in.

All staff were qualified or in training for the posts they held in the service. We spoke to the most recently recruited members of the team. They confirmed that they had taken part in a structured induction programme which they felt had been helpful in preparing them for their role in the team.

All staff took part in regular support and supervision sessions and an annual appraisal of their work. The sample of staff we spoke to told us this was a supportive, professional process which allowed them to reflect on their work and receive feedback. These sessions were recorded with areas for action identified and followed up.

At the start of each year all staff took part in a training day. This included revising key policies and procedures and taking part in speaker led topics including 'Playwork Principles' and 'Loose Parts'. The day also included discussion groups, which allowed staff to share ideas and reflect on their work.

All staff undertook child protection training. This was done through a combination of online training and attending courses. Managers took part in enhanced training. All of the staff we spoke to were confident in describing their responsibilities and the action they must take in the event of concerns for the welfare of children.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

The experienced manager had developed effective monitoring and quality assurance systems which helped ensure the service was effective in providing positive outcomes for children and families using the service.

The service's development plan identified clear targets for the ongoing improvement of the service. Targets were reviewed regularly in order to ensure that remained relevant to the needs of the children.

The manager regularly spent time in the playrooms. She attended staff meetings and provided staff with regular support and supervision sessions. This had helped her to develop her understanding of the strengths and areas for development of the staff team. As a result she was able to deploy staff where their skills were likely to be most effective in providing positive outcomes for children.

The views of children and parents were valued and used to support improvement. Changes to policies and procedures were communicated to families through the news letter,s notice boards and face to face conversations. This included information on how to take forward any concerns about the service.

Overall we found the manager to be reflective, well organised and committed to the ongoing development of he service.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

### Previous requirements

#### Requirement 1

By 1 December 2018 medication must be administered in a manner which protects the safety of children attending the service. In particular you must:-

- follow your internal medication procedure,
- correctly complete medication forms in line with legislation, and
- ensure if a child has medication that the correct information is available.

This is in order to comply with Regulations 3 and 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

**This requirement was made on 24 September 2019.**

#### Action taken on previous requirement

During the inspection we looked at the procedures in place for managing medication we found that correct procedures were followed. Where children were recorded as requiring medication, that medication was available.

**Met - within timescales**

#### Requirement 2

By 1 December 2018 you must ensure that staff are meeting the health, welfare and safety needs of children attending the service. In particular you must ensure:-

- staff are trained in child protection procedures
- staff understand and are implementing any child protection training they receive in their practice
- staff follow the services procedures and policy. This should include reporting any concerns to the named manager and relevant agencies.

This in order to comply with Regulations 4(1)(a) and 15 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

**This requirement was made on 24 September 2019.**

#### Action taken on previous requirement

A system was in place to ensure that staff took part in child protection training on a regular basis. In discussion with a sample of staff they were able to describe the action they should take and the procedures they should follow in the event of concern over the protection and welfare of children.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

The provider should ensure that the system for planning children's care plans sets out how the service will meet each child's health, welfare and safety needs. They should ensure that plans are developed in partnership with parents, and reviewed within the legal timescales. They should also ensure that all adults working with children are aware of their needs and are able to meet them.

Health and Social Care Standards 1.15.

This recommendation was made on 24 September 2018.

#### Action taken on previous recommendation

We reviewed at a sample of care plans and found they were maintained with the recommendation above and were effective in outlining children's needs.

### 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).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

Date	Type	Gradings
24 Sep 2018	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 4 - Good Not assessed Not assessed
30 Oct 2015	Unannounced	Care and support
		4 - Good



Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good
1 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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