

Oscars @ Haddington OSC Day Care of Children

Haddington Joint Campus
Tynebank Road
Haddington
EH41 4DN

Telephone: 07786320679

Type of inspection:
Unannounced

Completed on:
29 January 2020

Service provided by:
Out of School Scotland Limited

Service provider number:
SP2007009266

Service no:
CS2008170524

About the service

Oscars @ Haddington OSC is registered to provide a care service to a maximum of 60 children, currently attending primary school, at any one time.

During the summer holiday period care may be provided to a maximum of 10 children in transition between nursery and primary school. During this period care may also be provided to children in transition between primary and high school. The maximum of 60 children attending at any one time may not be exceeded.

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 that 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 ten Care Standards Questionnaires to the service for distribution among families using the service. Four of these were returned to the service before the inspection took place. Three respondents strongly agreed or agreed with the statement "Overall I am happy with the quality of care my child receives in this service."

The following representative comments were made:

"The manager and her team put a lot of effort into breakfast and after school club. They have great engagement with the children. They always have a variety of activities that suit all the children's interests. I find the staff to be caring, thoughtful and kind individuals. Alison manages her team very well and she makes sure they are looked after too."

"Oscars leader is fantastic. She reacts well to situations, my child adores her and feels safe in her care. The other staff provide a great range of activities and have great positive interactions with the children, parents and families. A very positive experience for all."

"Oscars provide a great experience for my child. Every week they bring home things they've made and is so excited to tell me all about their time and what they've been doing. The staff are very friendly and always happy to answer any questions I might have. It's a great service it has really helped my child to socialise and their confidence has grown very much."

In addition we spoke to some parents as they picked their children up. They were positive about the service they received, comments included:

"The manager is amazing, always so enthusiastic and friendly. Staff are lovely kind caring and fun."

"Sometimes, as you can see, my child doesn't want to leave they ask me to go away and come back later."

"It's a credit to the staff that even the older children like mine are happy and enjoy coming to the service."

"It's such a comfort to know that my children are so well cared for when I'm at work."

Children's comments from all ages were positive and included;

"I love all the staff because they're really kind and help us to learn new things. They're not bossy and you can tell that they really like children."

"It's so much fun and if you want something to play with staff try to get it for you. I like meeting my friends, I would come even if my parents weren't at work."

"I'm in primary seven, I've been coming here for a long time, I love it, I love the P6/7 room because we are given responsibility and not treated like the younger children. I really like that you can go outside whenever you want to. I would recommend Oscars to anyone."

"Everybody know's the rules, we made them and they help to keep things nice and fair. It's the best club ever."

Self assessment

We did not ask the service to submit a self assessment document before the inspection took place. During the inspection we looked at the services quality assurance procedures and their development plan.

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	4 - Good

Quality of care and support

Findings from the inspection

Children settled quickly to their chosen activities. They appeared happy in the care of staff who provided a warm, nurturing and fun environment. Children were well informed about the activities available to them, these were flexible and based on their interests. It was apparent from the confident way children approached staff and asked for specific resources and activities that they were used to being involved in making decisions about how they wanted to spend their time in the service.

We looked at a sample of children's personal plans, they were well maintained and had been reviewed at least once every six months in line with legislation. This helped ensure that children's needs were met. Effective systems were in place for storing and administering medication and for recording accidents and incidents. Risk assessments covering the indoor and outdoor environment were checked on a regular basis. All of this helped to ensure that children were safe and well cared for.

We spoke to a sample of staff about their understanding of child protection. They were confident in describing the actions they would take in the event of any concerns and confirmed that they had received training in this area.

We saw that interactions between staff and parents were positive and friendly. The manager and staff were aware of the importance of welcoming parents when they came to pick up their children and of making time to talk and exchange information which could be used to support children ensuring they had a quality experience which met their needs.

Children were involved in choosing the food they ate at snack time and told us they enjoyed this. We asked the manager to consider how the snack time experience could be developed further by, for example, involving children in preparing food, moving to a self service model and replacing plastic cups and plates with china and glass.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Regular risk assessments of the environment helped ensure it provided a clean and well maintained space for children using the service.

The service operated from the school dining hall which opened into directly to the outside play area. This gave children continuous free flow access to outdoor active play and fresh air. Time tabled use of the sports hall meant that active games could take place throughout the session in all weathers. The manager was aware of the benefits of loose parts play which allowed children to be creative and to develop risk in their play. She had made a good start in developing resources to support this play and was negotiating for additional space for storage. This would allow loose parts play to be developed further.

Children had supervised access to the toy and resources cupboard. This allowed them to see what was available and to be involved choosing the toys and resources they wanted to play with.

Staff described children's involvement in the weekly planning meetings. They told us how they used their observations of children's interests, conversations and information from parents to plan flexible activities. Children confirmed that staff consulted with them regularly, they felt that their ideas and interests were listened to and acted upon.

The manager was aware of the different needs of older children attending the service. In order to support this she had negotiated the use of a small room close to the main hall which was used as a base for primary six and seven children. Children were positive about the impact of having their own space. Comments included "I don't feel bored because we have enough to do. It's not just stuff for the young kids," and "It makes me feel grown up, I like just chatting to my friends and not getting interrupted by the other kids"

We asked the manager to think about outcomes for children and to review the presentation and condition of some toys and equipment in order to make them more inviting to children. Staff should ensure that areas are properly resourced so that children can get the most benefit from the experience.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The staff team worked well together to provide positive outcomes for children. It was apparent from our observations that they were kind and nurturing in their interactions with children and had developed positive relationships with them.

Staff were qualified and registered with the Scottish Social Services Council (SSSC) for the post they held. In discussion with a sample of staff it was apparent that they were aware of the SSSC codes of practice and of their responsibility to work to maintain these in their daily work.

The manager had started to develop a system of support and supervision for staff. Staff were positive about the opportunity this gave them to take part in professional dialogue.

Regular team meetings and short daily updates helped ensure that staff were up to date with events in the service and any issues specific to particular children.

Staff had access to an on-line training company in order to develop and maintain their skills and knowledge. In addition staff from all of the Oscars services took part in an annual training day. This included refresher training on child protection and invited speakers covering other areas of interests. Staff were positive about the benefits of meeting other Oscars staff and sharing practice and ideas with them.

The manager told us about her plans to give staff opportunities to take part in Forest School training. We agreed this would be a positive move which would have an impact on the overall quality of the children's experience. The manager should ensure that all staff continue to take part in training opportunities supporting their own professional development and helping them to meet children's needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The recently appointed manager had settled into her role. We looked at the positive changes she had made since coming into post and her plans for it's future development. These had been achieved with input from staff, children and their families.

The manager had started to develop quality assurance systems. They included observations of staff in their work with children. This information was used to inform formal support and supervision sessions. This gave staff the opportunity to discuss their work and to receive professional feedback. Staff told us they found this a supportive process which helped them to identify strengths and areas for development which had a direct impact on children's experience.

Since the previous inspection a development plan for the coming year had been put in place. The plan identified goals which would improve children's overall experience of using the service. We discussed the importance of reviewing these goals regularly to ensure they remained relevant and were on track to be met.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Recommendation 1

In order to ensure children's personal plan information is up to date and relevant the manager should ensure they are reviewed and updated with parents in line with legislation. This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'My person 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 recommendation was made on 9 May 2019.

Action taken on previous recommendation

We looked at a sample of children's personal plans. They contained all of the relevant information required and were update in line with legislation.

Recommendation 2

In order to ensure staff are supported in their role to care for children, regular support and supervision meetings and appraisal meetings should take place with the manager. This is to ensure care and support is consistent with Health and Social Care Standards which states, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

This recommendation was made on 9 May 2019.

Action taken on previous recommendation

We looked at a sample of support and supervision records. We found these took place regularly and were effective in supporting staff in their role within the service.

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
4 Mar 2019	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
23 Mar 2018	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
15 Mar 2017	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
30 Jan 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
21 Aug 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak
1 Mar 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
15 Dec 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
4 Aug 2009	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
4 Nov 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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