

OSCARS @ Corstorphine Day Care of Children

Corstorphine Community Church
7 Glebe Terrace
Edinburgh
EH12 7SQ

Telephone: 0131 557 7500

Type of inspection:
Unannounced

Completed on:
13 March 2020

Service provided by:
Out of School Scotland Limited

Service provider number:
SP2007009266

Service no:
CS2017354572

About the service

Oscars @ Corstorphine provides out of school care to families living in the west side of Edinburgh. It is part of a larger organisation providing out of school care to families across central Scotland.

Conditions of registration state that care can be provided to a maximum of 74 children at any one time. Situated in Corstorphine, the service is close to local amenities and public transport routes. It is delivered from a community church and has use of a large hall, kitchen and break-out room called the quiet room. Each Monday and Wednesday, the service can also use a second large hall referred to as the sanctuary. A secure outdoor space is available with direct access from the main hall.

The service aims to "provide an active, happy, safe, warm and stimulating environment for all children to play, learn and develop freely".

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.

What people told us

We carried out an unannounced inspection on Wednesday 11 March 2020, returning on Friday 13 March 2020. We asked the service to distribute care standard questionnaires to parents prior to inspection. From the 33 issued, we received 12 completed questionnaires. All agreed or strongly agreed they were happy with the quality of care provided for their child. We also spoke with one parent during inspection. Comments from both sources included:

"My children benefit from the caring and nurturing approach the staff have. The staff work hard to ensure high standards of care for all children. I trust and have peace of mind that my children are well looked after."

"The team are fantastic. They do a great job and have fun with the kids. There is always a range of activities to choose from and lots of outdoor playing when the weather permits."

"The service is encouraging children to be more active. Staff are very proactive when meeting children's needs. Parents get verbal feedback each day. The stable staff team know local families."

"My children settled in so quickly and all the staff are so welcoming and friendly. I like the fact that there's a wide variety of activities each day to choose from."

"Staff have been amazing with my child and he now is growing up to be a happy, friendly child making lots of friends. Staff have been instrumental in making him like school and the environment."

Children were busy during our visit and happy to talk to us about their club. Comments included:

"Tuck is great. We bring in money to buy snacks."

"I like being with my friends."

"Staff think of activities and we have a mind map thing to add ours."

"We get to play football and build dens."

Self assessment

The service had not been asked to complete a self-assessment prior to inspection. The manager provided us with their development plan. It highlighted areas for development and the manager was able to update us on progress.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children were having lots of fun in the service. They chatted and laughed with friends, made up games and decided how to spend their time. Children were comfortable because positive relationships had been made with staff and peers. They had familiar adults around them who were responsive to their interests and requests. Children were known by staff. This helped staff to plan for meeting needs and wishes. The service agreed to record plans and progress in children's personal plans. This would help them to review how they work with each child and share information with parents.

A selection of toys and resources were set up for children to use freely. This helped spark some interest and allowed children to lead their own play through their imagination. Children were involved in planning activities and experiences using a floor-book, a visual tool for recording ideas and getting inspiration from others. The service agreed to explore further experiences to challenge this age group, offering new skills, intrigue and creativity.

Snack was offered on arrival from school. It was a safe and sociable time where children sat together and chatted. A healthy selection was on offer which children helped to plan. We discussed ways to increase children's independence during snack and choice of when they eat. This would also reduce the pressure point around snack and prevent children having to wait.

Children spoke fondly of their tuck shop. This was a daily opportunity for children to purchase a small healthy snack later in the session. Children's role in the delivery of this had recently increased to serving at the tuck shop and helping to organise. The service agreed to further extend this and have children independently managing it with support from staff. We also encouraged the manager to review the safety and inclusion aspects of the tuck shop.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children had access to a large main hall with a small kitchen, corridor, toilets and a small meeting room. Each Monday and Wednesday the service had secured the use of an additional hall called the sanctuary, within the community church. It was a safe space which children were familiar with.

Within the main hall, children were engaged in their play and using the resources available to them. They could transport resources around and request other things from the storage cupboard located in the hall. The sanctuary hall was being used by a dance instructor with a small group of children. Whilst children had the choice to engage in this fun activity, it meant that space was limited for the other children. The manager should consider how to best utilise all spaces available to ensure quality experiences for children.

Outdoor space was accessed from the main hall. Children were invited out to play and then had free flow access to the garden. They had a large grass area to play on, with paving around the edges. Small trees offered a rope swing and opportunities to make dens. Children used this space well. They were creating group games, building dens and making structures using large open-ended materials. Staff were aware of the risks from the public using the garden as a through-way and managed this to benefit children.

We reassured staff that they were able to continually risk assess where children were choosing to play, with the aim of having minimal disruption to children's experiences and choices as possible. For example, staff should follow children's lead on being outdoors or inside rather than children waiting for staff to complete practical tasks before using the space available to them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Children had adults around them who were calm, friendly and nurturing. They were welcomed from school warmly as staff made time to listen to stories about their day. This gave the service a home from home quality where children felt safe and secure. A good combination of skills, experience and knowledge within the staff team offered children choice and flexibility.

Staff maintained positive relationships with parents. This helped information to be shared and used consistently to meet children's needs. Knowing the children's interests and preferences helped staff to join in discussions and have fun. Staff demonstrated their commitment to doing their best for each child.

Staff were recruited safely and registered with the Scottish Social Services Council (SSSC). The SSSC regulates the social care workforce in Scotland. We became aware during inspection that a staff member had allowed their SSSC registration to lapse in January 2020. We have issued a recommendation to support staff's understanding of their own professional responsibilities (see recommendation 1).

Staff were encouraged to enhance their own knowledge through an online training provider. A range of topics could be studied and staff told us of completed courses. Staff gave a few examples of where their new knowledge has enhanced outcomes for children. Staff should continue to use their learning to plan and carry out improvements to the service. Keeping up to date with best practice documents on the Care Inspectorate's website The Hub would also support this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To contribute to children and parents confidence in the staff providing care and support, staff should be aware of and follow their professional codes of practice.

This is to ensure care and support is consistent with Health and Social Care Standard 3.14 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".

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The manager provided a calming influence to a team who felt supported and empowered by her. Her energy and commitment to improving the service would be supported by more knowledge around her management responsibilities. For example, we signposted her to best practice documents and guidance available on the Care Inspectorate's website The Hub. We asked her specifically to look at notification guidance and the Health and Social Care Standards.

We highlighted practice which was not current within the early learning and childcare sector and asked both the manager and provider to consider potential impact on children's experiences. We suggested some reflection on the service aims to challenge practice such as restricting children's movements and daily television time, for example.

Following a requirement made at the last inspection, we found the provider had addressed the issue quickly and made a commitment to ensuring all staff had the necessary qualifications and experience to carry out their role.

Some systems were in place to assure quality such as staff support and supervision sessions, team meetings and audits. We discussed the purpose of quality assurance systems with the manager and provider, who should now review the systems they use and ensure they support the monitoring, reflecting on and planning of future actions. This would ensure the issues raised in this report around the use of best practice guidance, children's personal plans and staff ongoing registration with SSSC are highlighted quickly. We have issued a recommendation to support improvement to quality assurance (see recommendation1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To contribute to high quality care and support, the provider and manager should review quality assurance systems and use them to plan future actions, monitor progress and review outcomes for children.

This is to ensure care and support is consistent with Health and Social Care Standard 4.11 which states "I experience high quality care and support based on relevant evidence, guidance and best practice" and standard 4.19 which states "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes".

Grade: 3 - adequate

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

Previous requirements

Requirement 1

In order to ensure the safety of children attending the service, the provider must by 22 October 2018, ensure that person named as manager of the service is fit to carry out the role and has the necessary experience and qualifications.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 3.14 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'. It also complies with Regulation 7(1) Fitness of managers of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 14 December 2018.

Action taken on previous requirement

The organisation brought an existing manager from another service to cover during this time.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

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	
9 Oct 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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