

Oscars @ Royal High OSC Day Care of Children

The Royal High School (Rugby Club)
East Barnton Avenue
Edinburgh
EH4 6JP

Telephone: 0131 273 5280

Type of inspection:
Unannounced

Completed on:
18 February 2020

Service provided by:
Out of School Scotland Limited

Service provider number:
SP2007009266

Service no:
CS2010279820

About the service

Oscars@Royal High service will be provided to a maximum of 60 children aged from primary 1 to S2 High School during term time and school holiday periods. The service operates from the rugby club in the grounds of The Royal High School. It consists of a room within the rugby club, toilets and a kitchen. The service also has access to the sports and playing fields of the 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 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

During the inspection we spoke to five parents as they picked up their children. Their comments were generally positive. They told us they were happy with the overall quality of the service their children received. Comments included:

"We like the fact that our children can get outdoors on most days. This is important to us and to our child especially after they've been in a classroom all day."

"The new manager is enthusiastic and we've seen an improvement in activities."

"My child is happy to come and staff seem to know them well."

We also spoke to several children. Their comments were generally positive. Children were enthusiastic about the food choices available to them. They told us they enjoyed playing outdoors and meeting with friends and had been involved in choosing new toys and resources for the club. Some of the older children told us they felt bored, they said staff did offer them choices but they would like staff to come up with suggestions for them.

Self assessment

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

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 were happy and engaged. They enjoyed positive respectful relationships with staff who knew them well. Children told us that staff frequently asked them what they wanted to do and it was apparent that their interests were used as a basis for all of the activities which took place.

We looked at care plans for children with additional needs. They were clear and detailed. In discussion with staff it was apparent that they knew the strategies in place to ensure that children received support to meet their needs.

Some children required medication, each child had an individual container for their medication and staff were aware of where this was stored. The manager was in the process of reviewing medication procedures to ensure that all of the information relating to individual children was held in one place.

Children were aware of the importance of healthy eating on their overall well being and had worked with staff to develop a snack menu based on healthy foods. A new system for snack had recently been introduced in order to make this a more relaxed and social occasion. Children and staff told us this was working well. Staff encouraged and supported children to follow good hygiene procedures by washing their hands before eating snack and after coming in from outdoor play.

We looked at a sample of children's personal plans. Reviewing these plans at least once every six months helped to ensure that children's information remained accurate and relevant to their needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The environment provided children with a clean, safe and warm space to play and meet their friends. Staff were deployed to ensure that while some went to pick children up from school, others remained in the service to ensure that activities were set up ready for the children's arrival.

Staff showed their respect for children's ideas by encouraging them to take part in planning and evaluating activities. Weekly evaluation of activities helped to ensure that they continued to provide children with a range of options that met their needs.

Children enjoyed access to outdoor play in the sports fields adjoining the service and many children chose to spend most of their time there engaged in active play and games.

Children had been involved in choosing new toys and games, these were a welcome addition to the existing resources of the service. They included arts and crafts materials, games and active play equipment.

We asked the manager to continue to review the condition of some toys and resources to ensure they remained fit for purpose, for example ensuring that pencils were always sharpened and drawing paper available.

We asked the manager to consider introducing more loose parts into the indoor and outdoor resources. This would support creative and imaginative play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff were recruited through the services head office where the human resources manager ensured that safer recruitment procedures were followed.

Staff new to the service were given an induction in order to ensure that they were prepared for the demands of their role. This included how to respond to emergency and child protection concerns, record keeping and communicating with families. We spoke to staff who told us they had taken part in child protection training and were able to describe their role in taking forward any concerns they might have about the welfare of children.

At the start of each year staff from all of the Oscars services met together to take part in a training day. This was an opportunity to take part in workshops and hear specialist speakers in areas of interest. A rolling programme of child protection, first aid and food hygiene were in place. This helped to ensure that as many staff as possible in the service were trained in these areas. In addition all staff had access to an online training provider sourced by Oscars.

Staff took part in planning meeting where they discussed aspects of the service including individual children's needs, activities, training and resources. Staff told us they felt well supported by the manager who was supportive and approachable.

Staff took part in 1 - 1 support and supervision meetings. This gave them the opportunity to receive formal feedback and to discuss aspects of their work including meeting the needs of children and their own professional development.

We asked the manager to continue to embed the good practice of holding staff meetings and 1 - 1 meetings with staff as this would support ongoing consistent positive practice.

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 and enthusiastic manager had a vision for the development of the service. A development plan identified areas for improvement. Children had been involved in identifying some of the targets in the plan. This involvement recognised their abilities and gave them ownership of the service. Targets in the improvement plan were reviewed regularly in order to ensure that they were on target to be met. We asked the manager to review the number of targets in the development plan to ensure they were realistic and did not become overwhelming.

Meeting with staff on a 1 - 1 basis allowed the manager to develop an understanding of their skills and areas for development. This information was used to support their learning needs and to ensure that they were deployed effectively to meet the children's needs.

Since her appointment the manager had worked hard to meet the requirement and recommendations made in the previous report. This had an impact on the overall quality of the service experienced by children and their families.

Families could access general information about the service including key policies and procedures through Oscars website. Information specific to the service was displayed on notice boards where it could be seen by parents.

The manager attended regular meetings with the managers of other Oscars services. This was an opportunity to network, discuss practice issue and discuss developments in after school care. In addition she took part in appraisal meeting with the Operations manager in order to discuss her own professional goals.

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

Requirement 1

In order to ensure that they are meeting the care and support needs of children with additional support needs the provider must:

Prepare a written personal plan with clear strategies to support the child.
Ensure that information contained in personal plan is shared with staff working with the child.
The personal plan is reviewed at least once every six months and more often if necessary.
Ensure that when the plan is reviewed it is signed and dated.

Time Scale: by 19 April 2019

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state 'My personal plan (sometimes referred to as 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) and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2111 4 - (1) A provider must - (a) make proper provision for the health, welfare and safety of service users.

This requirement was made on 5 March 2019.

Action taken on previous requirement

During the inspection we looked at a sample of Care Plans. We found that they had been maintained as required in order to meet children's individual needs.

Met - outwith timescales

Requirement 2

In order to ensure that they are meeting the medical needs of children in their care the provider must;

Ensure that when specific medication is required to treat medical symptoms they have the correct medication in place to treat them safely. The provider must ensure that medication is received, stored and administered in line with best practice.

Time scale by: 19 April 2019.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27) and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2111 4 - (1) A provider must - (a) make proper provision for the health, welfare and safety of service users.

This requirement was made on 5 March 2019.

Action taken on previous requirement

We looked at the systems in place for the storage and administration of medication for children currently attending the service. We found that effective systems were in place.

Met - outwith timescales

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

Previous recommendations

Recommendation 1

Children should be able to choose from a range of options which take account of their different needs and interests. Staff should consult with children in order to ensure that they are fully involved in making decisions about their play.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state 'My care and support meets my needs and is right for me' (HSCS) 1.19 and 'As a child I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity. (HSCS) 2.27

This recommendation was made on 5 March 2019.

Action taken on previous recommendation

Children confirmed that they had been involved in choosing new resources for the service and were involved in planning and making decisions about the activities they took part in.

The recommendation is met.

Recommendation 2

To promote children's health and wellbeing the manager should undertake a review of children's experience at snack time. They should use the information contained in the relevant Care Inspectorate documents to ensure that children receive a health and balanced diet. In order to support their safety and that of others children should not eat food while playing or moving around the service.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning" (HSCS 1.33) and "I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible." (HSCS 1.35)

This recommendation was made on 5 March 2019.

Action taken on previous recommendation

Taking account of healthy eating guidance staff had worked with children to review the range of snack foods available. Staff were on hand to support children as necessary during snack time.
The recommendation is met.

Recommendation 3

Children should be supported to understand and follow the services policy on the use of mobile phones. In order to protect children the manager should ensure that the services own policy is followed.

This is to ensure that Care and Support is consistent with the Health and Social Care Standards which state "I use a service and organisation that is well led and managed." (HSCS 4.23)

This recommendation was made on 5 March 2019.

Action taken on previous recommendation

Children confirmed that they understood the services policy on the use of personal mobile phones and that staff had explained this to them.
The recommendation is met.

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	
5 Mar 2019	Unannounced	Care and support Environment	3 - Adequate Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	3 - Adequate Not assessed
10 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
8 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
9 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
30 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
8 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 2 - Weak 2 - Weak
24 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 2 - Weak

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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