

Broxburn Family Centre's Out of School Care Day Care of Children

Broxburn Family And Community Development Centre
1-3 Henderson Place
Broxburn
EH52 6EY

Telephone: 01506 857 158

Type of inspection:
Unannounced

Completed on:
28 May 2021

Service provided by:
Family and Community Development
West Lothian

Service provider number:
SP2003002894

Service no:
CS2003011979

About the service

Broxburn Family Centre Out of School Care is registered to provide a day care service to a maximum of 66 children of primary school age up to the end of S2 at any one time.

Of those 66 no more than 30 children will be cared for at The Range, Park Terrace, Broxburn, EH52 6EE and no more than 5 children may be cared for in the summer prior to entry to primary school.

The service is one of many offered to local families by Family and Community Development West Lothian. As an independent charity, it aims to support local children to have the best start in life. The out of school care service aims to "offer safe, affordable, exciting childcare in Broxburn and surrounding areas, giving families the peace of mind that their children are both secure and having the time of their lives".

The service is based in a residential area of Broxburn, West Lothian. It is close to local schools, shops and parks. Based in an adapted commercial premises children have access to two large play spaces, a small meeting room and a kitchen. An enclosed outdoor space is accessible to the rear of the building. Children also make use of a nearby adventure play space The Range.

We carried out an unannounced inspection on Tuesday 25 May 2021 between the hours of 14:20 and 17:30. We accompanied staff to collect children from one of the primary schools, observing their experience and interactions during this time and when back at the service. This inspection was continued virtually with video and telephone calls with the manager and staff. Feedback was given to the manager by telephone on Friday 28 May 2021.

This was a focussed inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. This inspection was carried out by one inspector from the Care Inspectorate.

What people told us

Children looked comfortable in their setting and confident in the changed routines brought by Covid-19. Children were fully engaged in their activities either alone, with staff or their friends. They were happy to talk with us about their time in the service. Some comments included:

"You're here to make sure we are having fun and staff are doing good."

"I get to play my music when I come."

"We get to do this." (referring to the freedom she feels when there)

We invited parents to contact us with feedback of their family's experience with the service. Three parents responded by email. All were appreciative of the flexibility and support received from the service and believe their child has great times when there. Comments included:

"Since Covid-19 some things have changed, such as everyone having to wear a mask when picked up from school in the centre bus. Parents are not allowed to enter the centre anymore, but signs are put up and I have been notified of any closures and reasons why."

"I am not exaggerating when I say that the centre have been my lifeline and am so grateful to all the staff there in making my life so much easier."

"We have always been kept up to date with regards to measures put in place and what they are doing around COVID-19. The staff have been very adapting to the changes needed to protect themselves and the kids. Given what they are there to do (provide after school care) I don't think there is anything else they needed to do or could have done."

"They are brilliant, staff are brilliant, I cannot fault them and cannot sing their praises enough. They are always there to help. They accommodate so many different children, give children choices but also look after their well-being. My child loves the outdoor, active side of it. Family centre is a wonderful childcare setting."

"As a key worker my child was there all through lockdown and they were there welcoming with open arms very friendly to help in any way I am so grateful to them through Lockdown or I wouldn't be able to work. We couldn't say anything bad it is a fabulous place my child comes out with new stuff they made , teaching them all the fun things they learn if it's nice they take them up to Range on a Friday, joining in with the kids playing or to do crafts. Best place I've seen."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

3 - Adequate

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19. Children are nurtured and supported throughout their changed experience in their early learning and childcare setting. Effective communication with families enables responsive care to support children through changing circumstances.

Children resettled into the service following lockdown with the help of consistent and familiar staff. They were involved in planning the cohorts and had some choice about being with friends. The manager aimed to place children in the same cohort as their keyworker to encourage relationships to flourish. This arrangement was being continually reviewed to ensure children's needs were still being met. Children were enabled to understand the changes to the setting through fun, child friendly Covid-19 resources.

Children were welcomed from school by calm, friendly and fun staff. Familiar interactions and strong connections offered children a home from home environment where they felt relaxed. Play opportunities where children could explore and express their thoughts and feelings were a real strength of the service. Varied play spaces and a range of intriguing resources offered children freedom to direct their own play and allow their imagination to be sparked. Children were fully engaged in the flow of their play. This was contributing to children's emotional health and wellbeing at this time.

Children were listened to with affection and respect. Their interests and experiences were used to consider their care and support needs. The manager understood the importance of involving parents and children in the reviewing of personal plans as required or at least every six months. As communication with parents had to change during the pandemic, there was limited opportunity for all parents to contribute to planning, monitoring and reviewing of their child's care. The development of this was planned for the near future. The manager also agreed to review medication records to ensure clear instructions for staff to keep children safe when medication was required.

5.2: Infection prevention and control practices support a safe environment for children and staff. Children are protected as staff take all necessary precautions to prevent the spread of infection.

The service had used the national Covid-19 guidance to create a risk assessment, outlining procedures for staff to follow. The risk of Covid-19 transmission was reduced as enhanced cleaning procedures were introduced. Staff voluntarily carried out twice weekly lateral flow tests and were aware of what to do if they tested positive for Covid-19.

Masks were worn by staff and children when being transported by minibus from school. In order for mask wearing to be effective for infection prevention and control, they must be put on, taken off and stored appropriately. We advised the manager to access best practice guidance for masks to inform children and staff and ensure masks were used effectively.

Children were cared for in two cohorts to limit the number of contacts for children and staff. Due to both cohorts sharing snacktime and outdoor play in the garden however, the effectiveness of this in reducing the potential transmission of Covid-19 was limited. We suggested the manager review the situation to support cohorts to move separately through the setting.

The setting had sufficient handwashing areas which were resourced for effective handwashing. Whilst some good practice was observed, such as routine handwashing on arrival at the setting, the two cohorts often chose to use the same sink. The manager agreed to review the use of the handwashing areas for each cohort. This would contribute to limiting cohort contact with each other and support children to embed good handwashing into their daily routine.

The manager relied on staff to self-evaluate their Covid-19 practices. Whilst reflecting on their own practice is essential for improvement, it should be carried out alongside quality assurance. This would support a more consistent approach across the team which would better reflect best practice and contribute to keeping children safe during the Covid-19 pandemic. We referred the manager to key question 5 self-evaluation document which would support the development of this.

We suggested the service should further consider how the national Covid-19 guidance could be used to keep children and staff safe (area for improvement 1). The manager agreed to review the service Covid-19 risk assessment to ensure it fully reflects the guidance with enough detail to guide staff in their work.

5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.

Working within ratio enabled the team to be responsive to children's changing needs. Staff were flexible in order to support each other to provide consistent care. The service did not use bank staff and so limited additional people in the service. Staff physically distanced from each other, however were mindful of children's emotional wellbeing when keeping some distance from them.

Staff felt supported in their return to work following national lockdowns. Management were understanding of their personal circumstances and took steps to help where they could. Staff attended inhouse training to increase their understanding of Covid-19 and how to minimise transmission risk. A Covid-19 bulletin was distributed to staff regularly to refresh knowledge, update any changes and remind staff of links to further guidance.

We advised the manager to develop ways to assess the impact of the training and updates on staff Covid-19 practices. This would support staff to embed their understanding and learning so practice was consistent with the national Covid-19 guidance across the team (area for improvement 1). It would also enable the team to continue with best practice in the managers absence.

The staff team were reflective of their practice in general with the children. This meant that they noticed what children needed from them and were thoughtful with their responses. We were confident that the team would consider the suggestions in this report to further improve the quality of care and support for children during the Covid-19 pandemic.

Areas for improvement

1. In order for children and staff to be at reduced risk of Covid-19, the service should consider how to further implement the national Covid-19 guidance into practice. The service should consider specifically but not be restricted to:

- Limiting contact between cohorts, including staff and the manager
- Handwashing length, frequency and supervision for children
- Quality assurance of practice.

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."

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	3 - Adequate
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

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