

SOOSC (St. Cyrus Out of School Club) Day Care of Children

St. Cyrus Scout Hall
Wellgreen
St. Cyrus
Montrose
DD10 0DR

Telephone: 07907 800 582

Type of inspection:
Unannounced

Completed on:
2 June 2021

Service provided by:
SOOSC (St. Cyrus Out of School Club)

Service provider number:
SP2019013302

Service no:
CS2019374767

About the service

SOOSC (St. Cyrus Out of School Club) registered with the Care Inspectorate on 25 July 2019.

Registration is to provide an early learning and childcare service to a maximum of 24 children from the age of 4 years and attending their pre school year in nursery and children of an age to attend primary school.

The aims and objectives of the service include the following:

At SOOSC we aim to offer after school care to children of primary school age. We aim to offer play and education opportunities that are both fun and challenging and reflect the interests of the children in our care in a safe, secure and relaxed environment. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff to the club.

We carried out a short on-site inspection on 18 May 2021. We also used technology, emails and telephone calls to engage with the service and parents as part of this process. We also assessed relevant documents we requested. Feedback was given to management on 2 June 2021.

This was a focused 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 two inspectors from the Care Inspectorate.

What people told us

We spoke with several children throughout our inspection. They all indicated they were very happy at the club.

We received email responses from six parents who told us:

"All the staff are very warm and caring and take a genuine interest in the children. My observation is that the play and learning is very creative and child led. They clearly engage the children in discussion about their interests, listen and then provide it."

"I am very reassured by the safety and cleanliness measures in place at SOOSC, and feel they have implemented all COVID - related measures very well. This includes the use of sanitiser before entering, and also the wearing of face masks by staff and parents. The children are very adaptable and have taken all this in their stride."

"Staff are extremely caring and I know my children feel safe and nurtured there. They have done many fun things and made a huge effort to give the children new experiences during a time when we haven't been able to do so much and many attractions have been closed. I am very grateful for this."

"I would have to say that all the girls know my child very well. My child is very shy by nature and often struggles to interact in larger groups of children. They love going to SOOSC and have formed attachments with all the girls, particularly Madge and Holly."

"During lockdowns they have made a significant effort to maintain contact with the children and their families and posted daily activities on their Facebook groups and did their best to foster a sense of community."

"Vicki, we have found to be exceedingly driven and committed to the club, its vital service offering for the community and the families in it. Marjolein the club manager was new to both of us but we found her to be very knowledgeable, approachable and friendly. The other club workers we know less well but are both equally friendly and demonstrably committed to supporting the children."

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?	4 - Good
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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?

4 - Good

Quality Indicator 5.1: Children's health and wellbeing are supported and safeguarded during Covid-19.

- Children are nurtured and supported through their changed experience in their early learning and childcare setting.
- Effective communication with families enables responsive care to support children through changing circumstances.

We observed positive, friendly and caring interactions between staff and children. Children were confident and happy. Children were making choices and engaged in the activities and play. There was a relaxed atmosphere in the club.

Children had lots of fun outdoors, with a strong emphasis placed on outdoor play in all weathers. Children developed their social and physical skills as they played with a range of resources and apparatus. Children also went for walks and outings in the community to the beach and woods.

Staff had a very good overview of individual children and their needs. Clear plans were in place for any children who had any specific health and wellbeing needs. Children's personal plans were reviewed with parents prior to children returning to the club. This ensured staff had the most up-to-date information to support children's needs.

Children had been supported to understand changes to their routines. Staff spoke about activities around the importance of handwashing that they had done with the children. Staff also created a Coronavirus quiz for children. We also noted several handwashing posters and information about COVID-19 for children.

There was a strong emphasis on keeping in touch with families throughout the pandemic. Staff provided families with ideas of activities to do including planting, recipes and arts and crafts. They also posted links to relevant topics like health and wellbeing and internet safety through emails and a closed Facebook page.

Short sessions also supported children to settle back. Visits were done safely outdoors or individually indoors following social distancing rules with staff and parents wearing masks if required. As a result children returned after lockdowns and settled well.

All staff were clear on their roles and responsibilities regarding child protection. Staff spoke confidently about the signs and symptoms of abuse and how the pandemic could have a negative impact on children's wellbeing. They were clear on the steps to be taken if they had any concerns.

Quality indicator 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.

A detailed COVID-19 risk assessment and policy had been created which took into account Scottish Government guidance. Updated policies and procedures had been shared and discussed with staff and parents. This ensured staff and parents were confident following new routines and procedures.

The club had a relaxed atmosphere. Children were split into two small bubbles depending on their primary class. On quieter days to ensure children were not isolated in smaller groups children played together mainly outdoors.

Staff were clear on the signs and symptoms of COVID-19. It had been communicated with parents that children were to remain at home if unwell. Staff and management described the correct procedure to follow if any child or staff member developed symptoms or became unwell while in the service. This helped limit the spread of infection.

Procedures had been changed when dropping off or picking up children to help ensure social distancing. Parents/carers donned face coverings and used hand sanitiser at the gate. Staff also followed a two metre distancing and wore masks at all times.

Children had individual lockers to store jackets and bags. All children had individual high vis vests for outdoors. This limited the crossover of belongings and contributed to keeping children safe from infection.

Children washed their hands independently throughout our visit. Some children washed their hands well, however, this was not always consistent. Staff advised they encouraged the children to wash their hands well, however, did not always monitor handwashing as they wished the children to remain independent. Parents and staff also identified that some children had sore/broken out hands due to frequency of handwashing. We discussed with management that some closer monitoring of children's handwashing would support a safer environment. Management advised us that this has been put in place since our inspection.

Detailed cleaning schedules were being used to support a safe environment for children and the staff. Cleaning was undertaken at the beginning and the end of the day. Toys and resources were cleaned after each session. We observed staff cleaning high touch points including door handles and light switches and windows were open for natural ventilation.

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

- Staffing arrangements meet the needs of children and families.
- Staff are well supported and confident.

The service was always appropriately staffed to meet children's needs. Staff time had been planned appropriately across the day to ensure there was additional time for cleaning without compromising the quality of experiences for children.

Staff were friendly and approachable. They spoke confidently and openly during virtual discussions. There was a positive ethos which we felt promoted a happy environment in the club. Parents spoke positively about all members of the team.

Staff had attended several online courses or reading to support individual children's needs including COVID-19 and Infection prevention and control training. Staff told us how this training had supported them to feel confident they could safely meet children's needs. There was a sense of the importance for staff to keep their training and development up-to-date. Overall, staff spoke confidently about how they had adapted and changed their practice to meet children's needs.

Staff had been recruited throughout the pandemic following safer recruitment practice. To support staff to be confident in their role and keep children safe, inductions were in place which incorporated COVID-19 and child protection training.

Staff took part in weekly team meetings, termly reviews and annual appraisals to help support their confidence and development. Staff also completed reflective questionnaires to identify how well they were meeting children's needs through the pandemic. Staff spoke about the good level of support provided by management and felt they could easily approach someone if they needed support.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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