

Cedar After School Care Day Care of Children

Scout Hall (Glasgow 12th and Lenzie 1st)
Millersneuk Road
Lenzie
Glasgow
G66 5JD

Telephone: 01417 753 967

Type of inspection:
Unannounced

Completed on:
25 February 2020

Service provided by:
Cedar Nursery Limited

Service provider number:
SP2004004236

Service no:
CS2003003730

About the service

Cedar After School Care registered with the Care Inspectorate in April 2011. It provides an after school and holiday care service. The service operates from the Scout hall in Lenzie. Children have the use of a spacious hall and small room on the ground floor. Toilets are located upstairs. There is no designated outdoor play space. However, children can access outdoor play in the field behind the hall and the nearby play park.

The provider is Cedar Nursery Limited.

During term-time, the service is provided to a maximum of 40 children, Monday to Friday, 15:00 to 18:00. During school holidays, the service is provided to a maximum of 20 children, Monday to Friday, 07:30 to 18:00.

One of the aims of the service is: "To provide high quality childcare and education in a caring, safe and stimulating environment."

A full statement of aims and objectives is available to service users.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure 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). This is 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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We inspected the service over two days, Friday 24 January 2020 when 16 children attended the service and Monday 27 January 2020 when 23 children attended. We observed that most of the children enjoyed the activities. We spoke with 11 children. Ten told us they liked coming to the service. They spoke highly of the staff and felt supported by them. Children's comments included:

"I like to draw. I like to do handstands on the wall. Very happy. I like to do gymnastics." The child then did cartwheels.

"I like playing with Lego and throwing balls and kicking balls."

"I like playing games tag, jump the river."

"Staff are nice. They listen and write down what we want to do. I like to play football, draw, and play with Lego. I've got friends. I like to play tig and hide and seek and I would like to do that outdoors."

"I like playing with Lego, drawing, playing with my friends. List what we want to do. Baking; not done this yet."

"Staff are nice, ask what we want to do."

"I like Lego and football. Would like more basketball. Staff; 5/5."

"Like the games. Ask us what we want to do ... Would like the footballs and basketballs blown up more."

"Would like Tom Gates books."

"Great place."

We issued 30 care standards questionnaires for parents to complete. Ten were returned to us. The questionnaires confirmed that five parents strongly agreed and five agreed that they were overall happy with the quality of care their child received. Two questionnaires gave comments. We shared these with the management team. We also spoke with four people during our inspection visit and spoke to one parent by phone. Comments included:

"Visited, talked about [child's] interests. Filled out paperwork. Showed around, really pleased."

"Very happy. Staff work well with the children ... Would like the children to go out more. Staff are amazing, patient working with so many children. Very helpful staff."

"It would be good to see more information on activities, snacks etc on the newsletters sent as they cover nursery details but not so much on afterschool ..."

"Staff work well with the children ... Staff are amazing, patient working with so many children. Very helpful staff. Very happy."

"Great, many activities. My two love coming ... Girls are great. App - post photos of what they have been doing. Brilliant. Nice to see the pictures ... Summer, outdoors playing on the hill. Asked for suggestions for outdoors. Very happy."

"My daughter is happy at the afterschool ... XXX [staff member] is excellent at the afterschool and I am confident in leaving my daughter in this environment."

Self assessment

We did not ask the provider to complete a self assessment in advance of the inspection. We discussed, during the inspection, how management planned to continue to develop and improve the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

At this inspection, we looked at aspects of care and support, environment and staffing.

Cedar After School Care provided children and their families with a good standard of care and support. We found that staff were warm, kind and caring to the children. Staff had built nice relationships with children. They had created an environment that enabled children to have fun as they took part in a range of activities that interested them. We watched the children as they enjoyed chatting to their friends, playing with the toys, taking part in arts and crafts, building with Lego and other construction toys and playing ball games. The children really liked the staff and spoke highly of them. Comments included:

"Staff are all very nice, funny."

"I like talking to everyone. And playing on the iPads. Staff, they help you. They find out what you want to do. I like playing Monopoly. Very happy."

"Staff are nice."

We found that staff had improved the snack experience for children. We saw that the children were able to choose what they wanted to eat and drink from a selection of food. This approach helped the children to develop their independence and decide how much they would like to eat and drink. To further improve the snack experience, it would be beneficial if the snacks and drinks were set out on the tables the children were sitting at.

There had been changes to the staff team. We found that the new supervisor and staff worked well together to support the needs of the children and their families. The service had a child protection policy in place. Staff had undertaken in-house child protection training to help them support children and keep them safe from harm.

The supervisor had a good understanding of the improvements needed to enhance the service. This included outdoor play and new resources. We found that staff and children were encouraged to contribute to the ongoing development of the service. Staff listened to the children and used their ideas to plan activities. The recording of children's ideas and planned activities was at an early stage.

A parent told us: "Great, XXX [child] loves it. Through nursery to after school, settled in fine. Staff tell me everything I need to know. Very flexible. Newsletters, emails, speak on the way out. Got a survey about the outside ... Approachable staff."

What the service could do better

The information requested within a child's personal plan was limited and needed more detail to show how the needs of the child, as well as their wishes and choices, would be met. The personal plan should be in line with Getting it right for every child and the SHANARRI wellbeing indicators: safe, healthy, achieving, nurtured, active, respected, responsible and included. (See recommendation 1)

The building used by Cedar After School Care did not have an outdoor play space. However, there are local play parks and a wooded area nearby that could be used by the children. This would allow the children daily opportunities to get fresh air and explore their natural environment. We spoke with the children and they told us they would like to play outdoors. We watched a child as they kicked a ball about the hall. The child told us that they were bored.

A parent commented: "The summer holiday programme makes good use of external places, but I don't believe there is anything outwith that."

A child told us: "Would like to go out more to the park."

(See recommendation 2)

At the last inspection, we highlighted that the boys' and girls' toilet cubical doors did not have locks on them. The previous provider agreed to contact the landlord to have this rectified. We checked the toilets and found that the toilet doors had locks, but these were not working. Therefore, the toilet doors could not be locked. We spoke to the provider, who agreed to have them fixed. At our second visit, three toilet cubical doors could be locked. But one of the toilet door locks was out of alignment. At our feedback meeting, the provider confirmed that this had been fixed. (See recommendation 3)

We looked at three staff files and this confirmed that the service had a recruitment procedure in place. All staff were registered with the Scottish Social Services Council. On sampling the files, we found that the procedures needed to be reviewed and updated to bring them into line with Safer Recruitment Through Better Recruitment, a Scottish Social Services Council and Care Inspectorate document. (See recommendation 4)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The provider should develop the children's personal plans to show how they will meet the ongoing individual needs, wishes and choices of the child and their family. The provider should ensure that it covers the health, welfare and safety of the child and links these to principles of Getting it right for every child (also known as GIRFEC). And, the SHANARRI wellbeing indicators: safe, healthy, achieving, nurtured, active, respected, responsible and included.

This ensures that care and support is consistent with the Health and Social Care Standards which state:

"My personal 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)

2. The provider should ensure that children have opportunities to play outdoors and explore their environment daily. To help improve the children's outdoor play experiences, the managers and staff should refer to the document – Out to Play: Practical guidance for creating outdoor play experiences in early learning and childcare.

This ensures that care and support is consistent with the Health and Social Care Standards which state:

"As a child, I play outdoors every day and regularly explore a natural environment." (HSCS 1.32)

3. The provider should put systems in place to ensure that all maintenance issues are reported, recorded and addressed promptly.

This ensures that care and support is consistent with the Health and Social Care Standards which state:

"I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment." (HSCS 5.22)

4. The provider should review and update the service recruitment policy and procedures to bring them into line with Safer Recruitment Through Better Recruitment, a Scottish Social Services Council and Care Inspectorate document.

This ensures that the recruitment of staff is consistent with the Health and Social Care Standards which state:

"I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

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

The provider and staff should, in consultation with the children and parents, look at how they could improve the opportunities for the children to have outdoor play during the winter months.

This recommendation was made on 10 January 2017.

Action taken on previous recommendation

This recommendation still needs to be addressed. Information relating to this is detailed within the body of the report.

Inspection and grading history

Date	Type	Gradings
10 Nov 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
3 Dec 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
30 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
10 Dec 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
17 Oct 2008	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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