

Prestwick After School Care Service Day Care of Children

Prestwick Community Centre
Caerlaverock Road
Prestwick
KA9 2LD

Telephone: 07394 099 826

Type of inspection:
Unannounced

Completed on:
21 September 2021

Service provided by:
manager

Service provider number:
SP2003001100

Service no:
CS2003005125

About the service

The service is registered to provide a care service to a maximum of 40 children aged 3 years and above in Prestwick Community Centre and 32 children aged 4 years and above in Glenburn Primary School.

The service operates Monday to Friday between the times of 2.30pm - 6.00pm during term time and 8.00am - 6.00pm during holidays in rooms 1 and 2 of Prestwick Community Centre Caerlaverock Road, Prestwick KA9 2LD and Monday to Friday between the times of 7.45am and 9am during term time in the dining hall of Glenburn Primary School, Sherwood Road, Prestwick KA9 1EV.

We carried out an onsite inspection on 13 September 2021. We completed observations of the care provided and assessed relevant documents that were requested during this inspection. We spoke to management and staff virtually using Teams technology. Feedback was given to the service on 21 September 2021.

We are testing our new ELC Quality Framework for daycare of children, childminding and school aged children. This service was included as part of the test. We have evaluated the service based on key questions and quality indicators linked to the framework. As this inspection was part of the test, we will not be publishing the evaluations. More information about the Quality Framework and methodology can be found on our website www.careinspectorate.com

What people told us

During the inspection process we issued a digital survey to parents and children of the service. We received five responses from parents and two responses from children. Parents and children told us about the positive experiences they had using the service

"There are loads of things to do. The ladies are nice. The ladies help us to do the things we ask to do".

"I like watching movies, playing dodgeball, making a domino run, playing tig outside".

"The service is fabulous. My son is very anxious but the staff know him well and they are aware of the things he copes well with etc. He is very happy attending the service."

"There is an annual review and opportunity to speak with the staff on pick up/drop off".

How good is our care and learning?

Quality Indicator 1.1 - Nurturing care and support

Children were cared for by staff who were friendly and warm. Most children were happy and settled in the service.

Personal plans were in place for children; however these plans had not been reviewed within the appropriate timescales. Within children's personal plans, staff had used the GIRFEC indicators to document how they would support children. Whilst Information about children's likes, dislikes and interest had been gathered in children's personal plans, we saw no evidence of staff using this information to plan effectively for individual children's needs. An example of this was a child who had expressed a keen interest in developing his football skills within his personal plan. During our visit staff had not provided the child the

opportunity indoors or outdoors to develop these skills. To ensure children's wellbeing and needs are met staff should use the information gathered to be responsive to children's needs and use information gathered to plan effectively for individual children. (See Area for improvement 1)

Children bring their own snack from home to the service. During our visit children were not consistently encouraged to eat at the table. A few children were eating crisps whilst sitting on the floor and continuing to play. This did not provide children with the opportunity to have a quality experience during snack time. We observed that children did not have access to drinking water. (See Area for improvement 2)

Staff had a clear understanding of their responsibility during collection times from school and clear procedures were in place should a child not be at the designated collection post.

Medication forms captured the required information needed to keep children safe. We discussed with management the importance of ensuring medication forms are consistently completed.

Quality Indicator 1.2 - Children are safe and protected

Clear procedures and a detailed policy for child protection were in place. Staff spoke confidently about their role in keeping children safe and following these policies and procedures. Staff also told us they knew who to report any concerns to and who their designated Child Protection officer was.

Quality Indicator 1.3 - Play and learning

Staff interactions with children were limited as they observed children's play. We observed that children did not have good enough opportunities to lead their own play and learning. For example staff did not facilitate children to progress and achieve in areas they had identified themselves. (See Area for improvement 3)

During free play experiences both indoors and outdoors staff missed opportunities to intervene effectively. We did not see evidence of staff using skilled questioning with children. This impacted staff's ability to scaffold experiences and children were unable to extend their play and learning.

A lack of effective daily planning meant children were not fully supported to reach their potential and develop lifelong learning skills.

Areas for improvement

1. Prestwick After School Care Service should further develop children's personal plans to ensure that the information recorded identifies how they will meet a child's needs whilst in their care and that the personal plans are reviewed at least once in every six month period whilst the child is in receipt of the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My personal 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. Prestwick After School Care Service should ensure fresh drinking water is available for children to access independently.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I can drink fresh water at all times.' (HSCS 1.39)

3. Prestwick After School Care Service should increase opportunities for children to have fun and be involved in planning for their play and learning experiences.

This is to ensure that care and learning is consistent with the Health and Social Care Standards which state that: '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)

How good is our setting?

Quality Indicator 2.2 - Children experience high quality facilities

During our visit we saw that the service had limited resources available for the children. This meant children were not offered a range of rich, stimulating play resources to support and develop their learning. (See Area for improvement 1) Staff told us a variety of resources were available in an outdoor container. We encouraged staff and management to think of a solution around this to ensure resources were easily accessible for children and staff.

Resources had been set out for children prior to their arrival at the setting. This impacted children's ability to make choices. Whilst some resources were age appropriate, we found most of the indoor and outdoor environment did not reflect children's stage of development and interests. For example, only a limited selection of board games, a television, a Barbie doll house with dolls and Barbie car were available indoors for both male and female children as old as 10 years old.

Areas for improvement

1. Prestwick After School Care Service should provide children opportunities to choose from a broad range of resources and activities.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: '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).

How good is our leadership?

Quality Indicator 3.1 - Quality assurance and improvement are led well

The manager had a basic understanding of identifying and leading improvements and we found that there were insufficient quality assurance systems in place across the service. This impacted the manager's ability to identify significant gaps in staff practice and quality experiences for children. For example, a lack of meaningful observations and monitoring by the manager meant staff were not challenged to raise standards and quality for children and families. (See Requirement 1) Staff lacked knowledge of relevant current guidance or best practice documentation and the importance of evaluating the service.

Management told us that due to a reduction in the numbers of children attending the service and staff being furloughed it had been difficult to meet as a whole staff team. Both management and staff told us

that recent staff meetings had been informal and the manager had not carried out staff appraisals. This did not support staff to reflect on their own practice in a meaningful way.

Requirements

1. Prestwick After School Care Service must establish a continuous and well judged programme of change linked to strong self-evaluation for improvement, through developing a formal system of quality assurance so that there is a positive improvement within management and leadership of the service resulting in positive impact on outcomes for children. In order to achieve this you must:

- (a) develop monitoring arrangements to ensure staff practice is monitored, reviewed and improved; and
- (b) develop monitoring arrangements to ensure the quality of experiences and play resources available to children and to ensure children receive high quality play opportunities which enable them to develop key skills and achieve their potential.

This is to comply with Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19) and 'I am confident that people are encouraged to be innovative in the way they support and care for me.' (HSCS 4.25) and 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

How good is our staff team?

Quality Indicator 4.1 - Staff have the right skills, knowledge, and values to support children and families to have improved life outcomes.

Staff had accessed further training, however we did not see evidence of the impact training and development opportunities had had on staff practice or outcomes for children. For example, as part of our inspection process we viewed staff training records and spoke to staff. During staff discussions staff were unable to tell us about any of the further training opportunities they had undertaken. (See Area for improvement 1)

Staff's limited interactions did not fully support children's needs and interests. For example, a member of staff told us she enjoyed spending time with a child who was new to the service. We discussed this with management and agreed that building strong relationships with children is important, however staff should also support children to make connections and friendships with other children within the service.

Areas for improvement

1. Prestwick After School Care Service should ensure staff undertake professional development and use current best practice guidance to direct their practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Prestwick After School Care Service should further develop children's personal plans to ensure that the information recorded identifies how they will meet a child's needs whilst in their care and that the personal plans are reviewed at least once in every six month period whilst the child is in receipt of the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My personal 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)

This area for improvement was made on 27 June 2019.

Action taken since then

Not met.

Previous area for improvement 2

Prestwick After School Care Service should provide children opportunities to choose from a broad range of resources and activities.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: '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 area for improvement was made on 27 June 2019.

Action taken since then

Not met.

Previous area for improvement 3

Prestwick After School Care Service should ensure staff undertake professional development and use current best practice guidance to direct their practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice,' (HSCS 4.11)

This area for improvement was made on 27 June 2019.

Action taken since then

Not met.

Previous area for improvement 4

Prestwick After School Care Service should ensure effective monitoring and self-evaluation systems are used to monitor the quality of staffs practice and the service as a whole.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

This area for improvement was made on 27 June 2019.

Action taken since then

Not met.

Complaints

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.