

# COSMOS After School Club

## Day Care of Children

Cosmos Community Centre  
Abbey Walk  
St. Andrews  
KY16 9LB

Telephone: 01334 474 140

**Type of inspection:**  
Unannounced

**Completed on:**  
5 November 2021

**Service provided by:**  
COSMOS After School Club

**Service provider number:**  
SP2003003435

**Service no:**  
CS2003015112

## About the service

This service was registered with the Care Inspectorate on 1 April 2011.

Cosmos After School Club is managed by a committee and is registered to provide a care service to a maximum of 56 children from school age up to 14 years. When using the coffee bar area, a care service may be provided to a maximum of 70 children from school age up to 14 years. During the operating times, the service will have the exclusive use of the function hall, sports hall, and the toilets. The service must also have exclusive use of the coffee bar area when this is used.

The service is situated in the coastal town of St. Andrews and has good access to the beach, beach park, public transport links and local primary schools. The service benefits from having use of minibuses, which enables them to collect children from the three primary schools to attend the after school club.

The service aims to provide a caring, secure, and stimulating environment in which children can develop self-confidence, self-esteem and become self-motivated.

A full statement of aims and objectives is available from the service on request.

We carried out an unannounced inspection visit of Cosmos After School Club on Monday 1 November 2021. We used telephone calls and emails to gather further information and review documents. Feedback was given on Friday 5 November 2021.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

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 of 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 spoke with children during the visit and observed their play. Several children were comfortable approaching and speaking with us and made comments which are shown below.

- "I like the staff because they make me happy".
- "I like to eat apples and we get to eat chocolate sometimes".
- "I like to go outside to play because we are allowed to take the dolls outside".
- "I would like to have milk to drink everyday".

We asked the service to post our contact details on their social media sites to request parents feedback.

Nine parents responded over email and we spoke with two parents over the telephone. Overall, parents were happy with the quality of care and support provided to children. We have shared this feedback with the service and have included some comments below which represent parents views.

- "The staff are welcoming, supportive and fun, and my child has a great time there".
- "It would be good to see them going back to more external activities away from the club".
- "The activities that they do are varied, and there is plenty of choice for the children in terms of what they can do. The club is excellent value for money".
- "The staff seem very happy and caring and I am confident my child is well looked after. They tell me they are offered a variety of activities and they thoroughly enjoy going".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan which demonstrated their priorities for development. This included supporting children's wellbeing by reviewing medical and allergy needs, and supporting staff to enhance their knowledge of child protection procedures to help keep children safe.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Children were welcomed into the club and were familiar with the routine of storing their belongings and handwashing. On entry, children were not always washing their hands appropriately therefore staff should support children. This is to ensure that handwashing is effective and follows the recommended guidance of washing for 20 seconds. This would promote children's safety by reducing the spread of infection.

A variety of resources laid out by staff supported children to make choices and become busy straight away. Children should now be supported to be more involved in the development of the service by introducing more formal planning to ensure the activities meets the needs, wishes and choices of children. Planning should also be used to support development and next steps in learning. This would enable children to take more control of their own learning and show they were valued. See recommendation one.

The experience at snack time was not supportive of children's independence or healthy eating. Although snacks provided included healthier options these were not promoted and children were served by staff. There was also limited opportunity for children to be involved in planning snacks. The service should develop the snack routine to enable children to self serve and be fully involved in planning healthy, nutritionally balanced options. This would increase children's independence and support them in making informed food choices to remain healthy.

All children had personal plans in place which were updated in line with required timescales. Some children had additional plans detailing their specific needs. Strategies for support were not detailed enough to enable children's experiences to be enhanced. This meant some children had poor experiences when in the service. Increased understanding of child development would support this area, to ensure all children are supported to fulfil their potential. See recommendation two.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, we observed staff maintaining physical distance and effective cleaning procedures. This contributed to children experiencing a hygienic environment, reducing their risk of cross infection.

## Requirements

**Number of requirements: 0**

## Recommendations

**Number of recommendations: 2**

1. To support children to achieve by providing play and learning experiences that are relevant and responsive to children's ideas and stages of development, the provider should improve planning processes and increase children's participation in this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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).

2. To ensure all children are supported to achieve the best possible outcomes, the provider should enable staff to build on their awareness of child development. New learning should be used to review support plans for children, to ensure specific strategies are in place and understood by all staff. This is to enable all children to achieve positive experiences in the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which states that: 'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential'. (HSCS 1.6).

**Grade: 3 - adequate**

## Quality of environment

### Findings from the inspection

The service continued to make use of two large play spaces to support the separate cohorts of children. This protected children from the risk of the spread of infection from Covid-19. The rooms used were rotated throughout the week, ensuring all children enjoyed equal access to more physical play such as football in the large hall. In addition, opportunities for free flow access to a garden area from the small hall enabled children to benefit from fresh air and exercise. These opportunities promoted children's physical wellbeing and supported them to be active.

Children were cared for in an environment that was clean and tidy. We advised the service the toilet brushes in each cubicle should be removed and bins used for waste should be lined pedal bins. This would support infection control measures in the service. Janitorial staff cleaned high touch points throughout the session and all resources were cleaned and disinfected at the end of every session. This helped to maintain a clean and safe environment.

Although there were a variety of resources available, these could be enhanced to support children's play by responding to their interests. Children told us they enjoyed den building, but there were not enough resources available to them to support and extend their play in the moment. We asked the service to review the resources available which would promote children's creativity and imagination, and ensure challenge in children's play. We suggested they review the Loose Parts Play Toolkit to raise their awareness of the value of loose parts, to support the development of play opportunities available to children.

Due to the large areas used, the noise levels were quite high, and some children told us it was too loud for them. The service should consider creating an area that can be used for quiet activities. This would allow children who want to rest or have time on their own to access a comfortable and welcoming area.

Risk assessments had been written which identified potential hazards and detailed how the service planned to minimise these to keep everyone safe. We suggested the management team find further ways to involve the staff and children in reviewing risk assessments to support understanding and skills around how to keep themselves safe.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

Staff worked well together as a team and provided supervision for children.

The manager was holding support and supervision meetings with staff and regularly checked in with them to support their wellbeing. We asked them to review the format and purpose of the meetings to support staff development. Staff needed further help with identifying areas of their practice that could be enhanced with professional learning and development opportunities. This would enable children to experience high quality care and support based on guidance and best practice.

Staff in the service had been recruited safely as the provider had followed best practice. All staff who required registration with the Scottish Social Services Council (SSSC) had registration in place or were in the process of applying within required timescales. The provider should ensure staff are aware of their responsibilities as registered workers, as some staff were unsure what these were. Children would be kept safe and protected if staff were aware of their responsibilities as a professional.

An induction checklist for staff had been created which contained policies and some introductory training. This should be reviewed and enhanced, to ensure staff are supported to understand their roles and responsibilities. The National Induction Guidance document could be used, to develop a clear, purposeful induction, that details expectations for both the employer and the employee. Staff should be supported to record and evaluate any training or learning and development. This would evidence the impact of their new knowledge and skills on their daily practice within the service. This will ensure children benefit from having high quality staff providing their care and supporting their development.

We observed some caring and respectful interactions between staff and children, but these were not consistent. For example, some interactions did not fully consider children's emotions. Some staff were keen to discuss qualification plans with us to develop their skills. However, there was reluctance from some staff to attend training or participate in professional learning. This would better inform them of up-to-date best practice and improve outcomes for children. The provider should review how staff can be supported to understand the benefit of professional learning to their practice and ensure all interactions with children are positive. This would support all children to feel nurtured and allow them to understand their feelings to support them to self-regulate their emotions. We sent the provider a link to a Scottish Government information session about children's rights. This should be reviewed and implemented to ensure children's rights are respected. See recommendation one.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. To support positive emotional wellbeing of children, and support their learning and development, the provider should ensure staff access training appropriate to their role, and apply their learning in practice. This should include, but not limited to, training in supporting positive, respectful, and nurturing relationships with children and incorporating children's rights into their practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

The provider and manager were committed to the service and keen to make improvements required. Families told us they valued the communication with the provider. To ensure positive experiences and outcomes for children, the manager needed to develop knowledge, experience and gain a qualification in childhood practice. The manager was keen to dedicate the time required to continue with their qualification and develop their knowledge of best practice documents to implement areas of improvement required. See requirement one.

There were some quality assurance processes in place, however these could be strengthened. The provider had measures in place to ensure paperwork was completed and updated when required, such as medication forms and cleaning routines. Quality assurance systems were not yet supporting how care for children could be enhanced. We asked the service to make use of the quality framework for daycare of children, childminding and school aged childcare. This will support the service to understand what they do well, how they know and what they plan to do next. Staff needed consistent high-quality feedback to support them to actively promote and influence positive outcomes for children. This would support the service to improve. A requirement related to this was made at the previous inspection and remains outstanding. See requirement two.

The service had submitted notifications related to Covid-19 as required. However, not all incidents that required to be notified to us had been reported. For us to provide suitable support and respond to the service appropriately, significant events should be notified within required timescales, in line with current guidance. A requirement related to this was made at the previous inspection and remains outstanding. See requirement three.

### Requirements

#### Number of requirements: 3

1. By 28 February 2022 the provider must ensure appropriate management and leadership arrangements are in place to ensure positive outcomes for children.

This is to comply with Regulation 7(2)(c) (Fitness of manager) of The Social Care and Social Work Improvement Scotland Regulations 2011 (SSI 2011/210).

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

2.

By 28 February 2022 the provider must continue to develop self-evaluation, quality assurance and monitoring systems in line with current legislation and best practice, to support the continuous improvement of the service.

To do this, the provider must, at a minimum ensure that:

- a) Management and staff develop an understanding about the purpose of self-evaluation and the need to develop quality assurance and monitoring systems in line with current legislation and best practice.
- b) Effective monitoring of staff practice, understanding and interactions are recorded.
- c) Staff involvement in self-evaluation should be progressed.
- d) Priorities identified in the improvement plan should reflect areas for improvement identified in the inspection.

This is to comply with Regulation 3 (Principles) of The Social Care and Social Work Improvement Scotland (Regulations for Care Services) Regulations 2011 (SSI 2011/210).

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

3. By 30 December 2021, the provider must keep records of all incidents so that these can be available for audit during inspection and incidents must be notified to the Care Inspectorate within required timescales. An incident requiring notification is a serious unplanned event which has the potential to cause harm or loss, physical, financial, or material.

To do this, the provider must, at a minimum:

- a) ensure that the Care Inspectorate are notified within 24 hours of the event occurring, to be informed of the management and outcome of the incident.

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

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate



## 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 children are safe and protected from harm, the provider must by 30 December 2020, ensure that:

- a) A robust child protection procedure is in place, shared with staff and fully implemented.
- b) Staff leading on child protection are adequately trained to confidently recognise risk and share any concerns with the social work service or police.
- c) Staff are adequately trained in what to do if they have concerns about a child's welfare.

This ensures that care and support is consistent with the Health and Social Care Standard 3.20 which states that, as a child: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'.

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 Welfare of Users.

**This requirement was made on 10 November 2020.**

#### Action taken on previous requirement

Staff had received child protection training and those we spoke to had appropriate knowledge and understanding of how to respond to, and record, a variety of protection situations.

The manager should continue to develop and refresh staff awareness of child protection and build links with other professionals to support children and families if required.

**Met - within timescales**

#### Requirement 2

The provider must continue to develop self-evaluation, quality assurance and monitoring systems in line with current legislation and best practice, to support the continuous improvement of the service. In order to achieve this, the provider must ensure that:

- a) Management and staff develop an understanding about the purpose of self-evaluation and the need to develop quality assurance and monitoring systems in line with current legislation and best practice.
- b) Effective monitoring of staff practice, understanding and interactions are recorded.
- c) Staff involvement in self-evaluation should be progressed.
- d) Priorities identified in the improvement plan should reflect areas for improvement identified in the inspection.

This ensures that care and support is consistent with the Health and Social Care Standards 4.19 which states that, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes".

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 210 Regulation 3 Principles.

**This requirement was made on 10 November 2020.**

## Action taken on previous requirement

There had been some progress in this area. There were measures in place to ensure paperwork was quality assured and documents were reviewed within required timescales. Further work was required to develop an understanding of how children's experiences could be enhanced through self-evaluation and quality assurance. This requirement has been carried forward in this report. See requirement two under quality of management and leadership.

**Not met**

## Requirement 3

The provider must keep records of all incidents so that these can be available for audit during inspection and incidents must be notified to the Care Inspectorate within required timescales. An incident requiring notification is a serious unplanned event which had the potential to cause harm or loss, physical, financial, or material. In order to achieve this, the provider must ensure that:

a) The Care Inspectorate must be notified within 24 hours of the event occurring, to be informed of the management and outcome of the incident.

This ensures that care and support is consistent with the Health and Social Care Standards 4.23 which states that, "I use a service and organisation that are well led and managed".

It is also necessary to comply with the requirements of the Public Services Reform (Scotland) Act 2010 and the Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011 (SS 2011/210).

**This requirement was made on 10 November 2020.**

## Action taken on previous requirement

The service were making required notifications related to Covid-19. However, there had been a significant event that had not been reported. This requirement has been carried forward in this report. See requirement three under quality of management and leadership.

**Not met**

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

### Previous recommendations

There are no outstanding recommendations.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
4 Dec 2020	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
20 Aug 2019	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Apr 2019	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak

Date	Type	Gradings	
24 Feb 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
28 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Apr 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
30 Oct 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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