

## West Kilbride Out of School Day Care of Children

c/o West Kilbride Primary School  
1 Portencross Road  
West Kilbride  
KA23 9ES

Telephone: 01294 829 320

**Type of inspection:**  
Unannounced

**Completed on:**  
9 December 2021

**Service provided by:**  
West Kilbride Out of School Care  
Committee

**Service provider number:**  
SP2003000869

**Service no:**  
CS2003004264

## About the service

This was an unannounced inspection which took place on 17 November 2021 between 15:15 and 17:55. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with eight children using the service and four of their friends and family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## What people told us

There were 19 school age children attending on the day of the inspection visit. Children presented as confident individuals. Children who had previously used the service told us they were glad to return to the main accommodation having a sense of ownership. Children engaged in play with friends happy and settled in the care of staff. Parents spoke highly of the service, including the staff and the manager. They told us the service was invaluable to them in providing flexible childcare where they were confident their child was safe and well cared for. One parent advised their child could not think of any improvements to the service could be made.

## Self assessment

We did not request a self-evaluation.

## 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	3 - Adequate

## Quality of care and support

### Findings from the inspection

We evaluated this key area as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Throughout the inspection we saw most children were happy and settled engaged in play activities of their choice. Children were chatty and confident keen to engage in the inspection process contributing their views and opinions to the changes in their accommodation. Almost all children told us they were happy coming to the service. Playing football, having snack and art and crafts were identified by the children as favourite activities. Children were encouraged to make decisions about their play resulting in children having fun engaged in play with friends. Children we spoke told us this was important to play with their friends. Outdoor play was popular and provided children with the opportunity to engage in physical and energetic play.

During the inspection we observed staff interacting with children. Relationships between staff and children were friendly and respectful. Staff knew when to step in to support play and extend children's thinking. Staff offered children reminders guiding them to positive play using calm and consistent voices taking time to explain to children how their actions could impact on others. Children made the right choices considerate of others developing a sense of responsibility.

Staff knew children well including any specific health needs however written personal plans had not been reviewed as required. The quality of information recorded within the plans we viewed was inconsistent. The service should further develop children's personal plans clearly outlining how they will meet children's health, welfare and safety needs. Clear personalised next steps should be evident in all plans to support the service in planning appropriate activities based on children's needs and interests. Any specific health needs should be risk assessed and shared with all staff. Plans should be reviewed within a six-month period or before if needed. See Recommendation 1.

Staff had begun to record children's ideas and interests in a floor book to support responsive planning. The manager plans to continue with this involving all children. This will support children who may attend varied patterns over the week to contribute their ideas.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and families. For example, children were supported by staff as needed to wash their hands encouraging and reinforcing the need for good hand hygiene.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Personal plans for all children should be consistently recorded and maintained taking account of any specific needs to plan for children's health welfare and safety needs. Plans must be reviewed within a six month period or before if needed.

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

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We evaluated this key area as adequate, where strengths only just outweighed weaknesses.

The service had been granted a temporary variation to operate from other premises as a result of restrictions during Covid-19 pandemic. On return to their main building in August 2021 for the start of the new school term adaptations to the building had resulted in reduced floor space. Although this had been managed appropriately to ensure the minimum space standards were adhered to, children's access to resources and floor play was limited. A review of resources should be taken to ensure children are offered suitable challenge in play activities. For older children resources do not always engage children's interest. Older children told us they were sometimes bored and did not want to use resources. See Recommendation 1.

Cloakroom space had also been moved within the accommodation resulting in children's coats and school bags limiting safe access to the toilets. The manager advised us a portable coat peg and storage unit had been ordered however we were concerned this would further limit the play space for children. We noted two toilet cubicles being used with only one handwashing sink. A further two child size toilets used by the nursery were available at the back of the building. Currently the nursery and the out of school care do not operate at the same time. The manager is aware should this change, this would need to be considered when allocating spaces. We asked the manager to complete a risk assessment for toilet access to ensure older children's privacy and dignity was always respected. Support from the local authority confirmed a further handwashing sink would be added to the two main toilets supporting hand hygiene and wall mounted coat pegs including storage for children school bags would be installed. The provider should ensure this is actioned as planned. See Recommendation 2.

Children could access a quiet area using bean bags for watching tv or playing computer games. Some children had shown an interest in reading and plans for a book stand would further support children's interest in books. Arts and crafts was popular with children and a range of resources supported creative play led by their interests.

Children accessed daily outdoor play making use of the school playground. Risk assessments had been carried out to support staff maintain a safe environment. Children were clear in the safety rules within the playground. Football and imaginative play games were popular with the children as they played together. Some children would benefit from more choice outdoors. We suggested the service could develop activity trolleys that could easily be taken outdoors to support and extend children's play choices.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. To ensure children can access a range of suitable play, accessible resources should be available to support children to extend their thinking, develop play and provide fun. Resources and equipment should be linked

to their interests and stage of development.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'As a child I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21).

2. To ensure the environment is suitable the provider should ensure any accommodation updates are carried out as planned.

This is to ensure the environment 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 furnishings and equipment' (HSCS 5.22).

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

We evaluated this key area as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement. We observed a staff team confident in their role in promoting children's right to play intervening when necessary.

Due to a reduction in overall numbers of children attending the service the staff team comprised of the manager and two practitioners. The staff team had remained consistent, and it was clear staff had established good professional working relationships.

Staff presented as enthusiastic clear in their roles and responsibilities. Good communication between staff allowed children to know what was happening and when during their session. One child told us staff were "nice and kept them safe". Staff modelled good behaviour and used positive language throughout the session. We heard phrases such as, "no thank you" and plenty of praise was used to acknowledge good behaviour. Children were nurtured and supported as staff had established clear boundaries for specific play activities outdoors. Staff positive role modelling and relationships contributed to the welcoming atmosphere.

Staff recognised the importance of supporting healthy relationships between children and parents aiming to work in partnership with families. Inclusive and respectful approaches from staff gave children confidence to share their experiences of their school day with staff. Staff were good at developing meaningful relationships with each other, children and their families. Parents confirmed this with one parent commenting; "All staff work with the children and all have a good rapport with them".

Discussions with staff demonstrated they had reflected on training attended, considering how this impacted on their own practice. This included following mitigations in relation to Covid-19 pandemic. Staff should now develop their self-evaluation skills to help improve the outcomes for children who use the service.

### Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of management and leadership

### Findings from the inspection

We evaluated this key area as adequate, where strengths only just outweighed weaknesses.

We found changes to the chairperson of the voluntary management committee as the provider of the service, had not been notified to the care inspectorate as is required to do so. See Recommendation 1.

Due to the changes of the service delivery the manager plans to review policies and procedures. We noted the Child protection policy refers to the national care standards. This should be reviewed as a priority and shared with all staff.

Management and staff worked well together as a team, creating a positive working environment for children and their families. The manager had worked hard to successfully manage two accommodation moves during the pandemic ensuring staff children and their families were kept up to date. This included managing number of places due to the reduction of floor space when the service returned to their registered accommodation. Parents commented on the management of the service stating; 'evidence of well organised and well managed service with excellent planning and communication'.

The manager had taken positive action to organising first aid training for staff liaising with other care providers in the community. All staff had updated their first aid training supporting children's wellbeing.

We found no structured monitoring or self-evaluation in place to identify what was working well and what could be improved on. As a result the service did not have an improvement plan in place. Inconsistencies in record keeping had not been identified. We have asked the manager to develop a system for quality assurance using self evaluation including auditing records services must keep, this includes personal plans, administration of medication and plans for improvement. This will support positive experiences and outcomes for all children attending and allow the service to confirm they are providing a quality service. See Recommendation 2.

The manager in liaison with the provider should continue with her plan to apply for a variation to the service conditions of registration to ensure they reflect the current operation of the service. The provider should clarify as the service no longer operates with a depute manager it must be made clear to children and parents who will be responsible for day to day management of the service in the managers absence.

## Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 2

1. The provider of the service should ensure the care inspectorate is notified of any changes to the chairperson of the voluntary management committee to enable safe recruitment checks to be carried out. Any requests for information should be submitted as part of this process.

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

2. To ensure that children receive care and support, which is in line with national best practice, the manager should ensure quality assurance systems using self evaluation are further developed, with clear priorities focussed on improving outcomes for children. Consideration should be given to the following:

- A clear and manageable monitoring calendar to look at the quality of provision.
- Direct observations of children's experiences, including interactions with staff.
- A system to source and research recent guidance and legislation.
- Clear action plans for staff to support professional development and improve practice in any areas identified.
- Audit recording systems to ensure they support the work of the service and keep children safe. (Personal plans, child protection and safeguarding, administration of medicine and risk assessments).
- Continued use of evaluative systems such as 'Realising the Ambition' or The Health and Social Care Standards' to benchmark quality.
- Regular involvement of staff, parents, and children in evaluating the quality of the service.

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

**Grade:** 3 - adequate

## 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

Staff who have management responsibilities should access leadership and management training supporting them to effectively carry out their role and responsibilities.

National Care Standards for early education and childcare up to the age of 16: Standard 12 - Confidence in staff.

This recommendation was made on 6 October 2016.

#### Action taken on previous recommendation

There is no longer a depute manager in place. The current manager is qualified for her role meeting requirements to be registered with the Scottish Social Services council as a manager.

#### Recommendation 2

The provider should ensure staff access training opportunities recording evaluations on what impact this may make on outcomes for children.

National Care Standards for early education and childcare up to the age of 16: Standard 3 - Health and well being; Standard 5 - Quality of experience; Standard 12 - Quality of staff.

This recommendation was made on 5 June 2017.

#### Action taken on previous recommendation

Staff had continued to access training ware of their responsibility of keeping training records up to date as required for registration as Scottish Social Service workers.

### 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
26 Apr 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
25 Jul 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
8 Oct 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 2 - Weak
22 Oct 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 1 - Unsatisfactory
14 Dec 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
7 Oct 2009	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

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