

Glebelands Out Of School Care Club

Day Care of Children

Glebelands Primary School
Baffin Street
Dundee
DD4 6EZ

Telephone: 07729 614 989

Type of inspection:
Unannounced

Completed on:
6 May 2022

Service provided by:
Glebelands Out Of School Care Club

Service provider number:
SP2003000117

Service no:
CS2003000706

About the service

Glebelands Out of School Care Club is a daycare of children service providing out of school care to a maximum of 48 primary school children at one time. The club is provided by a voluntary committee of parents and carers who are responsible for its operation. The service operates from the premises of Glebelands Primary School to the east of Dundee city centre. The club operates after school hours, during school term time, and full days during school holidays. It employs a manager, supervisor and play workers.

The club has exclusive use of the dining room (club room) on the lower ground floor of the school. It also has some access to the school gym for sports activities and direct access to the large outside play space. The children use toilets in another part of the school, close to the hall.

The club aims to 'promote children's physical, intellectual, emotional and social development, a positive relationship with parents and carers and aims to provide high quality play and care'. The service has been registered since 1 April 2002.

This was a full unannounced inspection of the service. It was carried out by an inspector from the Care Inspectorate on 28 April and 29 April 2022 using a blended approach of onsite and the use of Microsoft Teams.

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. We provided inspection feedback to the manager and Improvement officer from Dundee City Council on Friday 6 May 2022. To inform our evaluation we:

- spoke with children using the service and seven parents;
- spoke with staff and the chair of the committee;
- observed practice; and
- reviewed documents.

What people told us

We observed children playing and engaging with their friends at the club. They had access to a range of resources and had very good opportunities to play outside. The children were settled and busy at play throughout our visits. We spoke to several children and all spoke very positively about attending the club. They all said that they liked coming to the club and spending time with their friends. Their comments included:

'I love coming to the club'

'It's good as we get to play football'

'I can do gymnastics and just chat with my friends'

'You don't have to go outside if you don't want to'

'I just do drawing and art stuff every day'

'We sometimes go on trips in the holidays'

'I like the days my friend comes'

We asked the service to send our contact details to parents and share some questions which allowed us to capture parents and carers feedback. We received only one response via e-mail. This parent expressed very good levels of satisfaction with the service. The inspector spoke to seven parents during the inspection as they collected their children. All expressed very good levels of satisfaction with the service and told us their children enjoyed attending the club. Their comments included:

'Staff are all great'

'He loves coming - never had any problems'

'Always made welcome - staff are all lovely'

'She wants to come extra days as she loves it here so much'

'Have been very happy here'

'Always seems to have had a good time - plenty for them to do'

'This club is such a great help for working parents'

Self assessment

The service had not been asked to submit a self-assessment document as part of this inspection. We viewed the service's improvement plan and quality assurance processes during this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

There was a welcoming and informal atmosphere where children were seen to be relaxed and settled. The club was calm, with children all seen to be engaged positively at play and finding activities of interest to them. There were a range of activities and resources set out for children arriving, and we saw that children could also ask for other resources. Indoor resources seen during inspection included; an art and craft table, range of board games, puzzles, action figures, Barbie dolls, hairdressing materials, dolls house, construction materials. There was also a television where children could watch films or play on game consoles. Children remained only for a short time in this area, preferring to play outside. Some children found quiet spaces to read and to relax and chat with friends on beanbags. There was also a large floor snakes and ladders game being used inside. Some new outdoor resources had been purchased since the last inspection which extended children's choice and range of experiences. Children were free to make their own choices as to how they spent their time at the club. Staff should continue to develop resources and experiences to enable children to explore different types of play, experience new things and develop new skills.

All children had the opportunity to play outside in the large outdoor space where a range of activities was available. There was a designated area for team games, a large grassed area and playground. Children played football and were creative with loose parts materials. Children ran around freely, played 'gymnastics' and 'visited the carnival' on the climbing apparatus, they used bats and balls, skipping ropes and space hoppers. All children were seen to be active and happy outside. They were free to move freely between inside and outside, with staff moving as required to safely supervise children where they wished to play.

Staff all had a friendly, approachable, and respectful manner with the children. They engaged positively with them and showed genuine interest in them. They used warm and supportive language, praised and encouraged children, all helping to create the caring and supportive atmosphere that was observed. There was fun, laughter and light-hearted conversations with children. Staff supported children to play independently and to make their own choices, whilst facilitating play requests when asked. For example, staff playing chess with children. This provided children with opportunities to enjoy one to one time with staff and for children observing to learn how to play a new game.

Children had developed very good friendships and we saw positive peer relationships. They played co-operatively together and were helpful and kind towards each other. Children were very respectful of boundaries and self-regulating in their behaviours.

The free flow snack was a relaxed and sociable experience for children. A substantial and healthy snack was provided offering children choice and opportunities to try new foods. Daily menus included fruit, vegetables and salad. Children were involved in menu planning and their views and requests accommodated when they did not conflict with nutritional guidance. Changes to how snack was organised had been made during the Covid-19 pandemic to reduce the risk of spread of the virus. Staff should now consider how they involve children safely in the preparation and serving of snack to increase independence and self-help.

There was a suitable Child protection policy in place and the manager and depute had completed appropriate child protection training to support them in their roles as designated child protection officers. Staff were able to demonstrate a good understanding of their responsibilities to protect children and to support their wellbeing.

Registration forms contained basic information about children and their needs. This information was further enhanced by 'All about me' forms which had been completed for all children to inform their care needs and understand their preferences. We saw that these were being reviewed every six months as required.

There was one child requiring medication at the time of inspection. Although suitable systems were in place for the administration of medication, we suggested that the manager access Care Inspectorate medication guidance to further enhance their medication systems, including the review of long-term medication. One issue relating to medication was addressed promptly during the inspection (see recommendation 1).

Feedback from children and parents through informal conversations during inspection was very positive. We also viewed the club's consultation and considered feedback via an email from a parent as part of the inspection process. All feedback was positive and raised little suggestion for improvement. Children told us they liked coming to the club and always had fun. Parents were happy with the care their children received and were happy with communication and information sharing. They also spoke highly of staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should access the Care Inspectorate guidance 'Management of medication in daycare of children and childminding services' to ensure that robust systems are in place to manage the administration of medication, specifically the review of long-term medication.

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

'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

Grade: 5 - very good

Quality of environment

Findings from the inspection

The club operated from the large, bright school dining room that offered ample space for the number of children attending. Premises were well maintained and accessible to all. Children used toilet facilities that were close to the hall. They had daily access to spacious outside play space and used the school gym hall one day each week. The club had good storage facilities and their own kitchen area to store food and prepare snacks. The spacious facilities met the children's need's well.

The hall was well ventilated with windows and doors to the outside play area kept open throughout sessions. Additional infection control measures introduced during the Covid-19 pandemic had mostly been continued, including the additional cleaning of high touch areas and staff socially distancing. We observed good handwashing and additional use of hand sanitiser to support children to learn about the importance of good hand hygiene practice. Tables were appropriately cleaned before children had their snack. These infection control measures were all helping to keep the environment healthy and safe.

Staff and children told us that they played outside in all weathers and that children had the choice as to when they played outside. We observed most children choosing to play actively outside during inspection visits, where they had ample space to move freely and access a range of activities and resources. They were imaginative and focused with loose parts materials, building and creating and rolling the large tyres in 'races' which generated much laughter and fun. The loose parts materials were stored in a large container in the playground and not used on a daily basis.

Daily risk assessment checklists were in place and carried out at the start of each session. We saw that they were detailed and covered all areas of the environment. For example, ensuring that toilets were clean and that there was sufficient toilet roll available. There were also risk assessments in place for outings and trips. These evidenced that potential risks were identified, and actions taken to minimise risk. The manager reported that there was currently no need for any specific risk assessment for individual children. There was

also a written risk assessment in place for the whole service. We advised the manager to ensure that this was regularly reviewed and updated as required .

There was a suitable range of resources for both inside and outside play. The club should continue to develop the resources available, extending the range of open-ended and natural materials to support creativity and imagination. For example, extending access to loose parts play and providing a broader range of art and craft materials.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

There was a settled and consistent staff team with most staff having worked together at the service for several years. One new member of staff had recently joined the team; she had fitted in well and further enhanced the team make up. One member of staff held an Early year's qualification and most had playwork qualifications. Staff had completed a a range of core training, including first-aid, child protection, infection control and food hygiene. They had also completed online Covid-19 awareness training during the pandemic to support their understanding of best practice in this area. Staff all expressed interest in attending other training, including Autism awareness and Loose parts play. Further staff development should extend staff awareness of key guidance and frameworks to support their work. For example Realising the ambition, Loose parts tool kit, the new Quality framework for daycare of children, childminding and school-aged childcare.

Staff had been safely recruited and had undergone an informal induction to support them in starting their new role. We suggested that the manager access best practice induction guidance to develop the induction process. All staff were registered with the SSSC. However, one member of staff needed to update her registration to ensure that she was on the correct part of the register, to accurately reflect her current role.

We observed very good relationships between children and staff. Staff knew children very well, they were sensitive to individual need and supportive of emotional wellbeing. For example, one playworker had noticed that a child was upset on arrival and ensured that she was given some individual time and support to resolve her upset. This supportive care helped children to feel included and valued in the club. Children were greeted warmly by staff on arrival at the club and all children settled quickly . All staff had a good rapport with children, they treated them with respect, listened to them, facilitated play and responded to children's requests and ideas. There was much humour and fun in the club.

Regular staff meetings took place, providing staff with opportunities to share information and discuss their work. There was also a WhatsApp team chat where staff shared information and kept up to date with planning for the club. Staff also had good opportunities to talk about their work and raise any issues through daily informal conversations, supervision sessions and annual appraisals.

We observed very good team work, with effective communication to ensure the smooth running of the sessions and that children's needs were met. Staff shared tasks and moved inside and outside as determined by the interests and needs of the children.

Staff supported children to be independent and self-sufficient. They observed them at play, facilitated play when needed and were responsive when children sought help. Children were safely supervised wherever they wished to play, without restricting their independence or their freedom to explore.

Ratios were met at all times and enhanced on the second day of inspection, leading to ample individual time and attention for children.

All staff told us that it was a positive and supportive team to work in. They worked well together and were respectful role models for children. All staff spoke enthusiastically about their jobs and were very happy working at the club. Their comments included:

"As a staff team we are always communicating with each other about changing guidance. We have a group chat that we use on a regular basis, Ryan shares all the current guidance links with us on the chat to be sure that we are always up to date with all guidance."

"I have done an online training course specifically for infection control relating to Covid-19."

"I really love working at the club, there is such a great atmosphere for the children and staff. It is a really happy and positive place where everyone is really happy to be there. All staff have the same goal in mind, which is to provide the best experience for the children."

"I have supervisions with my manager Ryan. If I ever need to discuss anything with my manager, he is always readily available."

"I really enjoy working at the club, In fact I love it."

"We are all a supportive team so not just from management, we all work well together so if anyone of us needs help we are there. Ryan is very easy to talk to so have no problems going to speak to him about anything. He also does evaluations with us so we can chat freely if need be."

"I get the children to help do the weekly planner so we have their ideas in what they would like to do for the week, we have a suggestion box, and we do evaluations. And I like to brain storm with them when we have decided on the theme for our board."

"I love working at the club, I get the opportunity to bring out my creative side which I enjoy, and love seeing the children's ideas when we give them the opportunity to brain storm around a theme. And seeing it all come together."

We concluded that this was a positive staff team with a consistently friendly, nurturing and enabling approach to their work with the children. They should continue to develop their understanding of key guidance and frameworks to inform their work and further enhance the quality of children's experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The manager had been in post for several years and continued to grow in confidence in the role. He had an inclusive management style and worked closely alongside the team, sharing tasks and responsibilities. His relaxed and approachable leadership style ensured that all staff felt valued and respected. He had a good overview of how the sessions were running and where staff needed to be deployed to ensure that all children were well supported.

There was a very basic improvement plan in place. This identified one priority for improvement, to provide more trips and outings during school holiday periods. The manager should develop the service's approach to identifying and taking forward improvements, extending the role of all staff, children and parents in the process. During discussions it was clear that staff regularly reflected and discussed ideas for improvement, but these ideas were not routinely recorded, and any progress tracked and evaluated. For example, staff had discussed the benefits to children being spilt into two defined groups during the pandemic. They had decided to continue with this as they found there to be benefits for children, feeling that staff knew the children better and were building stronger relationships. This demonstrated that the team were reflective and now needed to find methods to capture these discussions and evaluations to inform the service's development.

The manager carried out informal monitoring of staff practice and all aspects of the service. However, there were no formal methods to monitor the service and little use was made of self- evaluation to inform service development. Formal systematic monitoring would support the manager in identifying areas for development and improvement within the service (see recommendation 1).

Appropriate policies and procedures were in place, and some had been reviewed and updated as needed to ensure that they continued to reflect best practice. The club should ensure that policies are not generic and always tailored to accurately reflect procedures and guidance for the club.

The service had recently carried out a satisfaction questionnaire for parents. We saw that all responses had been positive and that parents were happy with the standards of care. Children's views were gathered informally through planning and daily conversations with children. Children from both groups had group captains selected each week, where they had roles as helpers within the club, taking responsibility for aspects of the club. Staff should continue to develop roles and opportunities for children to participate and take on leadership roles within the club. For example, a floorbook capturing play and learning had recently been introduced and early entries had been completed by staff. This very able group of children could take responsibility for completing the floorbook and capturing the group's views and comments. The service should continue to extend ways that they involve children and parents in the development of the club.

The manager and whole staff team engaged positively in the inspection process, welcoming the advice and feedback to support improvement. The manager also appreciated the support from key Dundee City council staff and the networking opportunities with other local out of school club managers.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Formal systematic monitoring would support the manager in identifying areas for development and improvement within the service. The service would also benefit from making greater use of self-evaluation to support improvement.

This is to ensure 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)

Grade: 4 - good

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

Previous requirements

Requirement 1

Robust staff recruitment procedures must be urgently put in place and consistently followed to ensure that thorough vetting is carried out prior to staff working in the service. This must include completing Scottish

Social Services Council (SSSC) registration within the 6 month timescale and ensuring that relevant references are sought. This must be complied with within one month of receipt of this report.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24), and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210)

Regulation 9 Fitness of Employees.

9.(1) A provider must not employ any person in the provision of a care service unless that person is fit to be so employed.

This requirement was made on 7 August 2019.

Action taken on previous requirement

There was an appropriate policy and procedure in place to ensure that staff were safely recruitment. We viewed the staff file for the last member of staff recruited and were satisfied that safe staff recruitment had taken place. We found that staff were registered with the SSSC.

Met - within timescales

Requirement 2

There should be up-to-date personal plans in place for all children to inform their care needs by 1 July 2021. This information must be reviewed at least every 6 months.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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); and

In order to comply with regulations 5 (1) (2) (a)(b)(ii)(iii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

This requirement was made on 5 July 2021.

Action taken on previous requirement

All children now had personal plans in place. We viewed twelve plans, registration forms and 'All about me' documents and found there to be consistency to the information sought. There was now a system in place to ensure that all plans were reviewed with parents every six months or more often if required.

Met - within timescales

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

Previous recommendations

Recommendation 1

Robust infection control and prevention measures must be consistently adhered to and routinely monitored to reduce the risk of virus spreading and to keep children safe and well.

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

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

This recommendation was made on 27 May 2021.

Action taken on previous recommendation

We observed an improved approach to infection control measures and were satisfied that this recommendation had now been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
7 Aug 2019	Unannounced	Care and support
		Environment
		Staffing
		Management and leadership
		5 - Very good
		4 - Good
		2 - Weak
		2 - Weak

Date	Type	Gradings	
2 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
29 Apr 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
10 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak 2 - Weak
25 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
17 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
24 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
10 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
9 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate

Date	Type	Gradings	
9 Dec 2008	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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