

Bright Start Borders Day Care of Children

St. Boswells Primary School
Greenside Park
St. Boswells
Melrose
TD6 0AH

Telephone: 01835 823 252

Type of inspection:
Unannounced

Completed on:
1 June 2022

Service provided by:
Bright Start Borders CIC

Service provider number:
SP2018013129

Service no:
CS2018367116

About the service

Bright Start Borders provides an after school care service in St Boswells Primary School in St Boswells. The service is registered to provide a care service to a maximum of 20 children at any one time who attend primary school.

During the school holiday periods the care service will operate from St. Boswells Rugby Club 5 Jenny Moores Road, Melrose, TD6 OAL.

Accommodation is provided within the school gym hall. Children have access to several outdoor play areas within the school grounds. The service is close to the town centre and other local amenities.

This was an unannounced inspection, which took place on 24 May 2022 between 3pm and 5.45 pm. On 1 June 2022 we gave inspection feedback to the manager. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration assessment and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluations we:

- spoke with staff and management
- observed practice and daily life
- assessed the environment used by children
- reviewed documents
- gathered views from children and parents.

An email request was sent to the parents and carers using the service, asking them to contact us to provide feedback on their experiences. Three parents contacted us.

What people told us

Seven children were present during the inspection. Children were observed to be happy and engaged in activities. They told us they liked coming to the after school club as it was "fun", "we get to make things" and "we can play with our friends".

Parental views are included in the body of the report.

Self assessment

We did not request a self-evaluation document from the service. We considered improvement planning and self-evaluation within the theme of management and leadership.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

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

Children were welcomed to the service by friendly staff which allowed them to feel comfortable and settled. Children were familiar with routines, for example handwashing, where to access resources and making snack choices. Children had difficulty washing their hands as the water was visibly too hot for them. The manager stated that this happened when the reservoir was running low and would ensure it was full to prevent this. Children socialised in a relaxed manner at snack time and enjoyed their food. They told us snack was always good and included a choice of fruit or vegetables. A child told us "we are never hungry". Staff chatted with children throughout snack time and told us keeping up-to-date with what was happening in children's lives helped support them in a way that was right for them. A parent told us "my Children are encouraged to make healthy choices at snack time and are supported to prepare this themselves if necessary".

Children settled to their activities quickly, with friends or alone if they wished. Children could confidently plan their own play and design their own play experience which promoted their independence and self-esteem. Staff had a good understanding of how Covid-19 had impacted on children's confidence and security and they were respectful of children's emotions.

Staff knew children well and could describe their needs and interests. A parent commented "staff take great care to get to know my children and their likes and interests". Changing care and support needs in personal planning and registration information had not been reviewed or updated. A recommendation was made in our last inspection report. This recommendation is carried forward to this report. (See recommendation 1)

Children benefited from outdoor activities where they could explore, develop skills, make friendships and have fun. Children told us they get to play outside a lot and staff "make it fun". A parent told us "The children play outside every day for part of the time and sometimes go to the community woodland. My son would be happy to go more often".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To fully meet children's needs, personal plans should be up to date and reflect children's changing care and support needs. Where required individual strategies of support should be developed, monitored and the impact measured to ensure children are supported fully.

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

states 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'.(HSCS1:15)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Staff provided a calm yet productive environment for children. The accommodation was welcoming and bright ensuring a comfortable environment for children and staff. A parent told us "the setting is clean, well equipped and always ready". Children were engaged in board games, drawing and constructing. These developed their skills and friendships. They were able to design their own play and linked this to their interests. Children could confidently access the resources they wanted. Staff should ensure children can access all resources safely without having to climb up to reach them, for example art materials.

Children were involved in the risk management of the service. This included ensuring equipment and resources were cared for and tidied away after use. This taught children to respect and value their environment.

Children were kept safe by appropriate infection prevention and control procedures. For example, their temperatures taken upon arrival and appropriate handwashing was carried out. Good communication links with the school enabled staff to discuss cleaning practices to ensure service was clean and opportunities for sharing resources.

Staff understood the value and ethos of outdoor learning. They planned and reviewed outdoor provision to develop and build on resources and maximise learning and fun opportunities for children. A parent told us "They have access to the outdoors and make the best use of this space and have some fantastic ways to encourage free play". Outdoor spaces supported children to enjoy fresh air and exercise and practise their interests, for example gymnastics.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Staff were confident and happy in their role. They were kind and respectful to children and provided good role modelling behaviour. Staff told us "I love working here". Staff held formal qualifications in childcare and used their knowledge and skills to promote good outcomes for children. A training calendar evidenced staff were proactive in attending training events in order to support and meet the needs of children. For example, the manager ensured staff training in child protection, first aid and food hygiene was kept up to date. A parent commented "staff are friendly and professional and they really make the difference. There's a focus on shifting from 'at school time' to 'after school time' and I feel this is important to me as a parent".

Staff attended regular team meetings where they could reflect on practice, discuss self-evaluation and share ideas. This ensured children received care and support that was right for them. The staff team felt supported by management and each other and this was reflected in the respect and ethos of the service.

Staff recruitment followed safer recruitment practices in order to protect children. Parents were involved in this process which gave them opportunities to influence recruitment. Staff shortages had become a recent problem. A recent recruitment drive had resulted in the appointment of new staff and this would benefit outcomes for children and existing staff. A parent told us their child has a good relationship with all of the staff.

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 question as adequate, where strengths only just outweighed weaknesses.

Children and parents benefited from an organised service knowing they were included in service developments. One parent told us "We are sent email updates from the manager" and another commented "I have been told about staff changes recently". The manager was experienced and respected by her team.

A variety of parent communication methods were used in order to ensure everyone was included. For example direct conversations, emails and social media updates. A parent commented "at pick up time staff are always ready with a quick update on the activities they have been engaging with and answer any questions we might have". One parent suggested "a WhatsApp group might be handy".

The service was able to demonstrate some awareness and commitment to keeping up-to-date with changes and developments which reflected best practice and current legislation. They did this by training, team meetings and professional reading. To help formalise their self-evaluation process the service should familiarise themselves with the Care Inspectorate guidance 'A quality framework for day care of children, childminding and school aged childcare'. We saw no evidence of quality assurance methods being used. A recommendation about this in previous inspection report had not been met as there was no evidence (see Recommendation 1).

Improvement planning was discussed with the manager. The service were committed to involving parents and children in their improvement agenda. This had not yet started.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support further improvements within the service a robust quality assurance system should be developed.

This should include reviewing all policies, procedures and effective monitoring and supervision of staff practice.

Attention should also be paid to monitoring of children's experiences, interactions and oversight of children's personal plans.

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). use a service and organisation that are well led and managed (HSCS 4.23).

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

To fully meet children's needs information in children's personal plans should be up to date and reflect children's specific care and support needs. Where required individual strategies of support should be developed, monitored and the impact measured to ensure children are supported fully.

Health and Social Care Standards:

1:15: 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'.

This recommendation was made on 10 August 2021.

Action taken on previous recommendation

No action plan had been submitted. Little action had been taken to meet this recommendation. Some individual children's books had been made up. This recommendation had been brought forward to this report. See Quality of care and support.

Recommendation 2

To ensure the safety of the children the service should ensure the environment is clean and staff understand and implement current Scottish Government Coronavirus (Covid-19) and NHS guidance with regard to Infection Prevention and Control.

Covid-19 risk assessments, policies and procedures should be updated to reflect current Scottish Government Coronavirus (Covid-19) and responsibilities shared with staff.

Health and Social Care Standards:

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

This recommendation was made on 10 August 2021.

Action taken on previous recommendation

Environment clean. Infection control appropriate. Check children's temperature on arrival, hand washing routines in place. This recommendation had been met.

Recommendation 3

To support further improvements within the service a robust quality assurance system should be developed.

This should include reviewing all policies, procedures and effective monitoring and supervision of staff's practice. Attention should also be paid to monitoring of children's experiences, interactions and oversight of children's personal plans. The manager should also develop an overview of professional development needs of all staff.

Health and Social Care Standards

4.19: I benefit from a culture off continuous improvement, with the organisation having robust and transparent quality assurance processes.

4.23: I use a service and organisation that are well led and managed.

This recommendation was made on 10 August 2021.

Action taken on previous recommendation

The service had not developed a robust quality assurance system . This recommendation has been carried forward in this report. See Quality of management and leadership.

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

This service does not have any prior inspection history or grades.

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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