

Burntisland Out of School Service Day Care of Children

Toll Centre
East Toll Park
Kirkcaldy Road
Burntisland
KY3 9HA

Telephone: 07702801132

Type of inspection:
Unannounced

Completed on:
14 June 2022

Service provided by:
Burntisland Out of School Service a
Scottish Charitable Incorporated
Organisation

Service provider number:
SP2013012190

Service no:
CS2013321308

About the service

Burntisland out of school service provides a day care of children's service to a maximum of 64 children at any one time from an age to attend primary school to 16 years. Children who attend are picked up and dropped off at Burntisland Primary School. They also offer care over school holidays.

The service is located in a community centre in Burntisland. The accommodation has several rooms including a games hall. Children have access to an enclosed garden area. There are a number of local amenities close by such as parks, beach and woodland walks.

About the inspection

This was an unannounced inspection which took place on Monday 13 June 2022 between 14:45 and 18:15. We continued the inspection on Tuesday 14 June 2022 between 13:45 and 16:15 and feedback was provided at the end of the second visit. The inspection was carried out by one inspector from the Care Inspectorate.

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

- spoke with several children in the service
- reviewed emails from four families directly to us
- spoke with the manager and staff
- observed practice and staff interactions with children
- reviewed documents.

Key messages

- Staff were nurturing and caring which enabled positive relationships between children and their families.
- Staff worked well together and communicated effectively to support children's needs and choices.
- Children benefitted from leading their own play and learning and explored the resources and opportunities available with confidence.
- Staff's understanding of child development supported them to plan experiences suitable for children which matched their interests.
- Children had ownership of the space in which the service was provided.
- The managers focus and commitment to quality assurance and self-evaluation, enabled the service to offer high quality care.
- The dedication from the staff team showed they were loyal to the service and enjoyed spending time with children. This created a warm and secure atmosphere where children experienced high quality care and support.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

1.1 Nurturing care and support

Children experienced warm and caring approaches from all staff who respected their rights. Children told us that staff were kind, friendly, and listened to them. This supported children to feel valued and respected.

The snack menu regularly changed, and children took the lead on developing and choosing the menu. Snack time was relaxed and unhurried and children benefitted from a sociable experience with their friends. Staff supported snack and recognised this as an opportunity to develop relationships. We discussed with the manager and staff ways to increase opportunities for children to be more independent during snack, such as pouring their own drinks and being involved in the preparation. The service was keen to review this, and staff discussed innovative ways that additional learning could be implemented into the routine. This could further support children to understand and maintain a healthy balanced diet.

Children's overall wellbeing was supported through effective use of personal plans which were linked to the wellbeing indicators. Children and families were fully involved in developing and updating these. Any support strategies required were based on individual needs and were understood and used consistently by all staff to ensure positive outcomes for children. This ensured information was up to date and promoted continuity of care that met children's needs and wishes.

Medication was safely stored, and thorough records were kept, which ensured children received the right medication at the right time. Children were supported to self-administer medication where appropriate with procedures in place which supported this to be carried out in a caring, sensitive, and safe manner.

1.3 Play and learning

Children were actively involved in leading their own play and learning. Skilled staff carefully observed children's play to plan ways for their learning to be extended. For example, children showed an interest in digging in the garden outside. Effective questioning from staff supported children to learn about fossils and archaeology. Staff buried items for children to discover, which extended their interest. These creative approaches enriched children's play and learning. We discussed ways to further strengthen this area by having more visual ways for children to reflect and revisit their learning.

Staff had a good understanding of how children learn and develop and used this knowledge to plan for opportunities and experiences based on children's interests. A suggestion box was used to allow children opportunities to make suggestions and requests. It was clear how suggestions were being taken forward to ensure children's wishes were being met. Children and staff reflected and evaluated activities and games together to support future planning approaches. This resulted in children being fully engaged and having fun throughout the inspection visits. Children told us they loved attending the club and liked how there was lots of activities and games they were allowed to choose from.

How good is our setting?**5 - Very Good**

We evaluated this key question as very good where significant strengths supported positive outcomes for children.

2.2 Children experience high quality facilities

There were suitable spaces for children which were all clean, well ventilated and benefitted from natural light. There were plenty of resources to use which were well maintained and accessible. This created a warm and welcoming atmosphere for children to spend their time.

The layout of the provision had been carefully considered to provide children with a variety of areas to enjoy different types of play. For example, active play and ball games were available in the large hall, with arts and crafts activities and board games offered in the entrance hall. One child told us they enjoyed reading and there were quiet rooms available for use with comfortable seating areas to relax in. Children enjoyed playing pool on the first day of the inspection and some children visited the park for more active outdoor play. Children could choose where to spend their time and showed us some of their artwork that had done in the club which was displayed in the main hall. This allowed children to have a sense of ownership in the space and showed they were valued.

Children's safety was promoted through detailed risk assessments. This was further enhanced as staff demonstrated consistent understanding and knowledge of potential risks and how these could be minimised. For example, well planned routines ensured a safe and smooth transition when children were collected from school. The staff team worked well when some children chose to go to the park. Children were involved in assessing any potential risks which supported them to be aware of their environment and surroundings. This ensured children benefitted from a variety of activities that provided challenge and fun in a safe way.

How good is our leadership?**5 - Very Good**

We found significant strengths in the leadership within the service and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

3.1 Quality assurance and improvement are led well

Positive working relationships between the management team and staff contributed to a shared vision for the service. All staff we spoke to, told us they felt confident and well supported in their practice and felt their views and ideas were welcomed. This contributed to a shared responsibility towards achieving positive outcomes for children.

Regular team meetings allowed all staff to know what was important for the setting and promoted consistent approaches. Set agendas allowed meetings to be planned for and purposeful. This was further supported by daily discussions before afternoon sessions, to support staff to reflect together and discuss any individual needs or requirements. This allowed for responsive care and support to be provided.

There was a clear focus on self-evaluation and quality assurance, and how this could promote change and improvement. Children, families, and staff were all involved in this process as the manager requested formal feedback from all stakeholders using questionnaires. Children told us they felt fully included in the service and knew their ideas would be listened to. This allowed the service to deliver high quality care and support which met the needs and choices of children and families.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good where significant strengths in the staff team supported positive outcomes for children.

4.3 Staff deployment

Children benefitted from an experienced and caring team who knew them well and understood how to meet their needs. One parent told us "all of the staff know the children so well. They are attentive to their needs which shows they care". Well planned approaches and detailed procedures helped staff to understand their roles and responsibilities. Staffs individual set tasks were completed thoroughly and competently, whilst ensuring children received high quality engagement and interaction. This allowed children to be supported in a consistent way throughout their day.

The manager and staff were committed and dedicated to the service. Staff were flexible and supported each other to ensure children were effectively supervised and supported at all times. Staff had developed a relaxed pace of the day which enabled children to choose how and where they spent their time. This contributed to a positive ethos and meant children were cared for in a service with a warm atmosphere.

An induction programme supported new members of staff and helped them feel welcome and valued in the team. This allowed staff to practice confidently and consistently. Staff were committed, enthusiastic, and worked well together. This meant children benefitted from a staff team who were skilled and motivated to provide high quality care and understood their roles and responsibilities towards improving children's outcomes.

Complaints

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

Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good
How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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 iarrtas.

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.