

## Bankhead After School Care Service Day Care of Children

Bankhead Primary School  
66 Caldwell Avenue  
Glasgow  
G13 3AS

Telephone: 07305 469 195

**Type of inspection:**  
Unannounced

**Completed on:**  
30 March 2022

**Service provided by:**  
Jacqueline Ross trading as Bankhead  
After School Service

**Service provider number:**  
SP2014012333

**Service no:**  
CS2014328456

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service registered with the Care Inspectorate on 10 March 2015.

Bankhead After School Care Service provides a care service to a maximum of 16 children of school age. The service is provided by Jacqueline Ross trading as Bankhead After School Care Service and operates from Bankhead Primary School in the Knightswood area of Glasgow. Children have timetabled access to the school gym and two safely enclosed playground areas where they can enjoy active physical play.

The service aim is to provide parents with childcare in the safe and familiar environment of their child's primary school and for children to play and enjoy each other's company from 15:00 to 18:00 during school term time.

This was an unannounced inspection which took place between 23 and 30 March 2022. The inspection was carried out by one inspector. To prepare for the inspection, we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered throughout the inspection year. To inform the evaluation, we:

- Spoke with children and their families. Two parents responded to our request for feedback.
- Spoke with management and staff.
- Observed practice and daily life.
- Reviewed documents.

## What people told us

We spoke with groups of children and they shared their views on what they enjoyed at the service. Comments included:

"Hello. I am seven years old and I like to go outside and do art and play Don't Say It."

"Hi. I'm 10 years old and love to do art and play many different video games. I like to do outdoors activities. Something I want to improve here is that sometimes the staff are rude and I want that to change."

"I like to eat donuts, crumpets, sweets, kiwis, grapes, strawberries, melons."

"I like chocolate pancake and toast and apple."

Two parents responded to our email request for feedback.

"Overall, I'm happy with the care provided by Bankhead After School care."

"My older son is less keen on the after school care as he finds it boring (he's 11), but is usually happy to go if one of his classmates are there."

"My son has attended the after school care since August last year. He seems happy there and often brings home artwork or cards that he's made there."

"The process of getting her into after school was very easy."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed the service improvement plan and quality assurance processes.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

We graded this quality theme as good. Key strengths were impacting positively on outcomes for children and families. We identified some areas where the service could take forward improvements. This was around completing personal plans.

The service was small, accommodating up to 16 children. Eight children were present during our visit. They were chatty and confidently told us about their time at after school care. We got a tour of the places they played and they told us what they enjoyed and what would make it better. We saw that staff and children had positive relationships. There was a welcoming and inclusive environment. It was evident that staff knew the children and their individual needs well.

The children enjoyed spending time outdoors in the garden. They also liked planting seeds and shared where they had planted sunflowers. Children had a voice and a say about the service and this was evident through their interactions. The atmosphere was relaxed, there had been some limitations on activities due to Covid-19. The service was starting to plan for its recovery from Covid-19 and extending children's experiences.

Staff were continuing to develop the format of children's plans. They had spent time asking children their views and recording these using various personal plan templates and all about me records. There was information gathering; however the service had not used this information to make plans to meet the needs of children. We repeated a recommendation in relation to this at the previous inspection and this will continue. (See recommendation 1). We signposted the manager to personal plan guidance that can be found on The Hub section of the Care Inspectorate website.

Children told us they liked the snack provided. They had access to snack when they first arrived at the service after school. There was a designated area for snack and children told us they enjoyed a range of

healthy filling snacks, along with fruit and healthy drinks. Water was available for the children throughout the session.

There were policies and procedures in place and a programme of training for staff to ensure that children were protected from harm, abuse, bullying and neglect. Staff completed child protection training as part of their core learning. Staff demonstrated that they were aware of procedures to keep children safe. They also told us they had good links with the primary school the children attended. Children told us that they found staff approachable.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service should continue to improve the format for children's personal plans, particularly the care plans for children who present with additional support needs. Children's personal plans should then be formally reviewed with children and parents at least every six months, in line with current legislation.

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

"My future care and support needs are anticipated as part of my assessment." (HSCS 1.14)

"My care and support meets my needs and is right for me." (HSCS 1.19)

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We graded this quality theme as good. Key strengths were impacting positively on outcomes for children and families. We identified some areas where the service could take forward improvements.

The service was based in a primary school and provided the service from the lunch hall. They also made use of an accessible outdoor space and the gym hall. Toilets were situated a short walk up some stairs from the lunch hall and staff were vigilant of children moving around the space.

The service was clean and tidy and well-maintained. They had a well maintained outdoor area with an outdoor storage box for access to play equipment. There was a space for table top activities and children were drawing and playing games. The children all made their way outside a short time after snack. There was access to the garden straight from the gym hall. This allowed children to flow between the two spaces. Children could get a drink, choose resources or go inside for some quiet time.

The service booked the gym hall on a Friday. This gave them an additional space to play and engage in large physical games. The manager told us that although there was a larger playground, with physical apparatus, they had not been accessing this as often. We encouraged staff to continue to liaise with the school management to ensure children could enjoy a wider range of outdoor experiences. This would also provide opportunities for children to take responsibility for analysing the risks and benefits of their outdoor play, thus promoting life skills.

Benches were stacked on tables within part of the lunch hall where children were playing. There was limited play space indoors due to the tables and benches. Staff should consider adapting the space to ensure children have access to floor space for playing. They should also reintroduce the 'chill out' area. They had previously provided a comfortable space with bean bags and rugs. This will allow children a space to relax.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

We graded this quality theme as good. Key strengths were impacting positively on outcomes for children and families. We identified some areas where the service could take forward improvements. This was in relation to ensuring staff were clear about the Scottish Social Services Council (SSSC) Codes of Practice.

Staff had developed positive relationships with children attending the service. Parents also commented that staff were open and approachable and they had strong relationships. There had been no staff turnover since the last inspection. We could see that staff worked well as a team and had built respectful relationships with each other.

As a small team there were regular opportunities for staff to meet; this was informal at the beginning and end of sessions. Staff would benefit from more formal opportunities to discuss the needs of children, inform personal plans and take forward the improvement agenda. The provider and the manager agreed it would be beneficial to record minutes and actions agreed as part of quality assurance systems. This would make it easier to track developments planned as well as outstanding actions both for individual children and the service as a whole. This would also ensure that the service had clear actions to monitor the status of staff members' SSSC registration along with any conditions.

Staff had access to training opportunities through an online training provider. They were also a member of the Scottish Out of School Care Network (SOSCN). Staff had completed child protection training and first aid training. They should continue their recovery plan from Covid-19 to ensure staff have access to a range of training and development.

All staff demonstrated that they had kept up to date with the guidance around Covid-19. Staff were aware of the most recent guidance and the manager ensured that they were discussing changes regularly to ensure the health and wellbeing of everyone using 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 graded this quality theme as adequate. We identified some areas where the service was required to make immediate improvements.

It was highlighted at the inspection that a member of staff was working without being registered with the Scottish Social Services Council (SSSC). It is a requirement that all staff working within a daycare of children setting are registered with the SSSC. The provider took prompt action to ensure that staff applied for registration and they submitted a risk assessment to us to ensure that children were safe and they offered continuity of care. We have made one requirement in relation to this. (See requirement 1.)

The provider told us they were a small staff team and monitoring and evaluating was completed on an informal basis. They said they met regularly for meetings, although didn't always take minutes or actions from these meetings. There was limited evidence in relation to staff meetings, monitoring and links with families. We repeated a recommendation at the previous inspection that the service should continue to develop. This will allow them to take forward improvements, monitoring and assessing the quality of experience for families. (See recommendation 1.)

We continued to highlight areas of day-to-day operation that required closer monitoring to help support good outcomes for children and keep them safe. For example: record keeping, children's personal plans and support for staff. We have made a recommendation in relation to personal plans under Quality of care and support.

We signposted the manager to the Health and Social Care Standards - My support, my life that could be used as a benchmarking tool for the service's self evaluation. These standards are used by the Care Inspectorate when assessing the quality of care and support offered by registered services and can help staff track and monitor outcomes for children.

<https://hub.careinspectorate.com/national-policy-and-legislation/health-and-social-care-standards/>

## Requirements

### Number of requirements: 1

1. By 31 May 2022, to safeguard people who use the service and comply with the Scottish Social Services Council's legislation, the provider must not employ any person in the provision of a care service unless that person is fit to be employed. Policy and practice must take account of the Scottish Social Services Council's Codes of Practice for Social Service Workers and Employers.

This is to comply with Regulation 9(1)(a) Fitness of employees of The Social Care and Social Work Improvement Scotland (Requirements 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 state 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 code." (HSCS 3.14)

## Recommendations

### Number of recommendations: 1

1. The manager of the service should continue to work with all stakeholders to implement a robust system for monitoring and evaluating the quality of the service as a whole.

For example, management should ensure that an improvement plan is in place and that staff regularly review progress on the developmental priorities for the service.

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

"I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (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

The service should continue to improve the format for children's personal plans, including the care plans for children who present with additional support needs. Children's personal plans should then be formally reviewed with children and parents at least every six months, in line with current legislation.

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

"My future care and support needs are anticipated as part of my assessment" (HSCS 1.14) and that "My care and support meets my needs and is right for me" (HSCS 1.19).

**This recommendation was made on 4 February 2019.**

#### Action taken on previous recommendation

This recommendation had not been met. There is more information in relation to this under Quality of care and support.

#### Recommendation 2

The manager of the service should continue to work with all stakeholders to implement a robust system for monitoring and evaluating the quality of the service as a whole.

For example, management should ensure that an improvement plan is in place and that staff regularly review progress on the developmental priorities for the service.

This is to ensure management and leadership is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11) and that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

**This recommendation was made on 19 April 2016.**

#### Action taken on previous recommendation

This recommendation had not been met. There is more information in relation to this under Quality of management and leadership.

#### Recommendation 3

The service provider should ensure that they keep within the conditions of their service at all times. The manager should familiarise themselves with our guidance on records that all registered services should be keeping and when they should notify us. This will help demonstrate management accountability and keep children safe.



This is to ensure management and leadership is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

This recommendation was made on 10 January 2020.

#### Action taken on previous recommendation

This recommendation had been met. The service was working within the conditions of registration.

## 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
19 Nov 2019	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
15 Jan 2019	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
13 Dec 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
31 Jan 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
8 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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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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