

# The Wee Childcare Company Ltd - Abbey View OOSC Day Care of Children

Abbey View Campus  
Community Wing  
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**Type of inspection:**  
Unannounced

**Completed on:**  
24 May 2022

**Service provided by:**  
The Wee Childcare Company Ltd

**Service provider number:**  
SP2016012692

**Service no:**  
CS2020378745

## About the service

The Wee Childcare Company Ltd - Abbey View OOSC is a registered day care of children's service. It provides a care service to 33 children at any one time of an age to be attending nursery in the pre-school year and up to 12 years of age.

The service operates from Abbey View Campus, Arbroath, Angus. The children are cared for in the school community wing and have access to a large open space and kitchen facilities. Children also have access to a large gym hall, enclosed forest, and playground. The location of the service is close to local amenities such as playparks, green spaces, and shops.

This was an unannounced inspection which took place on 12 May 2022. Two inspectors carried out the inspection using a blended approach of onsite visit and the use of Microsoft Teams.

To prepare for the inspection we reviewed information about the service which included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. We provided feedback to the manager and provider on Tuesday 24 May 2022. To inform our evaluations we:

- spoke with children using the service and their family members
- spoke with staff
- observed practice
- reviewed documents.

## What people told us

We spoke with some children who were playing with their friends. Children we spoke to said that they liked coming to the club and our observations captured a relaxed, welcoming, and respectful environment. Children were seen to be having fun, happy and confident within the service with staff working alongside them.

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 responses and views from three parents and carers through email.

Comments included:

'My children love their time at the club, and I am glad that the club is there...The staff there are super friendly and brilliant with the kids. A proper credit to their vocation.'

'We are very satisfied with the care our child receives at the Out of School Club and the support given. My child loves going and has enjoyed playing games, participating in physical activities, baking, and learning how to play pool and meeting new people.'

'My children love going to after school club, and that makes it so much easier for me to send them knowing they are happy.'

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We reviewed their own improvement plan and quality assurance systems.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

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

Children were happy, relaxed, and settled within the service. We observed the children to be comfortable and familiar with the staff looking after them. Staff consulted children to gauge interests, extend learning and support choice. Opportunities for sharing views, ideas and suggestions contributed to a positive child led experience and atmosphere within the setting. For example, children were involved in creating wish lists and mind maps which helped them to have ownership of their club. They also experienced a range of play and learning opportunities, which they could revisit, including activities like planting and growing.

Children's health and wellbeing was promoted through the healthy snacks on offer. This was a sociable and enjoyable time for children. They sat together and talked to staff about their day at school. Children told us that they were involved and consulted on choosing what snack items were bought in. Children could opt in to having snack which supported choice. We offered suggestions on how this area can be further enhanced, for example we highlighted the importance of children having access to water throughout the session to support rehydration. The service agreed to develop this area.

We sampled personal plans and identified some inconsistencies such as reviews with parents. We also highlighted how personal plans needed to capture valuable information, such as significant events in children's lives, to support children's individual care needs. The service agreed to review their approach to the use of personal plans. We signposted them to the published personal plan guidance, available via Care Inspectorate Hub.

Staff had undertaken recent child protection training and were able to talk to us about possible indicators of abuse. The service had two child protection designated officers, and we were satisfied that staff had an awareness of child protection.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. This included supporting children with good hygiene practices to minimise the risk of spreading infection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

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

We found the main room where the service operates from to be clean, welcoming, and calm. The service's main room contained a small kitchen area and children had access to a cloakroom, toilets, gym hall and various spaces of the school's playground. The playground included an enclosed forest, trim trail and multi sports space to support health and wellbeing. Play and learning opportunities were available indoors through resources such as board games, books, arts and craft and technology.

Children had access to toys and resources which were easily accessible and organised to promote independence and choice. Access to cosy spaces and quiet spaces were also available to support rest and relaxation. Children could choose from a variety of resources to stimulate and enhanced their experience. They had access to free flow play between indoors and outdoors, which allowed children to choose where they wished to play, socialise, and mix with friends.

Staff recognised the benefits of outdoor play and provided children with opportunities to be outside. Children told us that they enjoyed playing outside which promoted energetic play and promoted active and healthy lifestyles.

The service managed the environment and various play spaces well. The safety and wellbeing of children had been considered through setting clear boundaries which children respected and adhered to, as well as the deployment of staff.

Staff were observed using various systems to monitor where children were. For example, recording and amending attendance numbers displayed, and regularly communicating with colleagues the number of children within the setting. This supported the safety and security of children throughout the session.

Risk assessments sampled were accurate and tailored to the service to support risk management. We understood the service was in the process of further reviewing risk assessments.

Accidents and incidents were recorded accurately and shared with parents. The manager compiled a monthly audit of accidents to support a safe environment for the children.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

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

Staff working within the service held a relevant qualification or were working towards this. This enabled them to register with the Scottish Social Services Council (SSSC) who regulates social service workers in Scotland.

Induction procedures were in place to support staff to settle into their role and understand how the service operates. Inductions were adapted based on individual staff needs. This ensured staff were given appropriate time to process and reflect, and for the service to offer targeted support where needed to support staff.

Staff used open-ended questioning to extend problem solving and promote development of imagination. We observed respectful and meaningful discussions between staff and children. Staff took the time to listen to children's views and ideas and were responsive. For example, conversations were observed about what children last planted, and what was required for the new plant box which staff acted upon. Children were able to express views, ideas and develop relationships with those caring for them.

Staff we spoke to told us that they felt supported in their role and were encouraged to share their ideas and suggestions. They outlined how they were confident to raise any concerns or issues, and these were listened and acted upon. This contributed to trusting and respectful working relationships within the team.

Informal staff discussions took place at the end of sessions. This allowed staff to share information, ideas and time to reflect. We encouraged the service to consider regular team meetings to promote reflective questions and practice. This would allow opportunities for the team to meet, discuss service priorities and overall planning to enhance play and learning experiences further for children.

A variety of training had been completed by staff which impacted practice. We shared how reflections could be expanded to include the impact of training and how training will support practice.

We identified that support and feedback tailored to the needs of individual staff could be further developed. For example, to include how management are evaluating and building staff training effectively due to staff being at varying positions of their career.

## 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 area as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

The day-to-day running of the service was well managed. Staff ensured policies and procedures were followed to keep children safe and well. They communicated well with each other, providing encouragement and help, when needed. This contributed to a positive ethos with everyone working well together.

The service was going through a transition period as a new acting manager had recently been recruited. The team were settling into their roles and responsibilities and spoke positively of each other. We observed good levels of communication within the team. There was a respectful and inclusive ethos which contributed to a calm, welcoming and well managed environment. There were opportunities for children to be involved in the service and it was clear that the children's voice was very important. Children developed the rules for the club, and there was good use of mind maps for planning and capturing experiences through floor books and displays.

The service had established positive relationships with their families, local schools and Scottish Government representatives with regards to the service. The constructive relationships supported positive outcomes for children and their families. The working relationship with families and regular open communication through weekly emails, termly newsletters and verbal feedback at the end of the day contributed to a collaborative approach in the delivery of the service.

Parents commented positively on the service. Comments included 'how wonderful it is to see my child form lovely new positive relationships with other children and staff'. 'We are very lucky to have this great service as part of the Campus'.

The service had an improvement plan in place which was relevant. We provided some feedback about expanding this further and highlighted the importance of studying the impact of changes and consulting children, staff, and families

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

**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

There are no outstanding recommendations.

## 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

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



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