

Our Zone Quality Childcare Day Care of Children

c/o Coatbridge Community Centre
9 Old Monkland Road
Coatbridge
ML5 5EA

Telephone: 01236 707 319

Type of inspection:
Unannounced

Completed on:
24 August 2022

Service provided by:
Our Zone Quality Childcare a Scottish
Charitable Incorporated Organisation

Service provider number:
SP2016012745

Service no:
CS2016348383

About the service

The service provider is Our Zone Quality Childcare a Scottish Charitable Incorporated Organisation. The service registered with the Care Inspectorate on 16 January 2017.

Our Zone Quality Childcare is registered to provide a care service to a maximum of 60 children attending primary school. The service may care for a maximum of 20 children within the above numbers, aged between four years to those not yet attending primary school.

The service operates during 14:15 to 18:00, Monday to Friday, during term-time and 08:00 to 18:00 during school holidays.

The service currently operates the out of school care service from one playroom within a community centre on a shared campus with a primary and secondary school in the Coatbridge area of North Lanarkshire. The service has an enclosed outdoor area and use of shared playgrounds and pitches within the campus. During operating hours, the service will have exclusive use of the Safe Play Room with the addition of the Creche Room as needed.

About the inspection

This was an unannounced inspection which took place on the 22 August 2022 and 23 August 2022. The outcome of the inspection was shared with the service on the 24 August 2022 during a video call. 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 since the last inspection.

In making our evaluations of the service we:

- spoke with a small group of children using the service
- gathered views from seven of their parents/carers
- spoke with three staff and management
- observed practice and daily life
- reviewed documents

Key messages

- staff were caring and kind
- staff knew the children and families well
- children were settled and confident within the service
- the service needs to further develop their use of self evaluation and understanding where they are now and what they need to do next
- children were engaged and having fun
- staff training and development opportunities could be improved to support more child initiated play
- children had access to a good range of resources that supported their interest and needs

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? | 4 - Good |
| How good is our setting? | 4 - Good |
| How good is our leadership? | 3 - Adequate |
| How good is our staff team? | 4 - Good |

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

How good is our care, play and learning?

4 - Good

We found several strengths impacted positively on outcomes for children and they clearly outweighed areas for improvement, therefore we evaluated this key question as good.

1.1: Nurturing care and support

Children were settled, confident and happy. New children and families were welcomed into the service with a personalised induction plan. This gave them time to become familiar with staff and the new surroundings. The service considered how best to support each child and put a plan in place focusing on children's emotional wellbeing.

Interactions between staff and children were warm, caring, and respectful. Staff were observed using language to provide comfort and reassurance. Children were relaxed and comfortable and had formed positive relationships with staff. Parents told us: 'The staff are great with the kids and know them well', 'Our zone caters for all needs of my child and I could not recommend them enough.' and 'My child is always excited and happy to go to the holiday cover during the summer holidays and enjoyed all the activities. They are great at communicating and provide a safe, happy and welcoming program for the kids.'

Children received a snack when they arrived from school. The children helped to prepare the snack and told us they liked the food on offer. The snack time was relaxed and unhurried. We discussed how this time could be further enhanced by children growing, baking and cooking their own foods.

Children's safety and emotional security was supported by staff. Staff knew children's preferences and needs. The daily routine and pace of the day was structured around the children's needs. For example, children could choose when to play outside and what activities they wanted. As it was the start of the new school year, the service was at the early stages of consulting with children to gather their ideas and opinions on the type of service they wanted.

The service had systems in place to support and recognise individual family's needs. They had been sensitive and compassionate towards these. They had worked in partnership with all those involved to identify and plan how best to support their needs.

1.3 Play and Learning

Each child's learning and development was provided in response to children's interests. The service promoted the play principles which included an environment where children direct their own play. The majority of children's play and learning was age and stage appropriate and supported their interests. By having more meaningful consultation with children, staff can further enhance how they facilitate children's play and ensure they provide the appropriate resources. For example providing more choice, challenge and creativity.

The service was at the early stages of developing the planning and recording of children's needs and experiences. They wanted to ensure they reflected the learning and development which had taken place. Children were more involved in planning their care and support and staff were becoming more confident in this area. Further improvement could be made by including, for example, what matters to the child and how they would like to be supported by the service. The service can find more information in the Guide for Providers on Personal Planning, which can be found on the Care Inspectorate Hub.

How good is our setting?**4 - Good**

We found several strengths impacted positively on outcomes for children and they clearly outweighed areas for improvement, therefore we evaluated this key question as good.

2.2: Children experience high quality facilities

Children were cared for in one large playroom. The playroom was a welcoming, spacious, well ventilated environment to play and learn. The space was versatile, and staff regularly reviewed the play areas and resources to ensure they were making good use of the space. The children had daily access to an outdoor area.

The premises were secure, and the staff were vigilant at monitoring children throughout the day, for example when supervising children accessing the toilets.

The children were having fun playing with a range of the resources, especially the drawing table, action figures and games consoles. The resources were well maintained and were age and stage appropriate. Children were engaged in their play and staff were responding to their requests, for example when they wanted to play outside. We discussed how some areas could be further enhanced. For example the imaginary home corner could have more real life resources and the outside area could reintroduce the areas to grow their own vegetables. This should be done in consultation with the children.

The snack area had been improved to become a more child friendly space. Children were learning and developing new skills. They were fully involved in the preparation of the snacks and setting up the snack area. Snack time was a very sociable and relaxed part of the day. Children told us that they really enjoyed being involved in this daily activity.

We found staff and children to be following good infection control measures, including good hand hygiene.

How good is our leadership?**3 - Adequate**

We made an evaluation of adequate for this quality indicator. Where strengths had a positive impact, but just outweighed weaknesses.

3.1: Quality assurance and improvement are led well

The service had taken appropriate action to address the five areas recommended for improvement at the last inspection. This included following safe recruitment guidance, staff interactions with the children and provision of a safe and secure environment.

The service was at the early stages of self evaluation and planning for improvement. They need to further develop quality assurance procedures to help them monitor and identify improvements. They need to reflect on the impact of procedures in place to see if they are effective in helping them achieve their aims. This will help them measure how well they are doing and where further development is needed. To further support them in this task, they can find information on the Care Inspectorate Hub in the Early learning and childcare improvement programme section.

Staff appraisals and supervisions could be further enhanced. These systems should support staff to be able to reflect on their learning and development and how this has improved outcomes for children. The process should include an agreed plan for further learning and how this will be achieved.

To support new staff, the service can find information on the Early Learning and Childcare National Induction Resource on the Scottish Government website.

The service welcomed parents into the playroom, this was providing good opportunities for the service to build relationships with parents and carers. The service had plans to further develop the consultation with families to ensure the service provided met their expectations.

During the inspection, we identified that the service needs to improve where to store children's personal plan information. The service needs to ensure that information is stored securely at all times. The manager should be able to source information and be confident that, when needed, they can access information.

How good is our staff team?

4 - Good

We found several strengths impacted positively on outcomes for children and they clearly outweighed areas for improvement, therefore we evaluated this key question as good.

4.3: Staff deployment

The staff employed within the service to deliver direct care and support to the children were appropriately registered with the Scottish Social Services Council, the professional register for social care staff.

The staff had a range of skills and experiences. We found that adult to child ratios were maintained. Staff were kind and caring and responded well to children's requests. We did discuss some occasions where staff deployment could be improved to enhance children's experiences. For example, more staff to support children's choice to play inside or outside especially on days when two staff are working.

Staff told us they enjoyed working in the service. The longer term staff were able to demonstrate a good understanding and knowledge of child development and their roles and responsibilities to keep children safe. To further support staff, training and development opportunities could be improved. For example, by visiting other services to see how they consult with children, promote children's choice and provide play that supports their learning.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Children should have the choice to make their own snacks and participate in menu planning. Snack time should support children to learn new skills including independence.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that as a child, I can choose to make my own meals, snacks, and drinks, with support if needed and be supported to reach my potential. (HSCS 1.38 & 1.27)

This area for improvement was made on 22 October 2021.

Action taken since then

Children were fully involved in the preparation and snack delivery. Children were learning new skills and having fun. This area for improvement had been addressed.

Previous area for improvement 2

Children should be cared for in an environment that is safe and secure. The service should ensure safety measures are in place to minimise the risk to children when they are within areas of the premises used by the community centre.

This is to ensure the quality of the environment is consistent with the Health and Social Care Standards, which state that as a child, I am protected from harm by people who have a clear understanding of their responsibilities. (HSCS 3.20)

This area for improvement was made on 22 October 2021.

Action taken since then

The service had made improvements to the safety concerns raised at the last inspection. The service environment was found to have appropriate safety measures in place. This area for improvement had been addressed.

Previous area for improvement 3

Children should be cared for by people that have the time to support and talk to them. These interactions should be supportive, sensitive and prompt.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child, people have the time to support and care for me and to speak with me and do so promptly and with sensitivity (HSCS 3.16, 3.17 & 3.18)

This area for improvement was made on 22 October 2021.

Action taken since then

We found staff to be caring, kind and respectful throughout the visit. Children and parents told us staff were welcoming and friendly. This area for improvement had been addressed.

Previous area for improvement 4

Children are cared for by people who have been appropriately and safely recruited. This requires a service to be well managed and to be implementing best practice guidance for safe recruitment.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards, which state that as a child, I use a service that is well led and managed and care for by people who have been appropriately and safely recruited. (HSCS 4.23 & 4.24)

This area for improvement was made on 22 October 2021.

Action taken since then

We found safer recruitment procedures had been followed. This area for improvement had been addressed.

Previous area for improvement 5

The service needs to submit the information required by the Care Inspectorate to undertake their regulatory duties. This includes notifications for outbreaks and changes to the services.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards, which state that as a child, I use a service that is well led and managed. (H&SCS 4.23)

This area for improvement was made on 22 October 2021.

Action taken since then

The service have submitted notifications required since the last inspection. This area for improvement has been addressed.

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

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|--|--------------|
| How good is our care, play and learning? | 4 - Good |
| 1.1 Nurturing care and support | 4 - Good |
| 1.3 Play and learning | 4 - Good |
| How good is our setting? | 4 - Good |
| 2.2 Children experience high quality facilities | 4 - Good |
| How good is our leadership? | 3 - Adequate |
| 3.1 Quality assurance and improvement are led well | 3 - Adequate |
| How good is our staff team? | 4 - Good |
| 4.3 Staff deployment | 4 - Good |

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