

Sikeside & Carnbroe Out of School Club Day Care of Children

Sikeside Primary School
Sikeside Street
Coatbridge
ML5 4QH

Telephone: 07946 605 728

Type of inspection:
Unannounced

Completed on:
21 November 2022

Service provided by:
Cardowan and Stepps Out of School
Club

Service provider number:
SP2005007450

Service no:
CS2005101174

About the service we inspected

Sikeside & Carnbroe Out of School Club is located within Sikeside Primary School in Coatbridge, North Lanarkshire. The service is provided by Cardowan and Stepps Out of School Club. The after school care club is close to local transport links, shops and community services.

The service is registered to provide a care service to a maximum of 30 school age children and is provided from a spacious dining area and gym hall within Sikeside Primary School. There is an enclosed outdoor area for physical play for the children.

How we inspected the service

This was a follow-up inspection to look at the progress made in relation to the requirement and recommendation we made at the previous inspection on 10 May 2022. Two inspectors carried out an unannounced onsite visit on 9 November 2022. We concluded the inspection remotely and provided feedback to the service manager on 21 November 2022.

Our methodology for this inspection included:

- Inspection of the premises.
- Observations of children's play.
- Discussions with the manager, provider and staff.
- Discussions with children.
- Contacting parents/carers by email.
- Sampling documentation relevant to the requirement and recommendation.

Taking the views of people using the service into account

We spoke with most of the 22 children who were present during our visit. We could see that they were happy, content and had lots of fun at their club. They spoke very positively about all aspects of the service including, staff, play activities and the range of toys and equipment they had access to. They told us staff were 'very funny and friendly.' They commented that they were 'good fun' and made them laugh.

They told us about the many ways that they could share their ideas and make decisions about what happens in their club.

Their comments included:

'I fit here.'

'We get to choose what toys we want to buy.'

'The ladies know that sometimes I can get a wee biscuit but I can't get cheese.'

'We help with everything here.'

'I have made good friends. I like them a lot. Some are from a different school.'

'It's great we can play inside or outside. I really like playing with the dolls. Look our dolls are getting married.'

'I like everything about here.'

'We talk about our rights.'

'Snack is good. We always get fruit.'

Taking carers' views into account

One parent/carer contacted us by email. They commented:

'The staff do an amazing job working with the children individually to ensure they all are safe and feeling happy. My child has become so confident in herself since starting and that's all down to the amazing staff.'

'The staff take a huge interest in taking time to spend time with each kid and get to know them individually, they help with their worries and anything they may need to speak about.'

'The staff keep me up to date every single day I pick them up and they spend the time to stop and speak to you about what they done that day and how they are getting on.'

'I really could never fault them they are beyond amazing, this is the first time my children have went to after school and they welcomed them and gave them a huge extended family.'

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

To ensure children are safe and protected, the provider must ensure robust safer recruitment practices are applied.

This should include ensuring staff are registered with the appropriate regulatory body, within the required timescales.

This is in order to comply with Health and Social Care Standard: 4.24: I am confident that people who support and care for me have been appropriately and safely recruited.

Regulation 9 - Fitness of employees of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 1 June 2022.

Action taken on previous requirement

We found the manager and provider had taken appropriate steps to address this requirement. While no new staff had been recruited in the service since the last inspection, we considered the process to recruit a member of staff who is employed by the organisation, who occasionally supports the service. We found the recruitment procedures had been carried out satisfactorily. The service's recruitment procedures had been reviewed and updated to more clearly reflect best practice guidance. Both the manager and the provider were clear about their responsibilities. We found all staff to be registered with the Scottish Social Services Council (SSSC). The SSSC are the regulatory body for the early years workforce in Scotland.

A new corporate recruitment pack had been developed including; application form, roles and responsibilities, recruitment and SSSC registration checklists. A new induction pack had also been developed for new staff. Going forward we suggested it would be beneficial to use this process to link to longer term development, staff observations and appraisal process.

Overall we were satisfied with the actions taken by the service and were confident that children were safe and protected as a result.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider should develop systematic quality assurance processes.

This should include:

- auditing staff registration with the appropriate regulatory body
- linking staff training to staff appraisals
- taking account of the needs of the service and developing an improvement plan with realistic timescales and goals
- auditing children's personal plans

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

'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 1 June 2022.

Action taken on previous recommendation

The manager had taken positive steps to address this recommendation.

A monitoring and tracking calendar had been developed which demonstrated the tasks to be undertaken by the manager including; audits of personal plans, monitoring of staff practice, staff training, appraisals and staff registration with SSSC. We found that the manager had developed appropriate tools to audit these areas, which resulted in them having a good overview of how effective systems were.

While an improvement plan was in place, we suggested there was scope for this to more clearly identify improvement priorities and how these will be progressed. The manager had considered how the Quality Framework could help support self-evaluation and discussed their plans to take this forward. We agreed this would be a positive step which would help the service identify aspects of practice that are working well and what could be improved. The manager demonstrated a commitment to involving children and parents/carers in this process. Having clear improvement areas will help support the ongoing development of the service and will help improve outcomes for children and families using the service. We signposted the manager to some guidance to help support with this.

Overall we were satisfied with the progress made and concluded that this recommendation had been met.

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

Date	Type	Gradings
10 May 2022	Unannounced	Care and support
		4 - Good
		Environment
		4 - Good
		Staffing
		3 - Adequate

Date	Type	Gradings	
		Management and leadership	2 - Weak
8 Jul 2021	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
13 Mar 2019	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	2 - Weak
16 Feb 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
31 Jan 2017	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	2 - Weak
4 Mar 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	2 - Weak
16 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
23 May 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	3 - Adequate
28 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
9 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
25 Jan 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
12 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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Care Inspectorate
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