

Cambuslang Out Of School Care Project

Day Care of Children

14 Vicars Walk
Cambuslang
Glasgow
G72 8JS

Telephone: 01416 410 911

Type of inspection:
Unannounced

Completed on:
25 January 2023

Service provided by:
Cambuslang Out Of School Care
Project

Service provider number:
SP2011011521

Service no:
CS2011285763

About the service

Cambuslang Out of School Care service is situated in a housing estate in the Cambuslang area of South Lanarkshire. It is registered to provide a care service to a maximum of 30 children of Primary School age, of which one named child can be of Secondary School age. The service operates between the hours of 07:30 to 18:15, Monday to Friday. During school term the service provides a breakfast club and afterschool care and during school holidays, full day care.

The service has sole use of the building during operational times and has a large outdoor play area. The service is provided by a voluntary management committee.

About the inspection

This was an unannounced inspection visit which took place on Monday 23 January 2023 between the hours 15:00 to 18:15. The remainder of the inspection took place remotely and feedback was delivered to the manager and chairperson on Wednesday 25 January 2023. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with 15 people using the service and five of their parents
- considered feedback from 12 parents
- spoke with six staff and management
- observed practice
- reviewed documents.

Key messages

- The children directed their own play and enjoyed being imaginative and creative with their peers.
- An ethos of improvement was evident within the service. The provider, manager and staff were keen to work with children, families and other stakeholders to continue developing the quality of care, play and learning.
- Children and parents were encouraged to be involved in the service, air their views and make suggestions on all aspects of the service.
- The service should review the snack experience and healthier choices offered.
- There should be an improvement to the resources soft furnishings, the environment, outdoor area and equipment.

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

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

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

1.1: Nurturing Care and Support.

Children were happy, and settled in their environment. They directed their own play and they chose what toys and resources they wanted to play with. They moved freely between the three play rooms. On the day of the visit the children had limited availability to physical challenges and fresh air. The manager told us in the summer months they had free flow access to the outdoor play area. A few parents told us 'When we come to collect them in the warmer weather, they are out playing a lot.' Children told us they loved to play football in the outdoor area. Children should have outdoor active play daily to support good mental health and physical wellbeing.

Children could choose when to have their snack and were involved in preparing it. On the day we visited, rice cakes, bread sticks, a choice of spreads, fruit and milk were available. Healthy choices of fruit and milk was available daily. To enhance the snack time experience consideration should be given to wider menu choices and greater opportunities for children to develop independence. For example, by helping to set the menu, tidying up and washing the dishes. We would encourage that staff sit with the children and eat with them. This would offer role modelling, ensure children's safety in case of choking, build friendships and make this a more relaxed, enjoyable, sociable experience. (See Area for Improvement 1).

To help ensure children received the care that was right for them, medication was stored correctly and safely. We were satisfied all staff were confident and clear on medication procedures, helping to support children's health and wellbeing.

Staff knew children well and were responsive to their needs. This was supported by personal plans and information provided through an app and social media. However, we advised that some plans were still to be reviewed, signed and dated by parents.

Staff fully understood the role they played in keeping children safe and protected from harm and had undertaken recent child protection training.

1.3. - Play and learning.

The manager discussed their plans for staff to carry out child development training. We suggested the staff team familiarise themselves with the Care Inspectorate's 'Hub' good practice guidance for example, Building the Ambition, Our Creative Journey and practice notes. This would assist in improved experiences for children. Children took turns playing independently or in a group. Some children were involved in the construction area, creating shapes and designs. Others were participating in arts and crafts, making paper Chinese fortune cookies. A group of children were in the 'imaginative Chinese take away shop.' They were making up games and exchanging play money for items. They enjoyed asking each other to add and subtract. This meant children were using their numeracy skills while playing and learning. They encouraged and supported each other to get it right, which gave children a sense of belonging and attachment.

Children confidently led their play throughout the day, with staff taking opportunities to observe and extend children's learning and engagement. They took account of children's interests to inform their planning and had introduced floor books to record play and learning. However, staff could have used more effective questioning and provided more 'in the moment' planning. This would have challenged and extended children's skills and knowledge.

Observations were recorded, allowing staff and parents to work together supporting children's progress and recognising achievements. Parents told us they felt communication had improved through the social media group.

Connections had been made within the local community to enhance children's play and learning. This included a fun play date in the local nursery. Children told us 'We help out with the little children in the nursery, it is good fun.'

Areas for improvement

1. Staff should undergo training and development, to support the changes within the service. This includes training and development in, consultation with children and planning to meet children's needs. Staff need to keep well-informed and up-to-date with good practice guidance. They should make better use of guidance available to them, reflect on their learning and the impact on the service and share knowledge and ideas with their colleagues. Documents recommended include:

- Health and Social Care Standards My support, my life
- My World Outdoors
- Getting it Right for Every Child
- Loose Parts Play
- My Active World
- Setting the Table
- Food matters

This is to ensure, that the care and support is consistent with the Health and Social Care Standards, which states that as a child '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 codes' and 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 3.14 & 4.11)

This was carried over from last inspection report but changed slightly to include additional documents.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

2.2. Children experience high quality facilities

The setting was bright and airy. The manager told us of refurbishment plans to redecorate the indoors and install new windows and heating. This improvement would improve and enhance the indoor environment. There are plans to tidy up and improve the outdoor area.

Toilets were located adjacent to the playrooms supporting children to independently access. To maintain a safe, hygienic environment, procedures for infection prevention and control were in place and followed well by staff. This included effective hand washing.

The setting also had clear risk assessments in place, with staff regularly checking and updating when required.

On the day of the visit, a document was displayed on the playroom wall. The manager rectified this immediately. The manager agreed that all confidential children's information should be displayed and stored safely.

Children's safety was carefully considered across the setting. The secure entrance was monitored by staff who ensured children were supervised effectively. Children told us that they felt safe when attending the service. One child said, 'The staff always make sure they know where we are if we're going to another room.'

To support safety, children and staff do not use their own personal mobile phones and children cannot freely access the internet on the service's computers.

There were a few pieces of broken equipment and stained soft furnishings. A few of the resources were not age and stage appropriate. (See Area for Improvement 1).

Areas for improvement

1. To support children's natural curiosity, choices and wishes, management should review and improve the environment. This should include but not limited to, indoor and outdoor environment's, ensuring art and crafts materials are available to support spontaneous play and furnishings of a good quality.

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

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.23) and

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.24)

This was carried over from the last inspection report.

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

We evaluated this key question as adequate, where strengths only just outweighed weakness.

3.1. Quality assurance and improvement are led well

Children's contributions were valued and they were offered the opportunity to share their views on a regular basis. Children told us 'When it is the holidays we can give our ideas, I loved the trip to the bowling.'

Parents told us that communication was a strength and that they found the manager and staff to be approachable. Conversations between the manager and families took place on a daily basis, which helped build professional relationships that contributed to children's care.

Staff commented positively on the strong leadership from management. This supported them to develop their own practice and gain confidence in their roles. A member of staff told us that she wanted to support the manager when the planned new staff start. She agreed to mentor and support them in their role.

Staff told us they were part of compiling the improvement plan. The plan identified key practice areas for improvement. For example, self evaluation for self improvement, partnerships and developing skills for creativity and life long learning skills. We highlighted how the improvement plan could be enhanced by adding timescales and detailing the success criteria to help measure the impact of improvement. The service should consider monitoring and evaluating childcare practice and activities. (See Area for Improvement 1).

The manager and staff were reflective and keen to improve the service. The team were receptive to feedback we provided during the inspection and engaged in professional dialogue with us. Further opportunities for staff to reflect and contribute to self-evaluation should now be considered. This could include evaluating training courses and the impact they will have on practice.

Areas for improvement

1. The service should have an effective quality assurance system in place, to drive forward the improvements needed to raise the quality of the service provided. To achieve this the service needs to;

- Measure the impact of changes made.

This is to ensure, that the care and support is consistent with the Health and Social Care Standards which states that, as a child 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' and 'I experience high quality care and support because people have the necessary information and resource.' (HSCS 4.19 & 4.27)

This was carried over from the last inspection report.

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

4.3 Staff deployment

Staffing levels were carefully planned to ensure there were enough staff to meet children's needs. Staff were responsive to children's needs as well as ensuring suitable supervision throughout the session. We observed staff being flexible in their approach to ensure children's play preferences were supported. However, to continue to improve they should all ensure they gain an increased understanding and knowledge of best practice guidance.

Parents told us they knew staff well and enjoyed a positive relationship with them. One parent said, 'They are always engaged with the children when I see them at pick up.' Children also commented positively with one saying, 'The staff are kind.'

Busier times of the day such as school pickups were well-managed. Staff were fully aware of the measures in place to keep children safe at these times. Consistency of staffing for schools also helped support continuity of care for children and ensured staff were familiar with the routine of each school.

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

Staff should undergo training and development, to support the changes within the service. This includes training and development in outdoor play experiences, consultation with children and planning to meet children's needs. Staff need to keep well-informed and up to date with good practice guidance. They should make better use of guidance available to them, reflect on their learning and the impact on the service and share knowledge and ideas with their colleagues. Documents recommended include:

- Health and Social Care Standards My support, my life
- My World Outdoors
- Getting it Right for Every Child
- Loose Parts Play

This is to ensure, that the care and support is consistent with the Health and Social Care Standards, which states that as a child '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 codes' and 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 3.14 & 4.11)

This area for improvement was made on 27 January 2021.

Action taken since then

The majority of the staff team had undertaken training and development in outdoor play experiences, consultation with children and planning to meet children's needs. Staff were given good practice documents named above to view by the manager. They should make better use of guidance available to them, reflect on their learning and the impact on the service and share knowledge and ideas with their colleagues. Documents recommended also include but not limited to;

- Setting the Table
- Food Matters
- Playwork Principles
- Our Creative Journey.

Previous area for improvement 2

The service should have an effective quality assurance system in place, to drive forward the improvements needed to raise the quality of the service provided. To achieve this the service needs to;

- Have an improvement plan
- Monitor and evaluate the service provided
- Measure the impact of changes made

This is to ensure, that the care and support is consistent with the Health and Social Care Standards which states that, as a child 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' and 'I experience high quality care and support because people have the necessary information and resource.' (HSCS 4.19 & 4.27)

This area for improvement was made on 27 January 2023.

Action taken since then

The service had developed quality assurance processes to:

- Monitor and evaluate the service provided
- Developed an improvement plan

They should establish a process to measure the impact of changes made. This should demonstrate evidence of achieving improved outcomes for children attending the service.

Previous area for improvement 3

The service should ensure that they have an effective staff appraisal/supervision system. This is to monitor and evaluate staffs practice, skills and abilities, to ensure they follow good practice guidance and legislation. For example, in child protection and personal plans. The service should ensure that the impact of any training and development is implemented and has a positive impact on children's experiences.

This is to ensure that the care and support is consistent with the Health and Social Care Standards which states, that as a child 'I have confidence in the people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' and 'If I have a carer, their needs are assessed, and support provided.' (HSCS 3.14 & 4.26)

This area for improvement was made on 27 January 2021.

Action taken since then

The service had experienced shortage and retention of staff. This impacted on the adult/child ratios, the manager had been ratio committed for some months. This had resulted in not meeting the area of improvement. This will be carried over in this report

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

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