

Care service inspection report

Quality themed inspection (day care for children)

Childcare in the Community - St. Ninian's & Udston OSC Day Care of Children

Hillhouse and Earnock Community Centre
121 Hillhouse Road
Hamilton

Service provided by: Committee of Childcare in the Community

Service provider number: SP2004006008

Care service number: CS2007145291

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com This service registered with the Care Inspectorate on 1 April 2011.

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme.

St. Ninian's and Udston Out of School Care provides a care service to a maximum of 18 children from primary school age to 16 years. The service operates 50 weeks of the year Monday to Friday. In term time the service is available between 3 pm and 6 pm and during school holiday periods between 8 am and 6 pm.

The service operates from Hillhouse and Earnock Community Centre in Hamilton, South Lanarkshire. The premises comprise of a playroom with toilets and kitchen facilities. A large well equipped outdoor area is available within the Centre as well as an adjoining area for physical activities. The service is close to local parks and the town centre. There is a secure door entry system in place.

The service is provided by Childcare in the Community who employ a manager and childcare staff.

The service aims to provide affordable, flexible childcare, quality play and learning activities for all children.

The full aims and objectives statement was available to people who used the service.

From April 2016 we will carry out a quality audit to gather information relating to 'How Good is Our School Aged Childcare'. The audit will focus on the quality of children and young people's play experiences and how their rights to play and have fun are promoted and protected.

The Getting it Right for Every Child (GIRFEC) Framework - SHANARRI, Play work Principles and Article 31 will underpin a list of outcome focused questions developed for inspectors to work from when inspecting. The information gathered will form the basis of an end of year report 2017 along with information on service demand for school aged childcare throughout Scotland. Further information can be found at The Hub at www.careinspectorate.com.

What we did during the inspection

We wrote this report following an unannounced inspection which was carried out by an Inspector from the Care Inspectorate on Monday 25 April 2016 between 2.30 pm and 4.30 pm. We also gave feedback to the manager on that day.

As part of the inspection we took account of the completed self-assessment form that we asked the provider to complete and submit to us.

We sent 10 Care Standards Questionnaires to the manager to distribute to parents/ carers. Eight parents/ carers completed questionnaires and returned them before the inspection. Seven of these had written comments within them.

We also asked the manager to give out five questionnaires to staff and we received four completed and returned.

During the inspection we gathered evidence from various sources.

We spoke with:

- the manager
- two staff
- eight children

We looked at:

- the service's self assessment

- health and safety records, including infection control, risk assessments, medication, accident and incident records
- questionnaires that had been requested, filled in and returned to the Care Inspector from parents/carers
- service questionnaires for parents/carers and children
- staff training and supervision records
- staff rota/ratios
- children's files and personal plans
- information for people who used the service
- minutes of staff meetings and children's meetings
- quality assurance systems
- certificate of registration
- insurance certificate

We observed:

- staff practice
- the environment and equipment.

All of the above information was taken into account and reported on under the relevant quality themes within this report.

Taking the views of people using the care service into account

The children were enjoying a variety of play experiences within the playroom with some choosing to complete their homework. They chatted to each other and to the staff. We observed the snack routine with staff sitting with the children while they ate. We spoke with eight children and all of them told us that they enjoyed coming to the service. Comments were as follows:

"We get to choose what we want to have for snack."

"I like making things. We made cards for Mother's Day."

"We go outside to the play area which is great."

Taking carers' views into account

Ten care standards questionnaires were sent to the service for completion by parents/carers. Eight parents/carers completed these with seven giving written comments which were all very positive. These were as follows:

"My children are happy and content in attending this service. The children are treated with respect and in return are respectful of one another."

"There is quite a wide range of activities available."

"The manager in particular should be commended for the effort she puts in to getting to know all of the children and their individual needs."

"The staff are fabulous with my children and I am very confident of the level of care provided."

"The staff make sure the children feel safe and secure and my child is comfortable and confident with them."

"I have no problems talking to the staff and they are always friendly and helpful. I know if I have any worries or concerns I can talk to them about it."

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, areas for improvement and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	5 - Very Good
Quality of environment	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

3 Quality of care and support

Findings from the inspection

We looked at this theme using GIRFEC and SHANARRI and focused on child protection and participation. We talked with the children and staff and observed the quality of interaction between them. We concluded from this that staff had improved their practice in the care and support of children.

The service had participation methods in place to help ensure that parents/carers and children were involved in the service and felt included and consulted. Children were asked for their views regarding the activities, trips, topics and snacks. Staff took account of their input where applicable and used open-ended questions to gain children's views and suggestions.

We observed that staff were kind, caring and nurturing in their interactions with the children. The children were confident and happy in their environment and sought reassurance and help from staff if needed. Parents' /carers' comments in the Care Inspectorate questionnaires evidenced that they were very positive about the service and the staff team.

Staff were knowledgeable about the service's child protection procedure. They spoke confidently about their roles and responsibilities in relation to keeping children safe from harm.

Grade

The quality of care and support is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

St. Ninian's and Udston Out of School Care had improved their practice for this theme to an excellent level. We looked at this theme using GIRFEC and SHANARRI and focused on outdoor play. We observed that the standard of resources and equipment was of a high quality and that all necessary safety features were in place. The service was also observed to be visibly clean.

Staff had created an environment which gave the children free choice taking into account their interests and preferences. There were opportunities to have input into the activities and resources used and the pace of play was dictated by the children themselves.

The outdoor learning area was used effectively to ensure children of all ages spent time outside which encouraged them to be active and promoted healthy lifestyles. Parents/carers told us how well this area was used for play and how much their children enjoyed spending time outside. We signposted staff to the recently published early years good practice document "My World Outdoors" which they may find useful in continuing the development of the outdoor area.

Grade

The quality of environment is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

Findings from the inspection

St. Ninian's and Udston Out of School Care had sustained the very good practice for this theme. We looked at this theme using GIRFEC and SHANARRI and focused on staff training and interactions.

Staff were observed to be kind, caring and supportive in their interactions with the children. They listened to them and intervened appropriately to ensure children experienced positive outcomes in the service. They knew the children well and were able to meet individual needs.

We observed that staff respected children's views and interacted with them in an appropriate manner. Children's comments and suggestions were respected and staff asked questions to seek more information from them.

Training opportunities were available to the staff to help them provide a supportive service to the children. They had attended training in GIRFEC, First Aid, Food Hygiene and Child Protection. Specific needs of children were also met by the provision of training to add to the knowledge of the staff.

Grade

The quality of staffing is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

6 Quality of management and leadership

Findings from the inspection

St. Ninian's and Udston Out of School Care had sustained the very good practice for this theme. We looked at this theme using GIRFEC and SHANARRI and focused on quality assurance and the improvement plan.

Staff were committed to the improvement and development of the service by ensuring that they were providing positive outcomes for the children. Regular staff meetings allowed for the discussion of all aspects of the service including policies and procedures, behaviour strategies, training needs, planning and the improvement plan. Targets were being met including the review and updating of personal plans.

The staff encouraged children and parents/carers to be involved in the service. They provided opportunities to comment on the quality of the experiences on offer and had input into service development.

The manager had a strong presence within the service and was well respected by her staff team and the children.

Grade

The quality of management and leadership is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

7 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

8 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. Staff should consider extending children's involvement in the service. For example asking them to sign in and out of the service, involving them in risk assessment and devising the service newsletter.

**National Care Standards Early Education and Childcare up the age of 16:
Standard 13: Improving the Service.**

This recommendation was made on 22 May 2013

Children had been involved in risk assessing pick ups and walking from school to the service. Information from the children was gathered and used within any newsletters. Children were able to sign in and out of the service if they wished to do so.

Recommendation is met.

2. Intended outcomes should be included in children's personal plans.

**National Care Standards Early Education and Childcare up the age of 16:
Standard 3: Health and Wellbeing.**

This recommendation was made on 22 May 2013

Children's personal plans had been reviewed and updated.

Recommendation is met.

3. The foods offered at snack time should be healthy.

**National Care Standards Early Education and Childcare up to the age of 16:
Standard 3: Health and Wellbeing.**

This recommendation was made on 22 May 2013

The staff and children had worked together to make new healthy snack menus in line with nutritional guidance.

Recommendation is met.

4. The staff should review and improve the information recorded within accident and incident reports with more clear and concise account of actions taken.

**National Care Standards Early Education and Childcare up to the age of 16:
Standard 14: Well Managed Service.**

This recommendation was made on 22 May 2013

Accident and incident forms now recorded more information regarding the actions taken by staff.

Recommendation is met.

5. Staff should fully demonstrate how people who use the service assess management and leadership.

**National Care Standards Early Education and Childcare up to the age of 16:
Standard 14: Well Managed Service.**

This recommendation was made on 22 May 2013

Questionnaires and evaluation forms had been given to service users regarding management and leadership in order to gain their input.

Recommendation is met.

9 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

10 Enforcements

We have taken no enforcement action against this care service since the last inspection.

11 Additional Information

There is no additional information.

12 Inspection and grading history

Date	Type	Gradings
22 May 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 4 - Good
23 Jul 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing Not Assessed Management and Leadership 4 - Good
20 Aug 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate

27 Nov 2008	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 2 - Weak
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