

Bearsden Before and After School Service Day Care of Children

Bearsden Ski Club
Stockiemuir Road
Bearsden
Glasgow
G61 3RS

Telephone: 07867455061

Type of inspection: Unannounced
Inspection completed on: 13 December 2017

Service provided by:
Scotnursing Limited

Service provider number:
SP2011011689

Care service number:
CS2012313206

About the service

Bearsden Before and After School Service is registered to provide a day care of children service to a maximum of 40 children of primary school age in the morning and 45 children in the afternoon. The service is accommodated in Bearsden Ski Club in Bearsden, Glasgow. The service is registered to operate between 7.30am to 9am and 3pm to 6pm, weekdays, school terms only. The exception is between August to October when children attending Primary 1 can be accommodated from 12pm.

The provider is Scotnursing Limited. The aims and objectives of the service include to:

- provide care and support that assists the development of the children in our care by meeting and exceeding the requirements of the Curriculum for Excellence.
- provide a stimulating, safe and child friendly environment to allow them to develop.
- develop a strong staff team, with appropriate experience, qualifications and develop them with a training programme.
- provide strong management and leadership enabling us to meet our objectives.

What people told us

We issued 15 Care Standards Questionnaires to the service to distribute to parents prior to the inspection taking place. We received six completed questionnaires. All responses from parents were positive.

Written comments included:

"My children use the breakfast club three days per week. The staff are always very kind to them and me, feed them breakfast and get them to school safely. There are enough activities to keep them happy for the short time they are there."

"My daughter really enjoys going to breakfast/afterschool club. She particularly enjoys that they remain in the school playground to play after pick up time (weather permitting). She also enjoys the range of art/craft activities that they have each day."

We spoke with two parents at the service. They told us they liked the service, there was good communication, their children were really happy. They liked the range of craft activities and the fact that the majority of staff were long term staff. They said they were confident about staff and that they kept children safe.

We spoke with children at the service. They told us about the buddy system, that they enjoyed the club and using the new ICT tablets.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The standard of care and support provided to children and young people in the service was good. There were opportunities for parents and children to give feedback about service operation and the manager responded positively to this. Parents we spoke with told us that they were comfortable to approach and share information with staff about their children. We saw that there were more opportunities for children to be involved in decision making in the service. They were given additional responsibilities and privileges and this had positively impacted on behaviour. The buddy system enabled older children to support younger children. A new pupil committee had been formed in September 2017 and recently children and staff had discussed the possibility of older children taking responsibility for developing a monthly news sheet. There were also plans to develop a helper rota system in January 2018.

Staff had an understanding of how to protect and safeguard children. An effective child protection policy was in place which informed and supported staff in their roles. The manager was the designated child protection coordinator. Staff had completed training on child protection.

Staff provided a nurturing, caring environment for children and families. They worked hard to engage well with families in order to fully support them. Staff verbally exchanged information with parents each day and had an open door approach where parents could speak to staff at any time. We observed that children interacted well with staff and they were very comfortable and secure within the setting. Staff, children and parents had established good relationships. We observed staff chatting with parents when they arrived to collect their children.

Children's personal plans contained information on children's learning and development. These were completed and shared with parents and children. We asked the manager to continue to develop and use personal plans to record children's learning and development.

Overall, staff in the service provided good quality care and support for children and parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The standard of environment provided to children was good. Children were cared for in one playroom with toilet facilities adjacent to the room. The playroom was safe, bright, clean and well maintained. The manager and staff were familiar with relevant infection control guidance and implemented this in practice. The manager had completed training on this since the last inspection.

Since the last inspection a dedicated resource budget had been established and some additional resources had been purchased, including two ICT tablets. These were popular with children and had assisted with homework. (See recommendation 1 under Quality Theme 4, Quality of Management and Leadership).

Children also had improved access to the outdoor area at the rear of the premises during better weather. We saw from a range of photographs that children enjoyed active, natural play outdoors. The 'leavers' party' for older children had been held outdoors during the summer. On a daily basis, children used the school playground for outdoor play when collected by staff and before walking to the service.

We saw children enjoying a range of activities during the inspection visit. We spoke to children about their art/craft work, ICT tablets and table top games. They enjoyed craft and taking their artwork home.

Overall, the environment was well organised and interesting and stimulating for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The quality of staffing in the service was good.

A qualified manager and practitioners were employed by the provider. There was a recruitment process in place.

Currently the service was aiming to increase the number of bank staff to ensure that appropriate adult:child ratios were maintained at all times, particularly during staff absences, and also to ensure that the manager was not included in ratios.

We noted that some staff were either in process of registering with the Scottish Social Services Council (SSSC) or had not yet begun registration. The SSSC is responsible for registering people who work in social services and regulating their education and training. We asked the manager to ensure that this was completed. (See recommendation 2 under Quality Theme 4, Quality of Management and Leadership).

There was a system of staff appraisal. The manager told us that she planned to conduct appraisals in the near future to coincide with the staff training catalogue being released from the local authority out of school care network. We asked the manager to ensure that this was completed. We also asked her to ensure that staff were given further leadership roles in accordance with their appraisals. We saw that, since the previous inspection, individual members of staff had engaged in training in first aid, child protection, GIRFEC and food hygiene. Records of staff training were maintained.

Staff worked well as a team and demonstrated good relationships with children and a good understanding of their needs. We observed staff engaging with and supporting children in the service. Staff created a positive and responsive learning environment for children and encouraged children in active learning activities. We spoke with a new member of staff who told us that she enjoyed working in the service and was well supported by the manager and staff team.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The standard of management and leadership was good. The provider had taken positive action in response to the recommendations recorded at the last inspection in early 2017. The majority of recommendations had been fully addressed with others still in process. We asked the manager to ensure that these were fully addressed in the near future. (Please refer to the section of the report - What the service has done to meet any recommendations we made at or since the last inspection).

The manager took the opportunity to welcome parents and children each day and took time to speak with parents to build relationships and develop knowledge of children and their families. The manager had developed parent/carer self evaluation tools. She continued to encourage parents to join the parent committee and this remained a priority for the service.

The manager and staff were aware of current good practice guidance and the benefits of using this to deliver positive outcomes for children. They worked well together to ensure that all children enjoyed active play in a productive and stimulating environment. The manager should remain focused on formally evaluating delivery of service as planned to ensure that positive outcomes for children are maintained.

We discussed the service development plan with the manager. This had been reviewed since the last inspection and priorities for development recorded. The manager was clear about the priorities and timescales for implementation and was consciously taking this forward. She had introduced the new Health and Social Care Standards to staff and intended to produce information for parents. The manager told us that support from the provider had improved since the last inspection and she felt confident that this had impacted on the quality of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager and staff should develop a policy on the use of ICT tablets in the service.
National Care Standards, Early Education and Childcare up to the age of 16; Standard 14; Well managed service.
2. The manager should ensure that staff registration with the Scottish Social Services Council (SSSC) is completed timeously.
National Care Standards, Early Education and Childcare up to the age of 16; Standard 14; Well managed service.

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

Recommendation 1

The manager should complete training on infection control.

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

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

This recommendation had been addressed.

Recommendation 2

The manager should continue to review resources and establish a dedicated resource budget as planned.

National Care Standards Early Education and Childcare up to the age of 16: Standard 11 - Access to resources.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

This recommendation had been addressed.

Recommendation 3

The provider should respond to staff development needs as identified during staff appraisals.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12 - Confidence in staff.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

The manager told us she was awaiting the local authorities training catalogue for staff. Appraisals would be conducted when this was available.

Recommendation 4

The provider should use the staff appraisal system to identify and agree leadership roles with staff.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well managed service.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

This had been partially addressed. Some leadership roles were allocated to staff but this required further development based on staff appraisals.

Recommendation 5

The manager should maintain a record of staff training.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well managed service.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

This recommendation had been addressed.

Recommendation 6

The manager should introduce an audit of accidents and incidents in the service as part of systematic evaluation.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the service.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

This recommendation had been addressed.

Recommendation 7

The provider should adhere to the conditions of registration as detailed on the service certificate of registration.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well managed service.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

The manager was occasionally included in adult:child ratios, particularly when a staff member was absent due to illness and a replacement could not be obtained at short notice. The manager was increasing the number of bank staff to assist with this.

Recommendation 8

The manager and staff should further develop the service improvement plan as part of the quality assurance system.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the service.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

This recommendation had 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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings								
17 Jan 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>3 - Adequate</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	4 - Good	Environment	3 - Adequate	Staffing	4 - Good	Management and leadership	3 - Adequate
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