Time Out Club, Craigdhu
Day Care of Children

Craigdhu Primary School
Prestonfield
Milngavie
Glasgow
G62 7PZ

Telephone: 07976 378 262

Type of inspection:
Unannounced

Completed on:
5 December 2019

Service provided by:
Time-Out Club

Service provider number:
SP2003000769

Service no:
CS2003003822

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Time Out Club, Craigdhu is registered to provide a day care of children service to a maximum of 48 children attending primary one up to 14 years of age.

The care service operates the breakfast club and out of school care term time only.

The provider is Time-Out Club, a parent run voluntary group, which also operates three other out of school care services within East Dunbartonshire.

The Time Out Club operates from Craigdhu Primary School, in the Milngavie area of East Dunbartonshire. Children have the use of various rooms within the school and the outdoor play areas attached to the school.

Time Out Club, Craigdhu aims to "provide a balanced range of activities for children which takes into account children's suggestions, opinions, developmental needs, ages and attendance pattern."

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We visited the service over two afternoons - Wednesday 27 November 2019 when 26 children attended the service and Thursday 28 November 2019 when 25 children attended the service. We watched the children laughing, chatting and having fun as they played and took part in a range of activities indoors and outdoors. We talked with the children and found that they liked coming to the service. They liked taking part in the club activities and they liked the staff. The children said they had fun playing with their friends. Comments included:

"Like reading football books and like to play Guess Who ..."

"I like playing outside."

"Can play the instruments. Staff let you do stuff, don't shout at you and listen to you."

"I like the art table; drawing pictures. Very happy."

"I like playing outside and being silly. Staff are nice. I like coming."

"I like it when I make slime."

"I'm making a snake. Swish. It's a nice snake ..."

"I like being outside playing football. Scored four goals."

"Give me ideas about Lego. I can make a car or a tree or a van; like this ..." The child showed us pictures of Lego they could make.

We spoke to five parents during the inspection. We issued 15 care standards questionnaires for parents to complete. Seven were returned to us. The questionnaires confirmed that five parents strongly agreed and two agreed that they were overall happy with the quality of care their child received.

"Great, couldn't do without it."

"Great service, really well organised. Varied activities, XXX [child] loves it. Staff very helpful; can't do enough for you."

"Great; being in the school is fantastic. Get outside. They have the woods, a lovely setting. They encourage outside; tents and fun things outside. Lots of space. Music, art, just playing ..."

"Really good. XXXX [child] really likes the staff. Really good information."

"I appreciate the care, attention and effort the staff make in creating a supportive, fun and educational environment."

"Craigdhu Time Out is fantastic. All the staff are amazing. It is really good they have outside space."

"All children seem to be happy and enthusiastic when in Time Out. XXX [child] has learned to play chess. He is taking part in a Christmas play which he is very excited about. Staff are friendly and approachable."

"Time Out is a fantastic club. My child has settled in really well. Has fun, learns and feels confident and safe. The staff are excellent."

We have included further comments and views from parents and children using the service within the report.

Self assessment

We did not ask the provider to complete a self assessment prior to the inspection. We looked at the service's improvement plan. This showed 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	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The staff team had a good understanding of the importance of safeguarding children. Child protection procedures including a designated child protection officer were in place. Staff received regular child protection training to help them keep children safe and protect them from harm. This approach ensured that children were valued, safe and secure.

We spoke to parents, staff and children and observed the interaction between staff and the children. This confirmed that children received care and support from staff who were warm, kind and caring. Staff provided child-centred care which recognised and supported the individual needs of children and their families.

A parent told us: "All staff are brilliant with my children. I can go to work confident that they are being well looked after. The team always communicate well and have the children's best interests at the forefront of everything that they do."

Staff listened to the children, encouraged and praised them as they played and treated them with respect, dignity and thoughtfulness. Children made decisions about their day-to-day experiences. We observed happy confident children having lots of fun as they took part in a range of activities that challenged and excited them. Children had daily opportunities to play outdoors, get fresh air and be physically active. This approach helped children develop their confidence and self-esteem as they made choices and developed their skills.

A child told us: "I like making cardboard creations. Staff are really nice."

The service held information for each child who attended the out of school care service. This formed the child's personal plan and helped staff support the ongoing needs of the children. Personal plans were reviewed and updated every six months or before as needed. This ensured that staff held information that was up-to-date and linked to the needs, choices and wishes of the child and parents.

The service had a medication procedure in place. We viewed documentation and discussed the procedure with the manager. It was agreed with the manager that she would review and update it to bring it into line with the best practice guidance: Management of medication in daycare of children and childminding services. This can be found on The Hub section of our website: www.hub.careinspectorate.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Staff ensured children had a good range of activities both indoors and outdoors that supported a healthy lifestyle. Staff were on hand to help the children as needed. They knew the types of activities and toys the children liked. Children were included in making decisions about their play throughout their time at the service. Display books and records of staff meetings recorded the children's thoughts and wishes on the activities they would like to take part in. Staff used this feedback to plan activities. This approach enhanced the children's play experiences and helped them feel included and their opinions valued.

We found that procedures were in place to help staff keep the children safe while attending the service. It also supported children to enjoy their play, become more independent and consider how to keep safe and judge and manage risk.

We made the following requirement at the last inspection: The provider must take account of the refurbishment requirements within the service. Particular consideration should be given to the cleanliness and children's toilets. We found that improvements had been made to the cleanliness of the children's toilets and the urinal within the boys' toilets had been repaired.

The children had daily opportunities to take part in physical activity and to play outside in the fresh air. They told us how much they liked playing in the wooded area, playing football or just running around making up games with their friends. We watched the children as they made bird food with seeds and fat. They then went to the wooded area to hang them on the trees. Children also enjoyed playing in the dark, using torches to play games with the light. Indoors there was a good range of toys, books, games and natural materials for the children to choose from. There was lots of laughter as the children had fun playing games, building Lego houses and reading books together. They also used arts and crafts to make treasure and post boxes and drawings. This approach helped the children make choices of the activities they wanted to take part in and stimulated their natural curiosity, learning and creativity. One of the children was enjoying cutting out bees and making a beehive. They told us: "I'm making a glitter orange beehive. I'm using the pencil to spread it out."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

As part of this inspection we looked at the service recruitment procedure. On sampling two files which related to staff recruited since the previous inspection, we found that appropriate checks had been undertaken. However, we noted that the Protecting Vulnerable Groups (PVG) checks had been completed shortly after the staff had started. We discussed this with the person responsible for recruitment. They were able to show us that they had reviewed and improved their procedures to bring it into line with Safer Recruitment Through Better Recruitment, a Scottish Social Services Council and Care Inspectorate document.

We found that the staff team worked very well together to support the needs of the children and their families. There was a strong team ethos. Staff felt empowered by the manager and supervisor to contribute to the ongoing development of the service. Staff shared with us how they were encouraged to give and implement ideas to improve the project and were praised for their achievements. Staff were able to tell us about the training they had undertaken and how this had helped them enhance their skills and knowledge and enrich the care of the children.

We found that staff were motivated and committed to enhancing the experiences for the children and their families using the service. There had been a few changes to the staff team but the team had settled well. Staff had created an environment that helped nurture children. We watched staff praise, support and encourage the children. Children were able to choose from a range of activities that interested and challenged them. Staff were on hand to help and support them as needed while they played. During the inspection, staff gave children one-to-one time as well as working with them in groups. The children we spoke with all told us that they liked the staff and that they were nice. One child said: "Staff are lovely, funny, kind."

A parent told us: "Staff are great. Feel so welcomed. They know all their wee personalities. They empower the children. Feels like a home from home ..."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found that the manager, with good support from the supervisor, was keen to improve and enhance the service for children, staff and parents. Management and staff worked very well together to offer an inclusive service to children and their families. Children and their families were treated in a fair and respectful manner. Parents particularly liked the text messaging, emails and personal updates which helped them keep in touch and give feedback. Notice boards also gave information on what was happening within the service.

The manager, supervisor and staff had built very good relationships with each other. Staff felt supported and valued by management. Management had put in place systems to support the staff team such as appraisals, supervision, team meetings and training. This approach helped support staff in their roles and had helped develop their skills and knowledge.

The manager had systems in place that encouraged staff, parents and children to take part in decision-making processes. The manager, with the support of staff and feedback from the children and parents, had put in place an improvement plan that supported the ongoing development of the club. Regular feedback from children ensured that their ideas were taken forward. For example, setting up a separate room for older children to play and relax in, fun days and floor books that recorded children's activity ideas. Parents could join the committee, take part in surveys or come to the drop-in day to see what the children did while at the service. This inclusive approach helped improve the service and outcomes for children.

A parent commented: "Time Out Club provides an outstanding service to working parents and is an invaluable resource to many. The staff are fantastic; they always greet parents and young people with a smile and know them well. The centre has a strong ethos of nurture and wellbeing for all. It provides equity for all who access the provision."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

Requirement 1

The provider must take account of the refurbishment requirements within the service. Particular consideration should be given to the cleanliness and children's toilets. An action plan with timescales to address these is required.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 10(c)(d).

This requirement was made on 8 January 2019.

Action taken on previous requirement
The school has made improvements to the boys' toilets. We viewed the toilets and found that the urinal was working and that there were no unpleasant smells.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

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	
30 Nov 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate Not assessed Not assessed
11 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
27 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
2 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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