# Dalry Out Of School Care
# Day Care of Children

Dalry Community Centre
St. Margaret's Avenue
Dalry
KA24 4BA

Telephone: 07932300069

**Type of inspection:**
Unannounced

**Completed on:**
5 March 2020

**Service provided by:**
The Committee of Dalry Out Of School Care

**Service provider number:**
SP2003000883

**Service no:**
CS2003004352

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service.

We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting It Right For Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of getting it right for every child. They are: Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Dalry Out Of School Care is a voluntary parent committee run, daycare of children service, based within a community centre in the town of Dalry. The service is within walking distance of local schools, shops and bus routes.

The service operates during school term time and school holidays depending on demand. Dalry Out Of School Care is registered to provide an out of school care service to a maximum of 32 children attending primary school and up to the age of 16 years.

The service aims to provide a service in a safe, happy and comfortable environment with an emphasis on the social and educational welfare of each child.

## What people told us

We observed children to be relaxed, confident and happy during play, which included, creative, imaginary and outdoor play. The friendly interaction of the staff was clearly beneficial to children's wellbeing and development. We talked with five children and they all told us that they liked the club and the staff.

We sent out 11 Care Standards Questionnaires before we visited the service and received six completed before our visit. Parents/carers who returned the questionnaires were very happy with the service provided. Some of the areas that they felt especially positive about were the relationships staff had built with them and their children, and staff overall.

## Self assessment

The service has not been asked to complete a self assessment in advance of the inspection.

## 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

Children and their families were warmly welcomed into the service by the friendly and caring staff team. Children were supported to feel secure and build their confidence through the nurturing relationships with staff. We found staff were responsive and sensitive to the needs of individual children, providing cuddles and reassurance when needed and adjusting plans to support children to settle.

During the inspection we observed staff interacting with children and found these interactions to be positive. We observed staff responding to children appropriately providing reassurance, encouragement and praise at the relevant times. We observed children who were happy, confident and active in exploring resources and activities on offer. Children appeared familiar with routines and could follow these independently.

Staff had provided a variety of activities for children which supported them to develop their skills in understanding, thinking, investigation and problem solving. These included, for example, playing board games, construction, arts and crafts and baking. Activities were child led and not interrupted by unnecessary routines. Staff's thoughtful and measured responses offered care and support which allowed children a variety of opportunities to explore their environment, test their abilities and experiment.

Children had daily access to an outdoor area for active play and fresh air. We saw the children playing outside and inside as they wished, having fun playing football, running around and climbing trees.

Staff were aware of their responsibilities to keep children safe and protected. Some had undertaken child protection training to enhance their knowledge and skills.

Background and enrolment information was in place for all the children we sampled during this inspection. We made suggestions on how the information gathered should be used as the basis of creating a personal plan for each child. Staff should ensure plans clearly outline how they plan to meet health, welfare and safety needs of the children and should ensure that all plans are reviewed in line with current legislation.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The service was provided from a community hall. The premises were well maintained, clean and safe. The hall and playground provided large areas for the children to play and have fun. Staff had made good use of the space available to them to provide a welcoming environment for the children. The environment was child friendly, bright and attractive. There was a secure entry system and visitors were asked to sign in, ensuring that children were kept safe. The layout within the main room provided opportunities for children to play independently or in groups.

The service provided opportunities for children to be active both indoors and outdoors. We saw children participating in a range of activities which they were observed to be enjoying. Children had daily opportunities to have fun outdoors, accessing different areas of the playground with a variety of play surfaces. This promoted children's sense of well-being and improved their physical skills.

Snacks were served in the main hall and were in line with nutritional guidance to promote children's health. Children had the opportunity to be involved in the planning, preparation and serving of snack. This supported them to be responsible and work together cooperatively

A risk assessment checklist had been completed for both indoor and outdoor areas and staff completed visual checks of the premises before children arrived each day. This was to help maintain a safe place for them to play.

Staff told us they consulted with the children to gain suggestions for activities and resources. Staff were aware of the need to support children in developing new skills and offering opportunities for children to be challenged.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff knew the children and families well. They discussed children's individual needs and how these were supported within the club. Staff had developed good relationships with the children and their families and were getting to know children who had recently started at the service. We heard staff and parents share information with each other at pick up time and parents told us communication with the service was good.

The staff team worked well together. A range of internal and external training was offered to most staff and taken up to ensure their skills and knowledge remained fresh and current. This meant that outcomes for children were being positively influenced by the skilled staff team who knew them well. Parents, through our questionnaires, told us that they had confidence in staff and their ability to deliver good quality experiences for their children.

Children had developed friendships and positive attachments with staff which promoted their sense of security and emotional wellbeing. Staff clearly knew children and their families well.

Staff held childcare qualification's and had carried out a range of training to meet the needs of children. All had a good understanding of current good practice and were registered with the Scottish Social Services Council, which is the body responsible for regulating and developing the social care sector. Staff used the principles of Getting It Right for Every Child (GIRFEC) to influence how they supported and promoted children's wellbeing.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

We found the manager to be open and friendly. She worked alongside colleagues and had an overview of how the service was running and how children were being cared for and supported while attending the service. She demonstrated a professional and committed approach in her role.

We spoke with staff who told us they were a good team who worked well together. They told us they felt supported by the management team and provider.

The manager demonstrated knowledge of the services strengths and aspects for improvement. A newly established quality assurance system was in place which supported continuous improvement. Staff involvement in ongoing evaluation confirmed a shared outlook and team commitment to improving outcomes for children.

A range of informal and formal self-evaluation systems had been used to assess the work of the service. The information gathered had been used effectively to develop the service.

Staff felt supported by management and had access to training opportunities that supported them to develop their skills and knowledge. The positive relationship between staff and management enabled a supportive monitoring system. Training was linked to staff professional development and the needs of the children.

Management and staff showed a commitment to continual professional development inline with current guidance, legislation and best practice, this commitment ensured positive outcomes for children and families attending the service.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**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

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 | |
|---|---|---|---|
| 31 Jan 2019 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | Not assessed<br>Not assessed<br>Not assessed<br>Not assessed |
| 3 Feb 2019 | Re-grade | Care and support<br>Environment<br>Staffing<br>Management and leadership | 3 - Adequate<br>3 - Adequate<br>3 - Adequate<br>3 - Adequate |
| 22 Aug 2018 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 1 - Unsatisfactory<br>1 - Unsatisfactory<br>1 - Unsatisfactory<br>1 - Unsatisfactory |
| 15 Jan 2018 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | Not assessed<br>Not assessed<br>Not assessed<br>Not assessed |
| 12 Apr 2017 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 4 - Good<br>4 - Good<br>2 - Weak<br>2 - Weak |

| Date | Type | Gradings | |
|---|---|---|---|
| 20 Apr 2016 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 4 - Good<br>4 - Good<br>3 - Adequate<br>3 - Adequate |
| 22 Oct 2015 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 3 - Adequate<br>3 - Adequate<br>2 - Weak<br>2 - Weak |
| 30 May 2013 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 4 - Good<br>4 - Good<br>4 - Good<br>4 - Good |
| 13 Sep 2012 | Re-grade | Care and support<br>Environment<br>Staffing<br>Management and leadership | Not assessed<br>Not assessed<br>Not assessed<br>3 - Adequate |
| 16 Aug 2012 | Re-grade | Care and support<br>Environment<br>Staffing<br>Management and leadership | Not assessed<br>Not assessed<br>Not assessed<br>1 - Unsatisfactory |
| 19 Jun 2012 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 3 - Adequate<br>3 - Adequate<br>3 - Adequate<br>3 - Adequate |
| 1 Aug 2011 | Re-grade | Care and support<br>Environment<br>Staffing<br>Management and leadership | Not assessed<br>Not assessed<br>Not assessed<br>1 - Unsatisfactory |
| 17 Jun 2011 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 3 - Adequate<br>Not assessed<br>Not assessed<br>3 - Adequate |

| Date | Type | Gradings | |
|---|---|---|---|
| 13 Jun 2011 | Re-grade | Care and support<br>Environment<br>Staffing<br>Management and leadership | Not assessed<br>Not assessed<br>Not assessed<br>1 - Unsatisfactory |
| 7 Sep 2010 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 3 - Adequate<br>Not assessed<br>4 - Good<br>3 - Adequate |
| 14 Sep 2010 | Re-grade | Care and support<br>Environment<br>Staffing<br>Management and leadership | Not assessed<br>Not assessed<br>Not assessed<br>1 - Unsatisfactory |
| 5 Feb 2010 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 3 - Adequate<br>4 - Good<br>3 - Adequate<br>3 - Adequate |

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

### Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

### Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.