Strathaven After School Club Ltd.
Day Care of Children

Wester Overton Primary School
Ashkirk Road

Strathaven
ML10 6JT

Telephone: 07813 469 481

Type of inspection:
Unannounced

Completed on:
8 December 2021

Service provided by:
Strathaven After School Club Ltd.

Service provider number:
SP2003001453

Service no:
CS2003006387

About the service

Strathaven After School Care Club Ltd is operated by a voluntary Board of Directors. The service operates from within Wester Overton Primary School in the village of Strathaven in South Lanarkshire. The after school care club is registered to accommodate a maximum of 70 children from Primary 1 to Primary 7. During term-time the service opening hours are 07:30 - 09:00 then 15:00 - 18:00. During school holidays, the children can attend from
07:30 - 18:00. Children attending the service have access to the school dining hall, gym hall, toilets and outdoor area.

Included in the services aims and objectives is to provide a "safe, happy and comfortable environment placing clear emphasis on the social and educational welfare of each child as individuals." A full set of aims was available.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality of care and support.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that 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 (GIRFEC), 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 services that can help them. There are
eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

We compiled this report following an unannounced site visit which took place on Thursday 2 December 2021. Feedback was shared remotely with the manager of the service on Wednesday 8 December 2021.

What people told us

There were 57 children present on the day of the inspection. We saw that all children were happy and settled in the care of staff. Some of the children were keen to share their views about their favourite activities and snacks with us.
11 parents contacted us by email to share their views and experiences of using the service. All comments were very positive. Comments included:

"Staff have kept the environment safe, during this Covid-19 pandemic by having bubbles, hand sanitizer available, encouraging adults not to enter the building on pick up/drop off and if they do have to, ask you wear a mask where possible. The children also have bags where they keep all their belongings."

"There is a huge range of activities and opportunities on offer for the kids and the club actively encourages suggestions for future activities from both the kids and parents/carers. There's always something different going on, whether it's a new sport or game to try, a cooking/baking lesson, or a new craft."

"Staff know my child very well and I am confident that they will ensure all of his/her wellbeing needs are met too."

"Staff and management are approachable and competent, in all aspects of the club."

"Staff are very caring when there have been minor accidents (falling over, etc) staff look after the children very well and we are always provided with accident forms, etc. All allergies are managed very well and there are always options at snack time."

Self assessment

A self assessment was not requested prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very 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

A key strength of the service was the whole team's child centred approach which valued children's individuality. One child told us "I really like it here. I see all my friends. Some are at my school and some not."

The staffs combined range of knowledge, skills and experience meant they had a very good understanding of children's individual needs and how to meet them. Staff recognised the importance of working with parents, carers and other professionals and were skilled at building positive relationships with them. This meant they gathered a range of relevant information which they used effectively to plan children's care that reflected their needs. From children's personal plans, planning documentation and observation of practice, they discussed with us how they used these to develop and implement appropriate strategies to help children.

Staff had created a warm, welcoming and inclusive environment for children. The aims of the service were embedded in practice and ensured that children were valued and respected. We saw that children thrived in this positive culture as they were confident, enthusiastic and fully participated in the service. For example, staff set up the room with exciting resources in response to children's' requests. and this meant that children quickly settled to the activities, developing their games and interests with friends.

The health and wellbeing of children was very well supported in the service. Daily access to outdoors or the gym offered children opportunities for energetic play which helped them develop their physical skills and abilities. To promote healthy lifestyles, children were actively involved in choosing snack options and we saw evidence that children understood that active play improved their physical and mental wellbeing.

Effective communication at all levels was a current priority for the service, these included phone calls, emails and closed social media platforms. This inclusive approach helped involve parents, children and staff to give feedback about their experience in the service day to day. Parents told us that they valued the commitment of the whole service keeping communication flowing and they felt confident in staff and managers ability to provide fun, exciting and safe experiences.

Appropriate infection control procedures were in place to support a safe environment for children and staff. Covid-19 risk assessments for safe operating had been developed and were followed. These were regularly reviewed to ensure that they reflected the current good practice guidance. Examples included staff being vigilant with hand washing and cleaning surfaces at all relevant times throughout the session.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Effective procedures were in place to ensure children could be safely taken to, and collected from the service. Due to changes within the school, there was now limited access to outdoor space and the gym. One child told us "I like going outside, but we can't go out yet. The school clubs are on and when we get out it's really dark." There aren't any lights at the MUGA.' Playing outdoors more often would offer opportunities for fresh air, contribute to children's overall health and wellbeing including, minimising the risks of potential transmission of the Covid-19 virus. The service continued to use the dining room throughout the session and children enjoyed the other spaces when they were available.

Creative use was made of the space, which gave children to opportunity to move around freely, play independently or in groups with their peers. Resources were easily accessed by the children which helped promote independence, choice and responsibility. Staff told us how they used observations and floorbooks in consultation with children to choose what should be on the tables for children to experience. There was a clear planning format in place for the layout of the environment, that all staff took responsibility for and these activities were shared with parents weekly through their social media platforms. Parents told us that frequently the service arranged for visiting professionals, to come in and work alongside staff and children. This included arts and craft along with new physical games, building resilience and challenge.

Risk assessments were carried out and action taken if necessary to minimise any potential risk. The service was aware of the most recent guidance from Care Inspectorate, for staff to be aware of how and why children could potentially leave a setting without staff or a parent/carer. They had discussed this guidance as a team, how safety risks would be minimised and there were posters displayed as a reminder to staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We observed all staff to be kind, caring and nurturing in their interactions with all children throughout the session and it was evident that effective relationships were in place. Staff were observed to be caring and respectful in the interaction with the children. They were motivated and keen to provide good quality experiences to the children attending the service.

Staff employed within the service either held a childcare or playwork qualification or were working towards one. The range of qualifications, skills and experience held by the staff enabled them to meet the needs of the children attending the service. Staff had access to a range of training courses which covered a variety of topics. This helped with their continuous professional development and supported them to meet the registration requirements of the Scottish Social Services Council. Some staff told us that recent autism, child protection and supporting children's challenging behaviour training ensured that children were treated fairly and continued to be supported to maximise their experience in the service. Child Protection training has been booked for all staff in January 2022 and the manager is actively looking for training for herself and depute as Child Protection co-ordinators.

We sampled two staff recruitment files and found that all the required paperwork was completed prior to employment commencing. Staff were in the early stages of receiving appraisals from a member of management and we advised the manager, how these discussions could be extended onto staff individual training plans and how this learning could be shared with the full staff team.

Staff were very happy in the service and they worked well as a staff team. They felt listened to by their manager and their input was a priority to the management team. Parents told us that all staff were approachable, professional and knew their children very well. Children told us that staff listened to them and they could speak to them at any time, if they were worried about anything and were great fun, especially when doing arts and crafts.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The management team were available to parents, carers and staff, which ensured that issues, concerns or suggestions could be addressed quickly and effectively. Parents told us that they receive weekly communication, but they can also contact the manager at any time.The manager had reviewed how the team communicated with parents and implemented new methods. These included a noticeboard at the door of the service and effective use of closed social media forums. This ensured that no parent missed out on any information.

Regular communications from the manager allowed staff to share ideas, raise concerns and discuss best practice. Staff told us they felt valued and respected by management and were encouraged to have their say on how to improve the service. The manager told us that there was a service improvement plan in place reflecting key priorities for the service, this was a working document. One priority identified, was to discuss and review existing policies and procedures to identify which needed updated in line with current best practice. Another priority was ensuring staff and families wellbeing was supported throughout the service. To achieve this, the management team had spent time ensuring the children and staff felt safe and secure within the service. Those requiring support were quickly offered this and staff told us that they felt very comfortable to discuss their fears in relation to dealing with Covid-19 and the manager responded by offering training to reassure staff and also weekly updates of any changes to Scottish Government Guidance. We discussed with the manager how she should now formalise an improvement plan to identify the developments needed to enhance the quality of the service.

The manager had plans for staff to work together taking ownership of key roles within the service. This will result in the service vision, values and aims being updated and the development of individual handbooks for parents, staff and students.

Quality assurance processes were at an early stage. These systems provided the manager with the opportunity to observe staff practice, review play areas and evaluate resources. Staff were allocated time and opportunity to evaluate the effectiveness of the experiences that children were being offered and this resulted in better outcomes for children.

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

Requirement 1

1. By 30 September 2019 the provider must ensure that children's personal plans are updated every six months to ensure all information about children's health and wellbeing is current and relevant to support staff to meet the children's individual needs.

This is to ensure care and support is consistent with Health and Social Care Standards which state that "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices. (HSCS1.15) and in order to comply with Scottish Statutory Instrument 2011/201 Regulation 5 - Personal Plans.

This requirement was made on 18 July 2019.

Action taken on previous requirement

Five personal were checked during the inspection and six monthly review dates were included.

Met - within timescales

Requirement 2

2. When employing new staff the provider must ensure they carry out a robust recruitment procedure for every candidate. This should include a PVG, references and health declaration being fully completed prior employment commencing.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I am confident that people who support and care for me have been appropriately and safely recruited (HSCS4.24) and in order to comply with Regulation 9 - Fitness of Employees of the Social Care and Social Work Improvement Scotland. (Requirements for Care Services) Regulations 2011

This requirement was made on 18 December 2019.

Action taken on previous requirement

We reviewed recruitment through two staff files who started since the last inspection and found that all safer recruitment checks were in place helping to keep children safe. This fully addresses the requirement made at the last inspection.

Met - within timescales

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

Previous recommendations

Recommendation 1

1. The service should review how they record and acknowledge children's progress, interest and achievements.

This is to ensure care and support is consistent with Health and Social Care Standards which state that "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices. (HSCS1.15)

This recommendation was made on 18 July 2019.

Action taken on previous recommendation

We checked five personal plans and all contained childrens interests progress and achievements.
This recommendation is now met.

Recommendation 2

2. The service should develop a system which ensures all medication stored on the premises is in date and can be administered if required.

This is to ensure care and support is consistent with Health and Social Care Standards which state that "if I need help with medication, I am able to have as much control as possible. (HSCS2.23)

This recommendation was made on 18 July 2019.

Action taken on previous recommendation

On checking the three medical forms and services medication managment system, we noted that this information is now recorded effectively.

This recommendation is now met.

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	
18 Jul 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
14 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
14 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good

Date	Type	Gradings	
8 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
9 Jun 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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