Childcare Connections - Craigour
Day Care of Children

Moredun Park Road
Edinburgh
EH17 7HL

Telephone: 0131 6660495

Type of inspection:
Unannounced

Completed on:
22 February 2019

Service provided by:
Childcare Connections Limited

Service provider number:
SP2003002864

Service no:
CS2003014408

About the service

Childcare Connections - Craigour transferred its registration from the Care Commission to the Care Inspectorate when it came into being in April 2011.

Operating from within Craigour Park primary School, Edinburgh, the service is registered to provide a care service to a maximum of 40 children at any one time of primary school age up to 14 years. They have use of two classrooms, the school library, gym halls and toilets within the school. They also have access to the school play areas.

The Aims and Objectives of the service are to:

'Provide affordable, flexible and quality childcare for local parents and carers in South Edinburgh enabling them to take up employment or gain access to training. Childcare Connections will work in partnership with parents towards the provision of inclusive services where every child in its care will enjoy healthy and stimulating play experiences'.

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. 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.

What people told us

During the inspection we spent time interacting and talking with children. They were keen to share their positive comments about their experiences of the service. For example they told us:

'We do really good trips'.
'I love it here'.
'It's like a second home here'.
'We get to choose but there are planned activities too'.
'There's a big shed with loose parts'.
'I helped do the dishes the other day'.
'We were asked to give ideas when we were changing the room around'.
'They (staff) trust us to go to the toilet on our own'.
'The staff are really kind. If you fall over they literally run over to you. They feed us too'.
'They are really kind - see my banana was mouldy so they gave me an apple to have instead'.
'There's so many toys. they have a good assortment of books'.
'We usually get to go to the computer suite'.
'If there's a problem going on in your house they (staff) are there to comfort you'.
'We get to do the activity plan'.
'We go on good trips to places like laser combat, the cinema and butterfly world. We are going to arrange to go to crazy golf'.
'Staff have first aid training'.
'I wouldn't change anything about here - I like it just the way it is'.

In preparation for this inspection we sent 25 care standard questionnaires for families to complete. Thirteen were completed and returned to us. In these all parents confirmed they were happy with the care their child received in the service. Written comments included:

'My daughter really enjoys afterschool club. She trusts the staff and she feels safe'.
'I would just improve better communication between morning staff and afternoon staff'.
'Welcoming staff led by practical and friendly management. I am confident my son is well looked after and has an opportunity to mix with more children than just those in his class'.

From the results of our questionnaire, we have asked that the setting reflect upon how they communicate with parents and keep them informed of what is happening in the service.

Self assessment

The service was not asked to complete a self assessment to support this inspection. Instead we looked at their improvement plans to see how they intended to improve the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Throughout the inspection children were seen to be happy, busy and engaged inside and outside with a wide range of activities. Most children chose to play outdoors participating in loose parts play and football. Children knew they had the right to select and choose what they wanted to do in the service. A particular strength of the setting was the way in which children were able to influence the activities and experiences on offer.

Fun, friendly, positive relationships had developed between staff and the children as well as with the children themselves. The children interacted and responded well to the staff who were kind, caring and responsive to the children's individual needs. Staff knew the children and families well creating an inclusive ethos and environment.

Children's health was encouraged well. They had snacks that were healthy and nutritious. While sat at the meal table, children talked to their friends and staff which helped to develop their personal, social, communication and language skills. Children had opportunities every day to play physical games indoors. They had the freedom to be active or play quietly and relax in quieter spaces after a busy day at school.

The manager of the service provided positive leadership for the staff team. She was hard-working and focused with a clear vision of the future of the service. She was respected by staff and they reported feeling supported professionally. This culture ensured the team were well placed to drive forward improvement and sustain the positive impact of the service on the lives of children and families.

Management actively encouraged and valued parent's and children's contributions to improve all areas. Results were regularly audited, with any actions taken fed back to children and families. Parents, children and staff had been involved in the development of the setting development plan. This meant that there was shared ownership and a collective approach to ensuring the setting was improving.

What the service could do better

Overall, the club was providing a very good service. They should continue to develop effective processes to continue to improve and ensure the best outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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 provider should ensure that the manager and staff use self assessment processes to plan and drive improvements within the service. National Care Standards for Early Education and Childcare up to the age of 16 years. Standard 14 - Well managed service.

This recommendation was made on 3 March 2016.

Action taken on previous recommendation

Self assessment was now carried out through a number of ways including staff meetings, management meetings, staff individual personal goals and working to meet the objectives within the service development plan. **Therefore this recommendation had been met.**

Inspection and grading history

Date	Type	Gradings	
3 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
11 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 5 - Very good
26 Aug 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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