MACS Busby
Day Care of Children

Busby Primary School
Church Road
Clarkston
Glasgow
G76 8EB

Telephone: 0141 570 7059

Type of inspection:
Unannounced

Completed on:
8 November 2019

Service provided by:
Mearns After School Care Service Limited

Service provider number:
SP2003000772

Service no:
CS2003019869

About the service

Macs Busby is provided by Mearns After School Care Services Limited.

The service registered with the Care Inspectorate in April 2011.

MACS Busby is registered to provide a care service within Busby Primary School, East Renfrewshire. They are registered to provide before and after school care to 40 children from primary one to primary seven. The service operates Monday to Friday term time, between 7.45am and 9am and 3pm and 6pm.

The accommodation was one classroom with access to the gym hall, outdoor areas and toilet facilities. The service made good use of the outdoor areas available to them.

We wrote this report following an unannounced inspection that was carried out by one early years inspector. The inspection took place over one day on Friday 8 November 2019. We gave feedback to the acting manager on the day of the inspection.

The service's vision, values and aims were available to people who use the service and included:

'We will provide a professional care service where children, young people and adults will be listened to, valued and respected equally.'

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. GIRFEC supports children and their parents to work with the service that can help them. There are eight wellbeing indicators at the heart of GIRFEC, safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We spoke to 15 children who confidently told us about their experiences and friendships they had made. Children appeared happy and engaged in a wide range of child led activities, within the service and extensive grounds. Children's comments included:

'We can choose bagels, toast, wraps or cereal for breakfast. I like to play outside but not if its driving rain.'

'My favourite thing at MACS is playing outside at football. Sometimes we go to the gym.'

'Lots of new staff they know our names and ask us what we would like and we both come up with ideas. Most weeks we cook, my favourite was the brownies.'

'I am going to be 6 in December. I like to draw every morning. Look I have drawn a poodle. (Staff named) is my special lady, she is very kind.'

'I like to play with my friends and I like to make fortune tellers with paper.'

'I like all the activities because we make a list of all the activities we would like to do.'

'I went to Forest Kindergaden at Busby Glen. We built dens and we used flags to make a boundary and there was a toilet seat.'

We issued 26 care standards questionnaires to MACS Busby. Parents/carers completed and returned seven prior to this inspection. When asked about the overall quality of care their child receives in this service, all parents/carers strongly agreed they were happy. We have quoted a sample of comments received from parents and carers. These included:

'Since our daughter started 3 years ago the service had improved vastly - staff much more enthusiastic, always welcomed at the door on entry. Information board with activities and snacks. Kids have always been happy to go.'

'We have been using MACS continuously since 2019 with one/two/three children at a time attending and we have always been happy with the care and attitude of the staff.'

'Space where service is provided is small, given the number of children present. It can feel quite stuffy in the winter months.'

'It would be good if there were a separate quiet area for the children to complete their homework as sometimes the room can be a little noisy.'

'Space constraints within the school mean the children are often in quite a small space but the staff are great at making sure there are activities and they get outside as much as possible.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. The acting manager explained that the service's improvement plan 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	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The provider had given consideration to new and existing staff skills, experience and knowledge of children's needs when deploying the new staff and management team. The core staff team at MACS Busby had worked together since 2018. Staff worked well as a team and had clearly developed positive relationships with children, families and each other.

Staff afforded parents/carers opportunities and time to share relevant information at collection times. We noted that staff were very attentive, they listened and valued parents/ carers requests and respected the individual preferences and needs of each child and family. Parents commented in the care standards questionnaires that the service had improved vastly as staff were much more enthusiastic and that they were happy with the care and attitude of the staff.

Personal plans were in place for each child. Staff demonstrated that they knew the needs of children well. Staff were currently in the process of updating recorded information to enable them to tailor the planned care and support for each child. We noted that this had supported the continuity of care for children settling into their new environment.

Staffing levels were meeting the needs of children on the day of the inspection. Children who required additional input were supported by key staff who knew and responded to their needs in a caring and sensitive manner.

Staff had very good opportunities to gain additional SVQ qualifications to meet the needs of children, staffs' continuous professional development and the needs of the service. Staff spoke confidently about how their learning had helped them reflect on their practice and supported outcomes for children. Recent training included Autism, Play-work Assessors, Challenging Behaviour and Forest Schools.

Staff promoted good health and wellbeing for children. Children had very good access to the large outdoor areas, including the school grounds, local forest and MUGGER, physical play area which was utilised for sport and energetic games. Staff had adopted a risk benefit model based on their knowledge and training of Forest Schools, loose parts play and risky play. We could see that children were curious and challenged by the natural environment; were confident in assessing their personal safety and were developing skills to keep safe. This was very evident as children clearly enjoyed playing football outdoors, as the dark nights were drawing in.

We observed that staff engaged children in making independent decisions about their play, friendships and activities they planned. Children confidently explained that they had requested a weekly 'cook school' and had chosen to cook foods from around the world. We saw 10 children enjoyed preparing, cooking and tasting Japanese 'Teriyaki' that they prepared independently with staff guidance and support when needed.

A manager within the organisation was the child protection coordinator. Relevant policies and procedures were in place to enable staff to safeguard and protect children. Staff attended regular child protection training and were confident in their roles and responsibilities.

What the service could do better

We noted that staff morale was low and shared our findings with the provider. The provider acknowledged that significant staff/management changes had occurred in 2017 and 2018. She recognised and praised the commitment of the new staff team, established in August 2018, which had supported the continuity of care and support for children and families attending the service.

Following discussion, the provider shared their intention to undertake an audit on career progression in relation to staff morale and to seek staffs' and stakeholders' views on the visibility of management through the introduction of improved communication methods. We were confident that this approach will improve outcomes for staff, children and families when changes to the staff and management structure are implemented.

Registration details were available for all children, informing staff of each child's health, wellbeing and safety needs. The operations manager agreed to look at providing an overview for children's needs based on the GIRFEC health and wellbeing indicators, when no additional care plan was identified.

We looked at the administration and storage of medication procedures. Relevant information was recorded to support the health and wellbeing needs of children who may require medication to be administered. We noted that some medication was not stored in the original packaging. Following discussion the manager agreed to immediately review the storage of medication procedures with all staff to ensure the health, wellbeing and safety of children. We signposted the manager to current best practice guidance, 'The management of medication in day care and childminding services' available on the Care Inspectorate HUB.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
6 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
6 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
28 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good Not assessed
27 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 2 - Weak 5 - Very good

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