Pupil's Out Of School Care Club
Day Care of Children

Largs School Campus
Alexander Avenue
Largs
KA30 9EU

Telephone: 01475 673 505

Type of inspection:
Unannounced

Completed on:
3 May 2022

Service provided by:
Pupils Out of School Care

Service provider number:
SP2003003407

Service no:
CS2003034591

About the service

Pupil's Out of School Care Club is based within a Largs School Campus in the town of Largs in North Ayrshire . The service is registered to provide an out of school service to a maximum of 32 children at any one time from primary school age to 16 years. The service will not provide full day care. Areas of the accommodation the club can access include a main room with kitchen facilities, use of gym hall and outdoor playground.

The service operates during the school term between the times of 7.15am - 9am and 3pm - 6pm. The group is managed by a voluntary committee who employ a manager and staff to operate the service day to day.

What people told us

We spoke to 15 children attending the service. All children told us they enjoyed coming to the club particularly playing with their friends from other schools and playing outdoors. We observed that children of all ages were happy, busy and engaged in play activities of their choice. Children were cared for by staff who responded to children with respect, warmth and appropriate humour. We asked children what could be better, one child responded with more ball games scoring the service 8/10. Other children scored the service 10/10. Comments from children included:

'It's really fun, I like coming, I play with all friends. I feel safe as ladies are kind and smiley every day.'

'I like we all get to play together, with people from the other school, we get to mix.'

'All ladies so nice and keep us safe. They help us and would give a cuddle if I needed one.'

Nine parents responded to an online questionnaire. Parents spoke highly of the service comments included:

'We are delighted with the care and experiences our daughter has with Pups. She always goes into the group excited and leaves very happy with lots of fun stories about her day and things to show that she has made. Finally the staff fantastic and make our daughters experience all the better, thanks for all your hard work it is very much appreciated!!'

'Absolutely fantastic service - wouldn't send my child anywhere else.'

'The service is brilliant.'

Self assessment

The service was not asked to submit a self-assessment before the inspection.

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	not assessed
Quality of management and leadership	not assessed

What the service does well

We evaluated two quality themes, care and support and the environment. We found major strengths in supporting positive outcomes for children, with very few areas for improvement. Both care and support and the environment have been evaluated as very good.

Children are treated with respect; they are cared for by a nurturing staff team who value children's voices. Children told us staff listen to them and they can share their ideas to plan the session. Staff together with children planned and evaluated using a floor book to record, this was available for children and parents to view. Staff had supported children to create space in which they could play. We observed children engaged in fun play activities of their choice. Playing outdoors was a favourite. A range of physical play offered included ball games, exercising on the fixed wooden equipment, making dens and flying a kite. Staff ensured children had time to play knowing when to step in and when to step back respectful of children's right to play. This meant children could try out things, learning from successes and mistakes helping to build resilience and relationships whilst being challenged and having fun.

We observed children playing with their friends. Children particularly valued playing with friends from other schools. Routines were established within the service and children respected boundaries set understanding the social rules knowing where to play and when to get ready for going to school or going home.

Snacks and breakfast times were a sociable experience for children. The pace of mealtimes was relaxed, children were able to access play once they had finished eating. We discussed with the manager to explore increasing opportunities for children to develop skills and independence, such as pouring their own drinks and setting/clearing away the table. Staff knew children's likes and dislikes at breakfast offering support if needed.

Personal plans had been developed and provided staff with information to ensure children's individual needs were met. Parents had opportunity to review and contribute to their child's plans. Staff knew children well using information to support children in a caring and nurturing way. One parent agreed commenting;

'Excellent group of very caring, considerate and approachable staff, who have a great understanding of my child's individual needs. Always very friendly to talk with and share what she has been up to that day.'

The club operates from the school campus, areas the service can use include a main room with a small kitchen area, cloakroom, toilets, access to gym hall and a specific area of the school's outdoor playground. All children who attend the service come from schools within the campus.

Secure entry to the service is managed by staff. Children arriving at the service are collected by a staff member and at going home times staff take children to the main entrance. Children who go to school from the breakfast session are taken by staff through a secure corridor. This helps to ensure there is no unauthorised entry or children can leave unnoticed. An emergency procedure is in place should a child not turn up at service when expected helping to keep children safe.

The accommodation limited children from free flowing independently to the outdoor play area. However, all children had been made aware of the reasons for this and understood the need to go outdoors or indoors with a staff member. Children told us they play outdoors daily and can also access the gym hall for games. One parent supported this commenting;

'Yes, they are outside nearly every day, and when weather really doesn't allow, make use of gym hall.'

Staff together with children planned resources to be taken outdoors, this allowed children to lead their own play. A pictorial resource catalogue was available for children to choose from with staff responsive to any requests out with the planned activities on offer both indoors and outdoors.

Staff had clear procedures to safeguard children knowing who to contact and when. Attending regular training ensured staff were kept up to date with procedures. This ensured children's safety needs were always placed first. Parents also commented positively on the environment and told us that it was an ideal place for children to play be cared for and safe.

What the service could do better

Although no children currently attending the service require medication to be administered, we identified some areas for improvement on how staff managed the safe recording and administration of medicine. Having sampled medication consent forms, we found that records needed to make clear if medication was to be administered that staff gathered more specific information about the signs and symptoms children may present and what action if a child should refuse medication. The manager agreed to update the policy referring to current guidance on the administration and storage of medication.

The manager should continue with her review for the format for personal planning records referring to best practice guidance.

Ongoing review of policies and procedure should continue with safer recruitment procedures prioritised should any new staff require to be recruited in the near future.

As part of the service development plan the manager should carry on with plans for the outdoor play space to include storage and additional resources. The use of loose parts play both indoors and outdoors could be included to offer more open ended and exploratory play.

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	
27 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
12 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
24 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
22 Sep 2009	Unannounced	Care and support Environment Staffing	4 - Good 4 - Good 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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.