MACS St Joseph's
Day Care of Children

St. Joseph's Primary School
Oliphant Crescent
Busby
Glasgow
G76 8PT

Telephone: 0772 524 9460

Type of inspection:
Unannounced

Completed on:
23 January 2020

Service provided by:
Mearns After School Care Service Limited

Service provider number:
SP2003000772

Service no:
CS2004060111

About the service

MACS St Joseph's is provided by Mearns After School Care Services Limited.

The service is registered to provide a care service to a maximum of:

"72 children aged under 16 years who are attending primary and secondary school, will be accommodated within St. Joseph's Primary School - breakfast club 7.45am to 9.00am.

64 children under 16 years who are attending primary and secondary school, afterschool will be accommodated within St. Joseph's Primary School - afterschool club 3pm to 6pm.'

During school holidays a holiday service will be provided to a maximum of 64 children 7.45am to 6pm. If St Joseph's Primary School is not available then Fairweather Halls, Clarkston Halls and Carolside Primary School can operate the holiday service.

The service had exclusive use of the gym hall , dining hall, GP room, computer suite and library. Outdoor areas including the main playground, MUGGER and gardens were available outwith school hours.

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 Thursday 23 January 2020. We gave feedback to the existing manager and newly appointed 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.

At this inspection we focused on children's health and wellbeing needs and quality of staffing.

What people told us

We spoke to 11 children who confidently told us about their experiences and friendships they had made. Children were keen to engage in the inspection process and completed Care Inspectorate questionnaires telling us what they think of the service provided. Children's comments included:

'I have got two friends who I like to play with. I bring in my own toys, I like my fidget cube. I like the Lego, Connects and Battle War Cars.'

'On a Tuesday my two friends are here, but they are not here today. I mostly spend time at the drawing table and activities. I like baking and arts and crafts. You can choose to bake and the staff will do more groups, if there are enough ingredients. Last week we made brownies and we get cup cakes to decorate. I like making cookies.'

'There are always floor mats and we can choose what we want to play with. I like the castle and choose animals for characters.'

'It is always noisy when we come in. I would like a quiet place to do my homework.'

'We are having haggis and potatoes for snack because it's Burns Night. The snacks are good, they are always trying to find food that everyone will like. There is always fruit.'

'It is amazing.'

We issued 36 care standards questionnaires (CSQ) and parents returned 14 prior to this inspection. Parents' comments included:

'Very good service. Staff interested in children and encourage positive interactions.'

'Fantastic service. All staff are friendly and approachable. Activities are fun and engaging. Never had an issue in the three years my daughter has been here.'

'I have a feeling that the skills and talents of the staff are well utilized as the children have the opportunity to partake in a wide range of activities. For me this signifies an environment where staff are valued for who they are and what they can bring, which leads to a very positive environment for the children. Also the staff are very prompt at getting in touch if needed and respond to requests/phone calls. They also treat the children very well.'

'It would be helpful to get verbal feedback re child in MACS every few months. I think it is very positive that children of all ages are encouraged to play/mix with each other. Staff are friendly.'

'My daughter looks forward to her time at MAC's. She takes part in a good range of activities and is happy making new friends.'

'Staff are very friendly and helpful. Great to have both male and female carers. My daughter loves the cooking class.'

'I feel this service delivers a fun, relaxing, happy and safe environment. At the end of a school day my son just wants to relax and have fun and these needs are being met by caring, friendly staff.'

Self assessment

We did not request a self-assessment prior to this inspection.

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

On arrival at the service we were informed of proposed changes to the management structure within MACS services. During this period of change, the registered manager had supported the newly appointed manager through a planned induction programme to ensure continuity of care for children, families and staff.

We noted that significant staff changes had occurred within the service since the last inspection. However, the newly appointed manager had worked in MACS services for a number of years and demonstrated a very good knowledge of MACS' aims, objectives, policies and procedures.

At present a qualified manager and one qualified practitioner were based in MACS St Josephs. Eight support staff were currently employed on a full time and part time basis, of which five support workers were in training or had achieved SVQ Level 2 play-work. The manager was aware that three support workers employed in 2019 had yet to start their planned training.

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.

Parents/carers were welcomed individually at collection times which provided opportunities for them to chat to staff and share and receive information about their child's day. Personal plans were in place for each child, and although in the early stages, staff had started to engage parents/carers in updating relevant information. This process should continue to enable staff to further assess and tailor the planned care and support to meet the health, wellbeing and safety needs of each child.

Children who required additional input were supported by key staff who knew and responded to their health, wellbeing and personal care needs in a caring and sensitive manner. Staff respected the privacy and dignity of all children whilst toileting and when attending to specific health, dietary and medical needs. Administration of medication systems were clearly documented in line with current best practice guidance.

Staff demonstrated that they knew the needs and interests of children well. Staff were very attentive, they listened to children's voices and provided time and opportunities for children to express their needs, feelings and emotions. Children's choices were respected. We noted that on arrival children could choose to have a breakfast or snack, play outdoors, join in a range of activities or take time to relax and chat with their friends. This supported the inclusive, nurturing environment observed.

Children confidently explained that staff had sought their views on activities and resources. They told us how they enjoyed weekly baking activities and had opportunities to attend planned out of school activities, held in the gym hall, outdoor areas and ICT room. These had included football, gymnastics, street dance and coding apps. In addition children clearly enjoyed having daily access to the outdoor play areas, MUGGER and school garden, prior to and after school. We have made further comments in the areas for improvement below.

Staff had opportunities to gain SVQ qualifications to meet the needs of children, staffs' continuous professional development and the needs of the service. A manager within the organisation was the child protection coordinator. Relevant policies and procedures were in place and child protection training was identified as part of the induction process. Staff spoken with demonstrated a sound knowledge of child protection procedures and were clear of their roles and responsibilities to safeguard and protect children from harm.

What the service could do better

We tracked the flow of the day and noted that older children could choose to play outdoors or indoors prior to and after school. We noted a number of areas for improvement and shared our findings with the manager and provider with regards to the breakfast club session to which the provider took immediate action. To support improvement, the provider agreed to further engage managers in risk assessing and reducing environmental factors that may potentially impact on children's safety.

We looked at the storage of medication for children who required long term medication to be stored on the premises. To support improvement 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

Recommendation 1

As a matter of best practice the provider should ensure that each child's personal plan is updated regularly. A minimum of six monthly or more often as required.

This recommendation was made on 13 January 2017.

Action taken on previous recommendation
This recommendation is met.

As highlighted in the body of this report, 'Personal plans were in place for each child, and although in the early stages, staff had started to engage parents/carers in updating relevant information. This process should continue to enable staff to further assess and tailor the planned care and support to meet the health, wellbeing and safety needs of each child'.

Inspection and grading history

Date	Type	Gradings	
17 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
20 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
22 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
19 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 2 - Weak 5 - Very good

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