Ferguslie After School Care
Day Care of Children

c/o St. Fergus Primary School
1 Bankfoot Road
Paisley
PA3 1LA

Telephone: 07483 361 156

Type of inspection:
Unannounced

Completed on:
1 June 2022

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Service no:
CS2004066824

About the service

Ferguslie After School Care is registered to operate from St Fergus Primary School. It is currently registered to provide a daycare service for a maximum of 25 primary school-aged children. It operates from 3 pm until 5.45 pm, Monday to Friday. They also offer a service during school holidays from 8 am-5.45 pm, Monday to Friday. During in-service days and school holidays, the service will operate from Beechwood Community Centre, Shortroods, Paisley.

We carried out an unannounced inspection of Ferguslie After School Care on 26 May 2022. We further reviewed evidence between 27 May and 1 June 2022 by email and using 'Teams' technology. We gave feedback on 1 June 2022. An inspector from the Care Inspectorate carried out the inspection.

To prepare for the inspection, we reviewed information about the service. It included previous inspection findings, registration and complaints information, and intelligence gathered through the inspection year.

To inform our evaluations we:
- spoke with children
- spoke with management
- reviewed documentation
- observed staff practice
- viewed the environment
- consulted with parents and carers.

As part of this inspection, we considered 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.

What people told us

Children were happy and settled within the service. They told us they had fun and about the things they liked to do, including Lego, making things and playing outside. Children had positive relationships with the staff and told us they had many friends from both schools.

We consulted with parents and carers through an electronic survey. Five parents responded. Parent comments included, "they know how to meet my child's needs well." In addition, "their approach to behaviour management and conflict resolution is very professional as a result of their training," and "staff are amazing, and my child always feels safe, included, and they often say they want to go to aftercare. Forever."

Self assessment

We did not ask the service to complete a self assessment before the inspection. Instead, we looked at the service improvement plan and quality assurance paperwork. These documents demonstrated the service priorities for development and how they monitored the quality of the provision provided for children and families.

From this inspection we graded this service as:

Quality of care and support	4 - 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

We made an evaluation of good for this quality theme as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Children experienced warmth, caring and nurturing approaches from staff. Positive interactions with staff supported the overall wellbeing of children. Children told us that the ladies were nice. One child commented that, "they're always very nice and ask about my day, even when they're busy."

Children were fully involved in planning and preparing snacks, supporting their independence and responsibilities. Staff helped children to learn about healthy lifestyles underpinned by appropriate guidance. Children ate a snack together in an unhurried and relaxed atmosphere, ensuring a caring and positive social experience.

Personal care plans comply with national guidance and legislation. The plans include the SHANARRI wellbeing indicators to support the holistic development of children. For some children, this included individual risk assessments. Staff valued children and parents' contributions. Parents felt that they were involved in their child's care. One parent commented that "staff provide insight through wellbeing indicators." However, although staff reviewed plans in line with legislation every six months, important changes in a child's life were not updated for most children for some time. Staff spoke about ways to include children and their families more to ensure information shared promoted children's consistency and care. We will look at the development of care plans on our next inspection visit.

When children require medication, the staff delivers this safely. Staff support children's understanding of their need to take medication, ensuring increased confidence and independence in managing their condition. One parent commented, "their child has medication self-administered with staff support and guidance."

Staff had a good understanding of their roles and responsibilities to keep children safe and protected. Staff knew the children and families well to build meaningful relationships. Parents told us that staff know their children very well. One parent said, "staff each provide a very professional approach." A designated person in the service was responsible for child protection and safeguarding.

Children had good opportunities to have fun and be actively involved in leading their play and learning. Planning approaches to play and learning were child-directed, included children's voices, and were responsive to their interests and experiences. As a result, children were happy, confident, and having fun.

We were satisfied that the service had appropriate practices to support a safe environment. For example, the setting was clean and tidy to minimise the risk of the spread of infection, and appropriate risk assessments were in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We made an evaluation of good for this quality theme as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Staff provided a welcoming, safe and secure ethos; this included a sign-in/out book for visitors and a register for children. Parents felt that the setting was clean and safe. One parent commented, "the site is locked and has safety measures where you need to buzz to get in for secure entry." The setting was well maintained. Staff identified risks both indoors and outdoors to keep children safe.

The setting offered a good range of stimulating play resources to support children's play, learning and development. In addition, parents felt that the setting has enough toys and resources. Parents' comments included that "their child was always actively engaged and never bored." In addition, "their child has a lot to choose between while there." "there was always a lot to do and play with and lots of arts and crafts." Activities were a balance of child-led and adult initiated, with staff adapting activities to suit children's interests.

Children played outdoors in the well-equipped playground. The apparatus supported children's active play and risk benefits. Staff used these fun opportunities to help children learn about healthy lifestyles and keep safe.

Records of accidents and incidents were recorded and shared with the child's parent. An audit of these will further support staff to identify common or reoccurring concerns, including actions to the learning environment, resources and individual children, to identify any common patterns and the appropriate action needed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We made an evaluation of good for this quality theme as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Staff kindness and compassion made children feel valued, loved, and secure. In addition, the effective teamwork promoted a warm atmosphere where staff were courteous and respectful, allowing them to support, speak and listen to children.

Communication was good between staff, supporting the needs of the setting, children, families, and each other.

Staff welcomed inspectors during the inspection process and took time to answer any queries. Staff told us that they felt supported and appreciated in their work by the management team. Staff felt listened to by management, who were always available. During the pandemic, the management team used wellbeing meetings and telephone phone calls to support and provide feedback tailored to individual staff needs.

Regular staff meetings supported staff contributions and an opportunity for staff to reflect on their childcare practice. In addition, one-one sessions planned will help the staff team and manager build on staff strengths and areas for improvement and identify training as a result.

Continuous Professional Development (CPD) records showed that staff had undertaken core training in child protection, infection, prevention and control and first aid. As a result, this supported children's health, welfare and safety. In addition, to attending in-house training on 'planning for improvement', which focused on the setting and local authority values.

The staff team were committed to developing their knowledge, understanding, and skills to meet children's needs.

Shared leadership opportunities were encouraged and promoted, further supporting staff responsibilities, learning and improving quality experiences and outcomes for children's health and wellbeing. However, as the champion roles were new, the service could not measure the quality of impact this was having on outcomes for children. We will look at this area on our next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We made an evaluation of good for this quality theme as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The service has a peripatetic manager in post. The manager has developed an improvement plan which records the main priorities and actions the setting would take. Improvements were ongoing and included better communication with families, involvement of children and improving children's health and wellbeing. Staff told us they felt consulted in developing the service, and one staff member commented that they saw significant improvements in how much the children were now involved and improvements to the snack routine.

Before we wrote the report, all childcare staff had registered as practitioners with the regulatory body, the Scottish Social Service Council (SSSC). In addition, some staff were working towards a relevant childcare qualification as part of their (SSSC) registration requirements.

The manager and childcare staff have started using the Quality Framework for daycare of children, childminding and school-aged children. To identify how they were doing, how they knew, and where they would further support improvements to the setting, childcare practice, and children's play and learning experiences.

All staff reviewed and updated policies and risk assessments, consistently embedding these in practice supporting children's health, welfare, and safety.

The manager told us about their plan to involve children and families in the setting's vision, values and aims to positively inform practice, supporting staff to know what is important for the setting to meet the needs of the children and families.

Monitoring and auditing across the service were informal.

However, the manager spoke about the importance of this and how they planned to have a quality assurance calendar to ensure best practices influence positive change in outcomes for children and families. We will look at this area on our next inspection.

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

By 30 July 2019, the provider must review children's access to nearby toilet facilities in order to promote their dignity, privacy and respect.

This is in order to ensure that, as a child, my care and support is consistent with the Health and Social Care Standards which state that, "I can easily access a toilet from the rooms I use and can use this when I need to" and in order to comply with Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 29 May 2019.

Action taken on previous requirement

The service has designated toilets for children to use next to the playroom, supporting children's independence and dignity.

Met - within timescales

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

Previous recommendations

Recommendation 1

The provider should follow guidance for notifications of incidents and events that should be notified to regulatory bodies within the required timescales.

This is in order to ensure that management and leadership is consistent with the Health and Social Care Standards (HSCS) which states that:
'I use a service that is well led and well managed' (HSCS 4.23).

This recommendation was made on 29 May 2019.

Action taken on previous recommendation
The education officer at Renfrewshire Council and the peripatetic service manager submit SCSWIS notifications to support the safe operation of the service.

This recommendation has been met.

Recommendation 2

The service should review children's personal plans to ensure that they reflect children's changing needs. Plans should be reviewed every six months or sooner if required. Risk assessments should be devised when required to support individual children's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states 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' (HSCS 1.15).

This recommendation was made on 29 May 2019.

Action taken on previous recommendation
The service has reviewed children's care plans in line with legislation. For some children, this included individual risk assessments. However, although staff reviewed plans in line with legislation every six months, important changes in a child's life were not updated for most children for some time. Staff spoke about ways to include children and their families more to ensure information shared promoted children's consistency and care. We will look at the development of care plans on our next inspection visit.

This recommendation has been 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	
29 May 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed 3 - Adequate
21 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
13 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
14 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate
3 Jun 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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