MACS Mearns
Day Care of Children

Mearns Primary School
Hunter Drive
Newton Mearns
Glasgow
G77 6DP

Telephone: 0141 887 0002

Type of inspection:
Unannounced

Completed on:
19 February 2020

Service provided by:
Mearns After School Care Service Limited

Service provider number:
SP2003000772

Service no:
CS2004085918

HAPPY TO TRANSLATE

About the service

MACS Mearns is provided by Mearns After School Care Services Limited.

The service is registered to:

'Provide a day care of children service to a maximum of 112 children aged under 13 years who are attending primary school and will be accommodated within Mearns Primary School - breakfast club 7.45am to 9am and afterschool care 3pm to 6pm.

We wrote this report following an unannounced inspection that was carried out by one early years inspector. The inspection took place over two days on Tuesday 18 February 2020 and Wednesday 19 February 2020. We gave feedback to the newly appointed manager and depute manager on Wednesday 19 February 2020.

The service is situated in the Newton Mearns area of East Renfrewshire. The service operates from leased premises and is within walking distance to local parks, schools and amenities.

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 14 children who confidently told us about their experiences and friendships they had made. Children comments included:

"I like drawing, but not every day. There is usually a craft table with activities, like making dream catchers, hammer beads, sewing and knitting."

"We go to the woods they are safe because staff used red shiny paper to mark the boundaries, and we have to find them."

"I enjoy the cook school. I wrote a script for a play called 'Mama MACS'. It has the songs from Mama Mia in it. The story is about a girl making friends at MACS. We held auditions and have given everyone singing, dancing and main character parts. We are going to perform the show to our parents on the school stage at the end of April. We have completed the first three scenes."

"I like to draw rainbows, tornadoes and I'm cutting out blue paper to make a Tsunami."

We issued 58 questionnaires to parents/carers. One parent commented that, "The staff are friendly, motivated and provide a good experience for the children as well as being professional towards children and parents."

We spoke to five parents who praised the high level of communication, range of activities provided and immediate action taken when concerns are raised. Parents' comments included:

"I was concerned in the first weeks as my child was upset watching a PG video. I raised my concerns and was impressed that the provider took immediate action. Policies were updated to ensure that children in primary 1 only watch U films."

"We have attended family fun nights and are kept up to date with events through newsletters, email and text."

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	4 - Good
Quality of management and leadership	not assessed

What the service does well

Significant staff changes had occurred within the service since the last inspection. Twenty staff were currently employed within the service with varying work patterns and times of attendance over the course of the week. 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 newly appointed manager and depute manager had worked for MACS services for a number of years. They were committed and motivated to taking forward a whole team approach, to support improvement. As a starting point staff had focused on building relationships with children and families.

We noted that children benefited from having a consistent staff team on duty each morning and afternoon. This approach supported the continuity of care and support provided. Children knew all the staff by name, had developed positive relationships with the more established staff and were getting to know the newer staff. As a result, children benefitted from warm, caring engagement.

Parents/carers were welcomed individually at collection times. This enabled staff to chat to parents about their child's day and provided opportunities to receive and share relevant information. Parents spoken with praised the high level of communication they received and welcomed opportunities to attend family events held within the service.

Personal plans were in place for each child. Staff demonstrated that they knew the needs and interests of children well. Staffing levels were meeting the individual 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 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.

We observed that staff engaged children in making independent decisions about their play, friendships and activities they planned. Staff listened to children voices and effectively extended opportunities for children to maximise their potential. We saw a very good example of children leading and directing their own play during a rehearsal for the 'Mama MACS' show which was written, narrated and choreographed by children. This supported the inclusive, responsive ethos observed.

Child protection training was undertaken as part of the induction process. Staff spoken with were confident in their roles and responsibilities to safeguard and protect children from harm. They confidently explained reporting and recording systems and were aware of the child protection co-ordinators role and local area child protection committee guidance.

What the service could do better

We looked at the service's administration and storage of medication procedures, which had recently been reviewed. Following discussion, the manager agreed to further assess staffs' knowledge and understanding of the new system in line with current best practice guidance, 'The management of medication in day care and childminding services'. This will ensure the health and wellbeing needs of children are consistently met when medication is stored or administered during their placement.

We noted that a number of staff had planned to undertake qualifications to meet their Scottish Social Services Council (SSSC) registration in May 2020. Following discussion, the manager agreed to continue to monitor and assess staffs' knowledge and understanding of the provider's policy and procedures, through one to one support and appraisal. This approach will further engage staff in reflecting on their practice and identify future training requirements and areas to support improvement.

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	
16 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
31 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 6 - Excellent
7 May 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good Not assessed
27 Apr 2011	Unannounced	Care and support Environment Staffing	5 - Very good 5 - Very good Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
30 Aug 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 1 - Unsatisfactory Not assessed Not assessed
12 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 1 - Unsatisfactory 2 - Weak 5 - Very good

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