Glasgow Gaelic Out of School Care
Day Care of Children

147 Berkeley Street
Glasgow
G3 7HP

Telephone: 01416 440 111

Type of inspection:
Unannounced

Completed on:
22 October 2021

Service provided by:
Primary Playcare Limited

Service provider number:
SP2004004956

Service no:
CS2006123591

About the service

Glasgow Gaelic Out of School Care is provided by Primary Playcare Ltd. The service operates from accommodation within the Gaelic School which is situated close to Glasgow city centre. The service is registered to care for a maximum of 50 children of Primary School age and children attending S1. The service can operate during the following times:

- Term Time 15:00-18:00
- Term Time from August to September 12:00-18:00 to accommodate children attending P1

The service aims and objectives included the following statement: "We aim to offer Out of School care to children of school age up to 12 years with a range of activities that are both fun and challenging. We aim to promote dignity, privacy, choice, safety, potential and diversity of all users and staff of the club."

We started the inspection on site and carried the remainder out virtually. The inspection was carried out by the Care Inspectorate early years inspector.
During this inspection we spoke to the manager, external manager, staff, provider and children.

As part of this inspection, we took into consideration 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 Care and Support.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

What people told us

We emailed parents with a few questions to seek their views. Some of their comments included.:

"I've had three children attend over the past 8 years and I've always been happy with the activities provided and the professionalism of the staff. No issues."

1. Are you happy that your child is safe at the moment due to the Covid Pandemic ?

"Yes I am very happy with the service! My child has (as always) been making the most of the outdoor space and the club had put into place some great practices with regards to parent/carer pick up and keeping the children as safe from covid as they possibly can. Staff wear their face coverings every time I go to collect my child and they make sure parents adhere to the pick up rules."

2. What does your child/children like about going to the after-school care?

"My child p2 has been going to the after school care since day 1 of p1 and it's his "favourite part of school!"

"My child loves the wide range of activities that the club has to offer. The staff are fun, kind and engaging! There's always something for him to do that suits his interest and he's forever bringing home a work of art or a bit of baking!"

3. Are you able to ask questions, are the staff approachable?

"The staff are very approachable. There has recently been some new staff at the club and even they have already taken the time to get to know me and know who my child belongs to. The manager is always on hand to answer any queries and there have been times when I have sent a text last minute and got a speedy reply. Overall happy."

4. Are there enough/appropriate resources for your child/children?

"My child comes home with lots of positive stories about all the fun they get up to! I like how the children have themes (I think last time was a Harry Potter theme) and they do lots of activities around that. As well as the usual games, outdoors, baking, arts and crafts etc."

5. Is there anything you want to comment on?

"I am so happy with the care that my son has been given since day one at the after school care! The staff go over and above and always seem happy and professional."

We spoke to a group of children. They told us:

"My favourite snack is pancakes and waffles with honey or butter."

"Our theme this week is foods from around the world. We are playing a game of making up a healthy plate of food for breakfast and dinner."

"We suggest topics and themes, recently chose "Harry Potter" theme. We made wands and a scavenger hunt."

"I like to come to the club as you get to play with your friends."

"I like to "chill out" watching a movie."

A group of children showed the inspector the garden area, they told us that they started a garden club last year, they planted lots of flowers in the large planters. They told us they loved the garden especially at Christmas time as they put decorations on the large trees and shrubbery.

Self assessment

We did not request a self assessment at this time.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The service provided an ethos of integration and inclusiveness. All children were valued and respected. The service empowered children to be responsible and independent and to make good choices. We saw children were busy, engaged and self-directing their own play. There were positive interactions between adults and children. We saw staff were personally responsive to implement additional support strategies to support a child who faced challenges. We also saw a staff member planning in the moment, reacting to personal responsiveness of a child's personal interest.

Children enjoyed a sociable, calm, healthy and unhurried snack experience. Children chatted and laughed together. The children chose the theme "foods around the world." Some children enjoyed playing the "healthy food plate" game. A child had developed a food quiz for the children to participate in at tomorrow's session. Children took turns to play the controls for the "car track" game. This was facilitated by a member of staff, who was very patient and supportive towards the children. We could see this experience was positive and enabled the children to participate in problem solving and effective team building.
Children negotiated balance, space and took risks in the outdoor garden area.

Children's personal care plans were robust and contained all the legislative content. They linked very well to the Getting it right for every child (GIRFEC) framework. The associated wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included) were identified. These were child-centred.

We were satisfied that children were cared for in a safe environment, for example parents collect their child at the front door and staff and children followed strict hand washing routines. This would help to limit the spread of infection Covid 19.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The indoor environment was clean, bright and welcoming. We saw play space was well defined areas to encourage children to play independently or in a group. There was a quiet area where children could relax and watch a movie. Children were able to move freely within the designated area. They could explore and choose their own equipment to play with. Resources were age and stage appropriate.

The toilets were clean and accessible to the children. There was direct access to the playground areas.

Children could explore in the natural environment. They could enjoy physical play in the pitches and the static school play equipment. The janitor and the local authority were responsible for repairs and maintenance of the building.

The manager had carried out a detailed risk assessment Covid 19 of the environment. This identifies triggers to lessen the risk of the spread of infection.

We agreed it would be beneficial for the school to allow the service the use of the kitchen facilities especially the use of a fridge and running water. This would enable the staff to store food safely and wash the snack utensils and crockery.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff demonstrated that the children were being supported to maximise their own potential. The staff team demonstrated a sound understanding of meeting the needs of individual children. Staff showed genuine kindness towards the children. They enabled and empowered children to make choices, decisions and discuss developments, activities and equipment.

Staff told us they meet regularly with the manager for discussion about planning and further improvements. Some had participated in training for example child protection, First aid and Covid 19 and PPE awareness. The fairly new staff told us they had been given training to complete with e-learning, this included child protection training. (See Recommendation 1).

Staff worked well as a team. They were well trained and highly motivated. They were all registered with the Scottish Social Services Council. The new staff were transferring or applying for registration. This is the organisation that regulates workers.

Three of the staff team were newly employed they told us their induction was informative and well paced. They told us "I feel it is like working with your family, they were so welcoming and supportive." "This is where I want to be." "I am loving this job."
When people work well together, children experience care and support that is consistent and stable.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that all staff attend suitable child protection training. We suggest the manager review the service's child protection policy to take account of the impact of Covid-19. Scottish Government published 'Coronavirus (Covid-19): supplementary national child protection guidance' in March 2020. This guidance can be found here: https://www.gov.scot/publications/coronavirus-covid-19-supplementary-national-child-protection-guidance/

This is to ensure care and support is consistent with the Health and Social Care Standards, My support, my life. 3.20 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.'

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager had developed very good monitoring and evaluating audits and evaluations.
Staff told us the manager was approachable and supportive. They felt well informed and regularly met to discuss planning and developments for the service. She is visible in the playrooms and leads by example. She carries out on the floor coaching.

The manager is pursing the qualification recognised formal childcare degree. This is to adhere to her condition of registration set by Scottish Social Services Council.

We found the manager and member of staff were receptive to any advice offered and promptly responded to improvement requests made prior to our inspection visit.

The service had robust safer recruitment procedures to employ new staff.

We discussed that she had the foundation of a robust quality assurance system. She had been in post for a year, she was furloughed during the lockdown of the Covid-19 pandemic, so has developed these systems quickly and effectively.

The service was a member of the Scottish Out of School Care Network (SOSCN) this means they are kept well-informed and up-to-date with best practice guidance. We could see the staff team had a visionary focus and was committed to continuous improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

I experience high quality care and support that is right for me.

1.15 '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.'

This is to comply with the National Health and Social Care Standards.

This recommendation was made on 26 February 2020.

Action taken on previous recommendation
Personal care plans were robust, and for children who may face challenges there was an additional support plan.

Recommendation 2

I experience a high quality environment if the organisation provides the premises.

5.22 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.'

This is to comply with the National Health and Social Care Standards.

This recommendation was made on 26 February 2020.

Action taken on previous recommendation
The premises were well maintained, the garden area had been developed to give children access to a natural environment.

Recommendation 3

I have confidence in the people who support and care for me.

3.14 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.'

This is to comply with the National Health and Social Care Standards.

This recommendation was made on 26 February 2020.

Action taken on previous recommendation
We observed and chatted with a trained, competent and skilled staff team.

Recommendation 4

The service should devise a formal quality assurance improvement plan. We suggested they use this report's recommendations to focus on action points.

4: I have confidence in the organisation providing my care and support.

4.19 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.'

This is to comply with the National Health and Social Care Standards.

This recommendation was made on 26 February 2020.

Action taken on previous recommendation
We witnessed the foundation of an improvement plan. We agreed the manager would further develop this and embed quality assurance systems. This recommendation is met.

Recommendation 5

I experience a high quality environment if the organisation provides the premises.

5.18 My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells.

This is to comply with the National Health and Social Care Standards.

This recommendation was made on 26 February 2020.

Action taken on previous recommendation
The premises were well maintained.

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	
30 Jan 2020	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate
13 Nov 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
21 Nov 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
9 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
1 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak

Date	Type	Gradings	
16 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak
14 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
19 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
7 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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