Ness Out of School Care Service
Day Care of Children

Dunrossness Primary School
Dunrossness
Shetland
ZE2 9JG

Telephone: 01595 745440

Type of inspection:
Unannounced

Completed on:
22 January 2019

Service provided by:
Shetland Islands Council

Service provider number:
SP2003002063

Service no:
CS2006137518

About the service

Ness Out Of School Care Service (OOSC) operates from a former classroom in a separate building next to Dunrossness primary school. This is in Dunrossess, an area on the south of mainland Shetland. During the operating times the service has exclusive use of the playroom with kitchen area, toilets and shared use of the art room. Children can also use the outdoor area which also has the school polytunnel, and shared use of the school games hall, multi-court and outdoor play areas.

The service is registered to provide a care service to a maximum of 20 children from primary school age to 14 years. Children due to start Primary 1 may attend for the summer holiday period prior to starting school in august of that year.

Included within the aims of the service were:

> "Our Aim: to provide a safe, stimulating environment for children outwith school hours between the ages of 5 and 14. 4 year olds are welcome to come during the summer holidays if they are starting Primary 1 in August".

On the day we inspected the service there were three children attending and two members of staff. We gave feedback to the staff at the end of the inspection. We gave feedback to the manager on 22 January 2019 following the inspection because she was unavailable on the day we visited.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

The club is very quiet at present with only two children attending the service initially then another child arrived for a short time before being collected. We asked them if they liked coming to the out of school club and they told us they did. We observed the children and saw they were relaxed with the staff and busy playing with their chosen activities.

We had asked the service to give Care Standards Questionnaires to parents, before the inspection took place. To date we had not received any completed questionnaires.

We spoke with one parent during the inspection who told us they were very happy with the service provided at Ness OOSC. We were told the staff were helpful and the children enjoyed their time there, always having lots of activities to choose from.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their quality assurance processes and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Children attending Ness OOSC were assured of a good quality of care and support by the friendly, caring staff. We saw children arrive, wash their hands and enjoy a healthy snack. Children were happy and comfortable with the staff. Staff were understanding that children had a busy school day and the emphasis was on rest and recreation and free choice. Staff were kind and friendly with the children and we found a welcoming and nurturing atmosphere within the setting.

Children had access to a good selection of activities, toys and games, some of which were laid out in readiness. We heard children ask for other activities which staff quickly provided. We saw planning was done after consulting the children and staff told us plans were often changed when children wanted to do something else. Children were encouraged to make suggestions and ideas were listened to.

Staff knew the children well and were able to describe their needs confidently. Children's records included registration information gathered from parents. Each child had a care plan, however, this was not up-to-date and needed more information added. Plans were being reviewed regularly

Staff had time to discuss the service daily and were in regular touch with the manager, whom they told us was very supportive. We heard them talking during the afternoon about the next day's session, who would be in and what they liked to do. Children's wellbeing was supported through promoting topics about health and sharing information about keeping themselves healthy. Children could play outdoors in the garden area or they all went to play in other areas locally. We saw staff supervised them well reminding then to share, take turns and be considerate with their peers.

Staff were aware of the need to safeguard children. The child protection policy provided clear guidance for staff. Staff were knowledgeable and had a clear understanding of their roles and responsibilities to protect children. Appropriate systems were in place for recording and reporting any concerns. Staff attended child protection awareness training on a rolling-programme as part of their core training.

Staff worked well together in the small team. Staff were competent in their role and encouraged to develop their skills and knowledge further by the manager. We noted they had been looking at training recently and had attended a range of training opportunities aimed at ensuring their professional development supported them in their caring role. Recent training included food hygiene and child protection awareness.

We noted communication was regular and the parents told us staff were very good at keeping them informed of how their children's day had been. Staff told us parents liked the closed Facebook page they used and this was a good way of keeping them informed and involved.

What the service could do better

There were several areas we agreed that the manager and staff could work on. This included care plans. We need to see more information included on children's care plans specifically how staff will meet individual needs. This should include allergies, food intolerance, medical conditions and general care needs.

We reminded staff that care plans were to be reviewed every six months or sooner should the needs of the child change. We asked them to look at how they planned to develop and improve the service and discussed having a development plan specifically for the out of school service. Records in general need to be reviewed to make sure these are up-to-date.

We agreed that staff should continue with plans to attend training, for example one member of staff planned to attend a refresher in first aid. Staff would also benefit from attending training on 'Getting it right for Every Child' (GIRFEC) when this was available locally.

We discussed how they evaluated the service. They evaluated how the day had gone and how the children had enjoyed the activities. Evaluation was an area they were looking at and we discussed how they might seek the views of parents and carers and include them with the evaluation of the service.

We noted there were two cubicles in one toilet used by the boys. The other former staff toilet was used by the girls. We noted staff shared this toilet and we asked them not to do so. Staff should have separate toilets. Staff told us there were other toilets situated in the school premises next door.

We discussed the issues the service had recruiting staff which had impacted on the opening times of the OOSC. However, staff were keen to continue to promote the service and hoped that it would now go from strength to strength.

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.

Inspection and grading history

Date	Type	Gradings	
24 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
31 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 5 - Very good
16 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
21 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
2 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate

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