

Connect 2 Out of School Care (Carntyne) Day Care of Children

Carntyne Primary School
39 Redford Street
Carntyne
Glasgow
G33 2HE

Telephone: 01415 518 425

Type of inspection:
Unannounced

Completed on:
10 June 2022

Service provided by:
Connect 2 Out of School Care Services

Service provider number:
SP2005007642

Service no:
CS2007146053

About the service

Connect 2 Out of School Care (Carntyne) is registered to provide a care service to a maximum of 24 school age children at any one time. During operating times the service has exclusive use of the dining hall/gym hall, library, classroom 5, break out area, playground and toilets within Carntyne Primary School. The service is close to transport routes and other amenities.

This was an unannounced inspection, which took place between 31 May 2022 and 7 June 2022. One inspector carried out the inspection. To prepare for the inspection we reviewed information about the service. This included, registration information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with children using the service and three parents or carers
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

What people told us

For this inspection, we received views from three parents and carers of children who attend the out of school care. Six families told us that they were very happy with the quality of care their children received. They highlighted the professional approach of staff, open communication, quality of personalised care, and range of activities and outings offered as key strengths of the service. These views were consistent with our findings.

During our inspection visit, we spoke with seven children and watched the children as they enjoyed taking part in a range of self chosen activities. The children told us they liked coming to the service. They had fun playing with their friends and they enjoyed taking part in various activities. Children's comments included:

"It's quite fun with all the toys and the colouring. My favourite things are going outside and playing football but I also like colouring in and drawing. We went to Wagamama once too. We also do gymnastics. I would like more stuff for colouring such as more colouring in books. The food is nice but I just don't like macaroni. We get things like pizza, wraps, bagels and noodles for snack".

"I think the staff are good, nice and helpful. If you are stuck on something or hurt they always come over. If you fall they always take care of you. We can ask to bring out toys. If I want to bring out cars then I can do that and you can choose what you want to play with in the hall. My favourite game here is 'Splat'. This is where we all stand in a big circle and then someone calls out your name you have to duck down. We can play this indoors and outdoors. I would like more toys and activities to be put out."

"I enjoy coming here. I like playing at accidents with the trains on the train track. Outside I like playing on the scooters, skateboards and buggies. I've got lots of friends here. I like the staff because they help. I usually just eat the pancakes for snack. There is a healthy fruit option but I don't choose that one much."

"I like drawing and the trains. When I go outside I like to play a game that I made when I get to play as a cat. I've got friends here too."

"My favourite thing to do is to play with the trains but I really love just playing. I like going outside and playing on bikes and buggies."

"I like going out riding on stuff and playing outside. I like the skateboards, buggies, scooters and roller-skates. I like it in the summer when we go to parks."

"We get noodles, wraps, cereals and pizza for snack. You can get bagels and beans on toast too. I love the staff here. They are very kind. I like how they are always helpful and there for you when you need it. We get to choose what games we want to play and it's really fun. We have folders that we put our pictures in like if we do a drawing. There are also some pictures of the things we play at. I think the after care staff put the pictures of my achievements in the folder."

Self assessment

We did not ask the service to submit a self-assessment in advance of this inspection. Issues relating to quality assurance, acting on feedback from people using the service, and the quality of the service's improvement plan were considered as part of 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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

During the inspection we evaluated two quality themes, care and support and management and leadership. We found major strengths in supporting positive outcomes for children, with very few areas for improvement. Both care and support and management and leadership have been evaluated as very good.

The service was very good at supporting children's leadership of play to support positive outcomes. Staff supported children in making choices about their own play and activities by for example: den building at Alexandra Park with tarpaulin, ropes and pegs; scheduling visits to a local police station, fire station and restaurant; encouraging children to create their own rules for games; acting on their suggestions for activities and outings within holiday programme. Children were scheduled opportunities to recognise their successes for example, when reflecting on SHANARRI based personal plans that encouraged conversations with staff about their achievements through play. These approaches raised children's self-esteem and confidence.

Through discussion we could see that staff recognised that children's rights were central to every aspect of their care, play and learning. Within the service children had worked together to create a colourful wall display of the principles of the United Nations Convention on the Rights of the Child, (UNCRC). This highlighted children's right to grow up loved, safe, respected, and able to realise their full potential. This provided children with opportunities to reflect on their values, responsibilities, and the staff team to consider their commitments to supporting children's wellbeing through play. These approaches encouraged children to make positive choices and accept responsibility for their actions.

Staff demonstrated a very good understanding of the policies and procedures in place to ensure care and welfare of children including children protection. All staff received regular professional learning in safeguarding and understood the indicators that may suggest a child is at risk of suffering harm. The manager had undertaken enhanced child protection training to support their role as child protection co-ordinator. This ensured appropriate persons were in place to take lead responsibility for any safeguarding issue.

The staff made very good use of professional development opportunities to support the continuous improvement of the service. Staff were encouraged to take responsibility for their own learning and routinely engaged in learning activities that built on and sustained their practice. The management team had encouraged staff to engage with a wide range of professional learning including: paediatric first aid; ACES and resilience; elementary food hygiene; outdoor play; autism awareness; supporting children through bereavement; fire warden training; asthma awareness; responding to anaphylactic shock. This helped staff to build on their own strengths as professionals and identify future improvement priorities for the service. It supported children's progress by positively impacting on the quality of care and planned play experiences.

The management team demonstrated a clear vision for continuous improvement and were committed to including staff, children and parents in that journey. The service had been awarded a gold star award for demonstrating high levels of quality across their practice through the Scottish Out of School Care Network's "Achieving Quality Scotland" scheme. The staff team were very good at taking account of views of parents and carers to support the continuous evaluation of the service. The manager told us how she dedicated time to analysing parents' contributions to consultations and extracting the key messages, themes or ideas put forward. This approach supported everyone involved with the centre to begin to develop a shared understanding of its strengths and improvement needs.

What the service could do better

We discussed with staff approaches that may make a gathering of personal planning information more collaborative and provide children with a greater sense of ownership of their next steps for play and development. Staff agreed that this would provide time and space for children to regularly review, evaluate and adapt their plans. It can enhance the existing approach to personal plans by ensuring they become a meaningful forward-looking planning tool that supports children's ownership of developmentally challenging play opportunities. Staff told us of their interests in particular play work areas such as outdoor play and arts and crafts. This energy enthusiasm should be used as a platform for developing leadership roles within the team and offering children opportunities to engage in specific play projects.

We examined the medication administration system and identified a number of discrepancies that did not comply with the good practice guidance the Care Inspectorate and the NHS have issued in relation to the management of medication in day care settings. The service have been advised to ensure that medication is stored appropriately and available for all children with appropriate consent from parents that set out safe administration instructions (See Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should make proper provision for the health and welfare of children. In order to achieve this, the provider should ensure medication systems reflect current guidance and best practice to support and maintain children's health, welfare and safety.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11) and "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

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
19 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
8 Apr 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Apr 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
1 Jun 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
1 Feb 2010	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.