Muirhead Care Club
Day Care of Children

Muirhead Activity Centre
Central Avenue
Troon
KA10 7AZ

Telephone: 07970871749

Type of inspection:
Unannounced

Completed on:
29 May 2019

Service provided by:
South Ayrshire Council

Service provider number:
SP2003003269

Service no:
CS2007160941

About the service

We wrote this report following an unannounced inspection which started on 20 May 2019 at 3pm and finished on 29 May 2019 when we provided verbal feedback to the manager. The service is provided by South Ayrshire Council.

The conditions of registration which Muirhead Care Club must adhere to are:to provide out of school care to a maximum of 27 children and young people aged 3 to 14 years. Young people aged up to 16 years may be included where the service can demonstrate that their individual needs can be met.

The care service may operate Monday to Friday, during School Terms, between 14.45 and 18.00. If necessary, the service may operate between 08:00 and 18.00 if all other conditions of registration have been met.

The ratio of 1 adult to 9 children will be met during term time. The ratio of 1 adult to 8 children will be met during the full day holiday service.

Care staff will not be responsible for reception duties including supervision of the entry system when they are included in the adult:child ratios.

At all times a suitably qualified and experienced person must be in charge on site in the absence of the manager.

What people told us

Before the inspection, we sent eight questionnaires to the service to distribute to parents on our behalf. Six were returned to us and we used the findings during our inspection.

Comments from parents included:

"Always helpful and supportive staff and both my children enjoy going and have a range of activities to choose from"

"Both of my kids are extremely happy at the after-school club at Muirhead. They take part in lots of various activities and play with other kids of different ages which is great for their development. The staff are fantastic!"

"Fantastic little care club, Laura and team always very pleasant and helpful. Would recommend to others"

"Muirhead provides a wealth of activities. Afterschool staff have a great relationship with my child."

We spoke with 11 children using the service to find out what they thought about the care club. Most told us they liked coming to the service and that they were happy to be there.

Comments included:

"I like to play football with my friends and we can play other games too"

"We can pick anything to do when we're here and we can go out to play when it's not wet."

Self assessment

Services of this type were not asked to submit a self assessment. We used their improvement plan and discussed evaluations to find out how their priorities were being met.

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

Staff were friendly, caring and hard working. They knew children well and responded to children in a positive way. We saw that children were comfortable with staff and they told us that "we can ask them if we need anything or are worried about anything."

Positive and nurturing relationships were evident throughout the care club. An electronic format was used to record children's information and personal plans. These documents were regularly updated, taking account of changes and input from parents.

We observed families being welcomed when collecting children from the service and included in discussions about their child's time at the club. This meant that staff saw the importance of working in partnership with parents and carers.

Children voices were sought through planning and discussions with staff. Children told us that they were always asked about what they want to do. Staff used a variety of methods to involve children in planning for their interests, such weekly 'mind mapping'.

We saw how children's contributions, such as art work, and the club 'rules', were displayed and celebrated showing that their work was valued. A Wall of Fame helped to celebrate successes of children outside of the club.'Its cool to follow the rules' had been set up by children, showing them to responsible and respectful of each other. Children responded well to staff when discussing expected behaviours. Good practice was in place because staff used a 'need to know' book to collate information about each child. This meant that any relief staff had an overview of each child's interests.

Children were interested in the range of activities provided by staff, through careful work by staff to engage them in new play experiences. Staff had followed children's interests in the outdoors and enabled a full session in the nearby playpark during our first visit. This showed they were flexible and listened to children's wishes. Children were having fun and were making friends during play. Children told us they "loved going to play football" and that they "could play with their friends from school"

We discussed child protection with key members of staff and found that they had a good understanding of their roles in protecting children from harm and abuse. Annual refresher training was part of their training plan.

The staff team worked well together. A range of internal and external training was offered to most staff and taken up to ensure their skills and knowledge remained fresh and current. This meant that outcomes for children were being positively influenced by the skilled staff team who knew them well. Parents, through our questionnaires, told us that they had confidence in staff and their ability to deliver good quality experiences for their children.

The service operated from a community space near to the feeder primary schools. Children were familiar with the building meaning they felt at home there. There was a secure entry system, well managed by hall staff meaning children were safe within the premises. Staff had good arrangements to check the areas used before children's use, meaning they reduced the risks of injury to an acceptable level. The toilets were easily accessible for children and staff monitored their use by children during sessions.

What the service could do better

We asked that the service continues to develop the way individual personal plans are completed. We spoke with the manager about ensuring the data in the electronic records are safely backed up to reduce the risk of losing important information.

Plans were in place to update information for parents using the service. We suggested that they involve parents in this to ensure it meets their needs.

We asked that the written information for staff is improved. This should include a flow chart for managing any child protection concerns, showing the delegation of responsibility within the group.

One child we spoke with was keen to bake and didn't know how to voice this in the service. Staff to consider additional ways to communicate with children about their ideas.

A range of equipment was available for children to chose to play with. We saw that there were opportunities to improve children's access to loose- parts play and introduce more open-ended, creative and challenging experiences. Staff should use the 'loose parts play-a toolkit', 'my world outdoors' and 'out to play' to form an improved approach to providing a rich and creative curriculum for children of all ages. These have the potential to increase problem solving and resilience.

Staff should consider improving the access to stored resources. They could photograph the stock in the ipad and use by children during planning.

We asked that staff consider the way snacks are provided for children. As the service does not provide snacks, staff should to be vigilant with any foods that children have brought into the club to ensure it has been suitably stored.

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	
21 Apr 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
10 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
24 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
11 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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