MACS - Scotstoun
Day Care of Children

Scotstoun Primary School
21 Duncan Avenue
Scotstoun
Glasgow
G14 9HB

Telephone: 07725249466

Type of inspection:
Unannounced

Completed on:
15 March 2022

Service provided by:
Mearns After School Care Service Limited

Service provider number:
SP2003000772

Service no:
CS2010270210

HAPPY TO TRANSLATE

About the service

Mearns Afterschool Care (MACS) is registered to provide a care service for a maximum of 56 school age children; on a Monday and Friday; accommodated within Scotstoun Primary School. On a Tuesday Wednesday and Thursday, a maximum of 72 children may be cared for when also using Scotstoun Parish Church Hall, of whom a maximum of 40 children may be cared for there.

Care is provided from Scotstoun Primary School and Scotstoun Parish Church. The service is near to transport links, local schools, and shops.

This was an unannounced inspection, which took place between 8 March and 15 March 2022. Two inspectors carried out the inspection. To prepare for the inspection, we reviewed information about the service. This included, previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered through the inspection year. To inform our evaluations we:

- Spoke with children using the service and 3 of their family members
- Spoke with staff and management
- Observed practice
- Reviewed documents.

What people told us

During this inspection, we received views from three parents/carers of children who attend the afterschool care service. All parents/carers told us that they were very happy with the quality of care their children received. They said that staff were friendly, approachable, and had worked hard to keep their children safe during the Covid-19 pandemic.

All parent/carers commented positively on communication from the service, one parent said, "Communication is excellent - staff are friendly and approachable". Some parents/carers agreed communication was a strength of the service; however, they would like more detail about their children's daily experiences.

We talked with several children who told us that they enjoyed coming to MACS Scotstoun. They particularly liked having a place where they could play with their friends.

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 services improvement plan were considered as part of this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good

Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We evaluated this theme as good, several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Almost all children were settled in and enjoying their time at Mearns Afterschool Care Service (MACS). Children told us that their favourite aspect of MACS was the staff and having a place to play with their friends. Some children told us they would like more interesting activities to do. Staff mirrored this and said they are keen to introduce more challenging experiences, such as the cook group, visiting parks and going swimming. We agreed that children would benefit from more challenging activities.

Children were listened to at the service. They shared their ideas and were consulted on the recent purchase of new resources. So that children can discuss current issues and things that matter to them, staff intend to continually develop different ways of hearing children's voices.

Some improvements were needed to children's personal plans; however, the manager had identified this as a priority improvement, and action had already been taken to increase the quality of information in the plans. As a result, all children requiring additional support, protection or medication, had a plan in place and action was being taken to ensure all other children's plans were updated.

Children were better safeguarded from potential harm because the staff provided some opportunities to explore topics that would help children to keep themselves safe. For example, children had explored Respect Me, anti-bullying with staff.

Children benefited from staff that took time to build relationships with them. As a result, some children had talked to staff about experiences that worried them.

Children were protected because staff knew it was their responsibility to report any concerns for children's wellbeing. There had been some changes to staffing, including the manager, and we suggested training in child protection leadership would be beneficial to maintain and build on the good practice in place.

Overall, we could see that children were provided with healthy snacks. Children's wider experiences with food had changed because of covid-19 risk mitigations. This meant that children were eating snack outdoors. On the day of our inspection, some children did not want to be outdoors. Moving forward, steps could be taken to ensure that all children enjoy an unrushed and relaxed food experience.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We evaluated this theme as good, several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Children were kept safe because staff knew their roles and responsibilities during the collection of children from school and by parents at the end of the day. Staff were clear it was their responsibility to respond or alert for assistance if a child was missing from the group.

Childrens' need to be active was supported through daily outdoor play. Staff were clear about the benefits of being outdoors for children's health and to reduce the spread of infections. Some children did not want to be outdoors. Staff could better ensure that children have comfortable spaces to relax in and that individual needs, wishes and wants are respected and responded to.

Children enjoyed a variety of activities such as, artwork, board games and video games. They had recently chosen some newly purchased resources, which included a multi-games table and dolls house. We encouraged the service staff to offer children challenge through interesting experiences and by providing more open-ended resources that promote creativity.

Staff had taken time to display children's creations and most of these were at the children's level. This meant that these could be used if staff were revisiting a discussion or reminding children of something they had previously explored.

Staff had participated in forest school training and were planning opportunities for children to get into urban woodland spaces. Some opportunities had already taken place in the school grounds and children told us they had enjoyed these experiences.

Overall, we were satisfied that the service was a clean and hygienic space for children to be cared for within. To ensure children and staff are protected from the spread of infections, some control of infection practice could be revisited to keep everyone safe. For example, the use of Personal Protective Equipment and the service approach to promoting enhanced hand hygiene.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated this theme as good, several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Families benefited from respectful and trusting relationships because staff understood the importance of working in partnership with parents. Staff maintained regular contact with families during periods of Covid-19 related service closures and had enhanced their own internal communication systems. This meant that staff were able to safely communicate with parents, whilst keeping people safe from the spread of covid-19.

Staff told us they worked well together as a team and enjoyed coming to work. This contributed to the happy environment for children.

Staff knew the children well. Children told us the staff were one of the best aspects of the service. One child told us they felt safe from bullying because there was always lots of staff around that noticed and act if you look sad.

Children benefited from an enthusiastic team that were committed to continually improving the quality of children's experiences. There had been recent staffing changes; therefore, to ensure that all children benefit from high quality play and interactions, the management team plan to revisit quality play and interactions training.

Children were protected because staff were safely recruited. A value-based approach was taken to recruitment. This helped to ensure that newly recruited staff were suitable for the role of working with children. For less experienced staff, risk assessments should be completed and reflected in their inductions.

At the last inspection we reported that there needed to be better deployment of staff. During this inspection visit we found that this was still an area needing improvement. The leadership team discussed with us their recruitment challenges; however, were able to make some immediate changes to address the balance of registered practitioners and support workers within the service. As a result, by the completion of this inspection we were satisfied that child were cared for by suitably skilled, qualified, and registered staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We evaluated this theme as good, several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

The service was well led and managed throughout the Covid-19 pandemic. We discussed some of the restrictions in place to protect everyone from the spread of infection and how these need to reflect the changing levels of risk. This is so they do not inadvertently impact children's wider wellbeing. This is reflected in the Scottish Government guidance: Coronavirus (COVID-19): school age childcare services guidance. The guidance, current at the time of writing, has been linked below.

https://www.webarchive.org.uk/wayback/archive/20220225105743/https://www.gov.scot/publications/coronavirus-covid-19-school-age-childcare-services/

There had been recent and were pending changes within all levels of management that was well led and planned for. A transitional period was in place for the changes in strategic leaders. This ensured children experienced consistent and stable care because professional knowledge was being shared, used and built upon.

The new manager had begun quality assuring the service and, to direct their leadership, had created an initial improvement plan. It was too early for us to comment on the impact of this plan; however, we could see some improvements had already taken place. For example, ensuring children's personal plans had up to date and accurate information so staff could provide quality care and support.

The service has responded appropriately to complaints. As a result, where necessary, improvements were made to the quality of children's care and support.

Improvements could be made to the services process for notifying us of events and situations that prompt formal notification. For example, allegations of abuse. Such notifications are important to enable regulatory bodies to monitor best practice, provide appropriate support and guidance, and act should it be necessary to protect the public. For future support, we have provided a link to guidance below.

https://www.careinspectorate.com/images/documents/coronavirus/Records_that_all_registered_care_services_except_childminding_must_keep_and_guidance_on_notification_report

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - 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

There are no outstanding recommendations.

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	
24 May 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
10 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
24 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 4 - Good
25 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
9 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 5 - Very good
16 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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