Culbokie Out of School Club
Day Care of Children

Culbokie Primary School
Culbokie
Dingwall
IV7 8JH

Telephone: 01463 703 033

Type of inspection:
Unannounced

Completed on:
20 May 2022

Service provided by:
CALA Out of School Care

Service provider number:
SP2010011111

Service no:
CS2010278889

About the service

Culbokie Out of School Club is provided within Culbokie Primary School which is situated in the rural village of Culbokie. The service operates from the school canteen and has access to the gym hall, playground, toilets and kitchen facilities.

The service provides after school care for up to 20 children of primary school age up to 16. During term time, the service operates 15:00 to 18:00 Monday to Friday. The service is provided by CALA Out of School Care.

What people told us

Following the inspection, seven parents were contacted by the service and offered the opportunity to give feedback on the service to inspectors. Five parents responded. Comments included:

"We find the team to be extremely caring and responsive to needs."
"Children are encouraged to lead their own play with support and develop their own interests and play with the other children."
"I've always felt the staff are very approachable."
"They are encouraged to lead activities and work with others."
"For us as a family I am happy to know my child is safe and well looked after."
"My child comes home excited to tell me about what they have done."
"My child is always laughing and smiling when I pick them up. They have been encouraged with whatever interests they have."

During our visit, we observed children were engaged in their play and relaxed in their environment. Children were playing cooperatively with their peers and were happy to engage with us. Some of the comments made included:

"My football made a pop sound, I don't know if it's burst."
"We have got paperwork to do."
"This is my ID badge, we designed them and printed them off, it's like yours."
"They (staff) listen to me, I like coming here."
"I'm in charge of the cupboard today, do you want anything?"
"This is my bed, I'm having a nap."
"We made these with clay last week."

Self assessment

We did not request a self-assessment from the service as part of this inspection. As part of our inspection process we reviewed quality assurance and self-evaluation documents.

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 people, with very few areas for improvement. Both care and support and management and leadership have been evaluated as very good.

Children were confident, happy and meaningfully involved in their play during our inspection. Staff had developed warm and caring relationships with children, speaking together about their day at school and upcoming events. As a result, children felt included and valued.

Children's wellbeing was effectively supported through personal planning which was reviewed regularly with families and children. Staff demonstrated a very good understanding of children's needs, likes and personalities and used effective strategies to support children to feel safe and included. As a result of this, children received consistent care from staff who knew them well.

We observed that children were actively leading their play. Staff used skilled interactions to support them to develop their imagination and enrich their play experiences based on current interests. For example, a group of children had created their own business, staff used effective questioning to extend their learning and widen their thinking. This highly responsive approach meant that children were developing a broad range of lifelong skills.

Snack was unhurried and relaxed, children demonstrated independence skills serving food and pouring their own drinks. Staff understood the importance of daily routines as an opportunity to develop close attachments. Some children arrived at the setting later, and they were joined by staff who took the time to sit with them. As a result of this, children enjoyed a positive and social experience.

Children were proud to share their learning and experiences. They were using an online platform to share their play with families and each other. Staff encouraged the children's ownership of this, they had fun editing the photos they had taken. As a result of this, children were supported to enjoy their successes and share their achievements.

Children benefited from a culture of continuous improvement and on-going development within the service. We found that the manager was effective and enthusiastic and had firmly embedded evaluation systems and processes in place including evaluation against best practice guidance 'A quality framework for daycare of children, childminding and school-aged children'. Staff were motivated and told us they felt supported and valued by the manager. They were encouraged to seek out learning opportunities and contribute their ideas.

Effective quality assurance processes were in place. Areas where improvement could be made were identified and then followed up at the next manager visit to ensure that action had been taken. Positive practice was also clearly recognised. It was clear throughout the inspection process that the manager and staff shared the same vision, values and ethos. This contributed to children receiving high quality, responsive care.

What the service could do better

We discussed with the manager continuing to develop creative ways for parents and carers to have regular and formal opportunities to give feedback to the service. Although informal feedback was welcomed at any time, this would ensure that all parents and carers felt included, and that they knew their views and opinions were valued.

The manager and staff should continue to embed systems in place to ensure they are robust and allow for a steady pace of change and sustained improvements, ensuring improved outcomes for children.

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	
16 Nov 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
5 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
8 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 5 - Very good

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