Broomhill Out of School Care Association
Day Care of Children

Broomhill Primary School
57 Edgehill Road
Glasgow
G11 7HZ

Telephone: 07815 007 657

Type of inspection:
Unannounced

Completed on:
3 May 2022

Service provided by:
Broomhill Out of School Care Association Ltd

Service provider number:
SP2011011703

Service no:
CS2011301600

About the service

Broomhill Out of School Care Association (BOSCA) is registered to provide a care service to a maximum of 120 children of primary school age within Broomhill Primary School, Glasgow. It is also registered to provide a morning care service to 30 primary school aged children from Broomhill Parish Church between 08:00 and 09:00 during term time. The accommodation comprises a large store room where the children choose toys and resources which they use across various areas within the school premises including a large hall, classroom and secure outdoor playground and multi-use games pitches. The service is close to transport routes and other amenities.

This was an unannounced inspection, which took place between 28 April 2022 and 3 May 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 evaluations we:
- spoke with children using the service and 22 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 22 parents and carers of children who attend the nursery. All 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, the community ethos and range of activities and outings offered as key strengths of the service. Parents also commented positively on the environment and told us that it was a safe place for children to learn, play, and feel nurtured. These views were consistent with our findings.

During our inspection visit, we spoke with 10 children and watched the children as they enjoyed taking part in a wide range of challenging 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:

"I like the fact that you can play lots board games and you have access to the football pitch and the whole playground. Mostly you have lots of friends to play with. In the summer we go on lots of trips and outings to cinemas and parks. Sometimes we stay at the school and bring in things like the inflatable bouncy castle."

"You can play with whatever you want and you can also have access to electronics such as Nintendo Switch. We are also allowed to play at pretty much anything we want. They keep the whole hall open so you can play any games whenever you want. There are some rules but they are mainly simple that we follow. It's really good."

"The staff are really nice here. If you get hurt you go to the office and the staff are really nice to you. We can talk to the staff easily and sometimes we get to make up the rules for games like dodgeball."

"The food is nice and you get a mixture which is good. You can get yoghurt and snacks and cereal. You can have some raisins and fruit if you want to. If you have an allergy you can tell BOSCA and then you will get something that doesn't have that in it. They have soya milk for people who can't have normal milk."

"Some of the best things we do are when we play games that have prizes. You can get to choose your prize from a big box like a tiny rugby ball or poppits or a rubber ball. We can get to choose all games. We all come together and vote on which game to play. So we can play a range of games."

"I would tell children who were new to this area to come to BOSCA because you'll get to play with your friends. They can get to play on the pitch and play basketball too and video games like on the Nintendo Switch."

"The best thing to do is probably the crafts. They are really fun. A lot of the time I play with my friends and we decide together what we are going to do. This makes things really fun. We like to go outside and go on the roller-skates. In the summer to there is always lots of different things that make it fun. The staff are really kind."

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	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: providing opportunities for role play and drama projects; using their views to shape improvements to the outdoor play space; encouraging children to create their own animated stories using stop motion software; choosing rules for games; acting on their suggestions for activities and outings within holiday programmes. Children were scheduled opportunities to recognise their successes for example, when reflecting on personal plans and a 'SHANARRI tree' display that encouraged conversations with staff about their skills, attributes and aspirations. These approaches raised children's self-esteem and confidence. They 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 managers 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: Playwork modules; understanding children's behaviour; autism support; asthma awareness; paediatric first aid; Science, Technology, Engineering and Maths (STEM) through play. Staff were also encouraged to lead initiatives in areas of Playwork in which they had identified a particular interest, strength or skill such as: computer programming, drama, art, planting and growing. 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 planned play experiences.

The manager demonstrated a clear vision for continuous improvement and was 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. Parents and carers told us of a variety of consultation methods through which they were encouraged to give their views. 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 children's personal plans by ensuring they become a meaningful forward-looking planning tool that supports developmentally challenging play.

We highlighted a need to improve the monitoring arrangements for accidents to enable patterns and hazards to be identified, reviewed and any adjustments or adaptations to the environment made.

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

Recommendation 1

The management team should put systems in place to monitor the administration of medication.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 31 March 2015.

Action taken on previous recommendation

We identified some areas for ongoing improvement around how staff managed the safe recording and administration of medicine. We found that medicine storage bags needed to be monitored to ensure consistency in use of children's photos. Parental consent forms required to be monitored to ensure their currency and always set out clear dosage instructions/information. We were confident that the manager would prioritise the actions necessary to address this area for improvement.

Inspection and grading history

Date	Type	Gradings	
26 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
4 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
10 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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