Fast @ Gartcosh Out of School Care
Day Care of Children

Gartcosh Community Centre
Lochend Road
Gartcosh
Glasgow
G69 8AB

Telephone: 01236 874 861

Type of inspection:
Unannounced

Completed on:
1 February 2024

Service provided by:
Reid, Rhonda

Service provider number:
SP2006008353

Service no:
CS2012311738

About the service

This service is one of five services registered to provide school age child care, by the same provider. Fast @ Gartcosh out of School Care is registered to provide a care service to a maximum if 40 children attending primary school. The care service will operate between the times of 08:00 - 09:00 and 15:00 - 18:00, Mondays to Fridays, during term-time.

The service is provided from Gartcosh Community Centre, in the Gartcosh area of North Lanarkshire. During the operating times children will have exclusive use of the main hall and the small hall, the male and female toilets and will be accompanied by staff when visiting them.

About the inspection

This was an unannounced inspection which took place on 01 February 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with a small group of children using the service
- gathered the views of four staff and the manager
- observed staff practice and children's experiences
- reviewed documents
- gathered the views of 12 families of children using the service.

Key messages

- Children enjoyed participating in play outside, in local area and inside in the community hall. They had fun playing with friends and staff.
- Children were confident making decisions about what they wanted to play and staff responded, supporting their needs and interests.
- Staff were confident implementing safety measures when they collected children from school, to keep them safe.
- The service was welcoming and had a friendly atmosphere. However, the service should continue to welcome parents into the main hall, when they are collecting children.
- Staff had formed close bonds with each other, the children and families. They communicated well and worked as a team.
- Staff skills and knowledge of child development, self-evaluation and planning for improvement will continue to grow as they become a more confident and skilled workforce.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning? 4 - Good

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

Quality Indicator 1.1 Nurturing care and support

Staff knew the children well and provided good care and support to meet their needs. Children told us they were happy attending the service and they liked the staff. When asked, a small group of children described staff as kind, good, brilliant, helpful and extraordinary. All parents that shared their views, told us that staff knew their children, including what they liked and what was important for their care. One parent told us 'The staff are very friendly and compassionate towards my child', and another told us 'My child loves attending; the staff are very involved, and my child enjoys how attentive and involved they are for games.'

Staff spoke with respect and compassion about the children. They told us it was a happy environment and children mixed well. They told us that they encouraged children to have a voice and listened to their wishes. One member of staff shared with us that a strength within the service was 'We try to involve the children as much as possible on the decision making when it comes to healthy snack choices, any toys or craft material they would like us to get, and this is passed onto management who usually deliver the requests.'

The children came from different local schools. All the children played together which created a real feel of community within the setting. When children arrived at the service, they settled quickly into playing with their friends.

Children were encouraged to share with staff what was important to them and completed 'all about me' booklets. These included for example, what made the child feel safe and what they would like staff to support them with. However, these could be further enhanced to ensure the information contained, truly helped staff plan the right care and support to meet children's needs. Staff knew the children well and talked with them daily, as staff become more informed about child development they will become more skilled in planning to meet their needs. The service can find more information about personal planning for providers, on the Care Inspectorate hub.

Quality Indicator 1.3 Play and learning

On the day of the inspection we were told it was a quiet day. Staff were able to give examples of how the daily routine and play experiences would be adapted, if they were at full capacity. Staff responded timeously throughout the session, in response to children needs. For example opening the small room, offering a space to relax and chill out or going outside for more physical play. The pace of the day was calm, relaxed and was responsive to the requests of the children.

Children led their play and were able to select what activities they wanted to do. They knew the type of resources available and were confident making decisions, for example making dens, drawing or practicing magic tricks. One parent shared 'They always offer the kids opportunities to play outside. They give them a good range of activities to choose from' and another shared
'My child is always happy when I pick them up from aftercare there is a wide range of experience on offer that suit their interests, aftercare staff have been fab at supporting them to settle in.'

As staff become more confident child care workers, gaining more ideas and experiences, the type of play offered should continue to expand. For example, more opportunities to support and challenge children's own interests and inspire new learning. Older children told us that they would like more resources and experiences meeting their needs and interests. The manager agreed to consult with the older children about this.

How good is our setting? 4 - Good

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

Quality Indicator 2.2 Children experience high quality facilities

The service premises were secure and staff supervised children when they accessed the toilets. The designated outdoor area was not secured by fencing. Staff monitored children's positions and they wear high visibility vests when outside and cones marked the play area boundary, agreed with children, to ensure their safety. To further support the safety of children, staff would benefit from specific training and development, with a focus on safety measures for children playing in a open play spaces. More information can be found on this can be found under, keeping children safe, on the Care Inspectorate HUB.

The premises were well maintained, clean and with suitable heating and ventilation. The service materials were stored in a secure cupboard within the community hall. Staff set up the play areas each day, they selected materials that reflected children's needs and interests. This included materials to create cosy and chill out areas, art and crafts, use their imaginations and take part in physical play. Children told us they were happy with the play opportunities and confirmed they knew where to access materials and, if they asked, staff accommodated.

Good hand hygiene was being followed, for example staff and children washed hands on arrival at the service and before and after food. Daily snacks were provided for children. They were able to self select snacks, once the snack table was opened.

How good is our leadership? 4 - Good

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

Quality Indicator 3.1 Quality assurance and improvement are led well

The staff had worked hard to create a team, that worked well together. Staff met regularly to discuss and reflect on the quality of the service. They used good practice guidance to evaluate how well they were doing. Staff felt supported my the management and that their views were listened to.

Children's voices were included and used to create the daily experiences. For example, in the types of play and snacks offered. In addition to the daily discussions, children completed a wish and a star sheet and completed all about me sheets. These were a good start to giving children a voice. Staff should explore further with children, their right to have a voice and influence the care they receive.

Parents views were gathered to assess how well the service was doing. Feedback to date had been positive. Parents told us they were happy with how the service was managed. To further improve parents and carers opportunities to become more involved in the service, they need to have better access. For example through being welcomed into the main hall when collecting children or being invited to stay and play.

Overall, the service had systems in place to evaluate how well they were doing which included the staff, children and parents and carers views. The staff were keen to develop their skills in this area and they were currently undergoing various training and development which should help them achieve this. The manager can find more information on planning for improvement on the Care Inspectorate Hub, under the improvement programme.

How good is our staff team? 4 - Good

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

Quality Indicator 4.3 Staff deployment

The service was staffed to meet the needs of the children and the service. They were well organised and communicated well to ensure that they were deployed appropriately. For example, during school collections, whilst out in community and when back at base.

Staff shared tasks and supported each other by sharing new information and skills. Staff were undergoing training and development, including qualifications in childcare. Staff recognised the need to work together and demonstrated a willingness to learn and improve their practice.

Staff were happy in their roles and felt supported by each other and management. Being a small team, they worked hard to create a welcoming and friendly environment for children and families. One parent told us 'All the staff are friendly and approachable. They are patient with the children.'

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Staff should follow the correct food handling and hand hygiene procedures to minimise the possible risk of infection. Serving utensils should be provided to enable children to select choices of food and napkins or plates provided to place their snack on. This would contribute towards the health and safety procedures within the service and minimise the possible risk of infection.

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

This area for improvement was made on 3 January 2018.

Action taken since then

Staff and children followed good hand hygiene practice. Appropriate utensils were used by children and they used plates. Snack was well organised.

As a result of our findings, this recommendation had been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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