Clydesdale After School Care (Coatbridge)
Day Care of Children

The Time Capsule
100 Buchanan Street
Coatbridge
ML5 1DL

Telephone: 07980686705

Type of inspection:
Unannounced

Completed on:
27 August 2019

Service provided by:
Clydesdale After School Care Limited

Service provider number:
SP2004004140

Service no:
CS2016345171

HAPPY TO TRANSLATE

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was registered with the Care Inspectorate on 08 August 2016.
The provider of Clydesdale After School Care (Coatbridge) is a private provider who operates other daycare of children services within North Lanarkshire.

Clydesdale After School Care (Coatbridge) is currently registered to provide a service to a maximum of 60 children at any one time attending primary school. The service provides breakfast, care after school and holiday sessions. The service is based within the Time Capsule in North Lanarkshire. They have exclusive use of an identified studio during hours of operation and shared use of variety of areas within the centre. However, there is no direct outdoor access. The services own transport with escorts collects children from several schools. Children who attend nearby schools are walked to the service.

The service aims include the following information: "We aim to work in partnership with parent, carers and outside agencies, allowing us to get our service right for every child. All service users will be respected, regardless of social standing and cultural background."

There are 50 children currently registered to use the service. On the first day of inspection 27 children were present and on day two 38 children were present.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

We compiled this report following an unannounced inspection carried out by two inspectors over the course of two afternoons. We visited on Monday, 26 August and returned on Tuesday, 27 August 2019, to conclude the inspection and provide feedback to the provider.
During our visit, we spoke with many of the children, five parents/carers, staff, senior staff and provider.

We asked the service to distribute 20 care standards questionnaires to parents/carers on our behalf. Two were completed and returned to us prior to the inspection taking place. Although we issued staff questionnaires, none were returned.

We assessed the quality of care and support, environment, staffing and management at this inspection.

What people told us

Over the course of the inspection we saw that all children were happy, engaged in range of activities and resources and had established positive relationships with staff. The children who took part in the inspection spoke confidently about their favourite activities, how they felt included and respected and gave examples of how their views and suggestions influenced decision-making within the service.

Some of the children's comments included:

"I like the playdough, slime and ice skating."
"Hama beads." Children were making love hearts and butterflies with these.
"Everything."
"I love the building blocks."
"Sitting down playing with my friend."
"My friend and I play special games that we make up."
"I love drawing."
"I am the chef." Child at snack choosing table.

We provided the service with 20 Care Standards Questionnaires to be distributed to parents/carers before the inspection. We received two completed questionnaires before the inspection visit. We also spoke with five parents/carers as they collected their children at the service. Overall comments were positive, they spoke about how happy children were, the many ways they were kept informed of what is going on at the service, for example: holiday programme and staff changes. Examples were given of where the service had provided significant support to individual families.

From the responses we found that all parents/carers agreed/ strongly agreed that information about their child's' learning and development was shared with them and that their child appears happy and confident with staff. All parents/carers strongly agreed that their child could experience and choose from a balanced range of activities. From our observations there is scope to improve children learning experiences and outcomes.

Some comments included:

"My children use this service after school and whole daycare. The staff are really friendly and welcoming which helps them settle in straight away. There is good communication between staff and parents. We find text messages really useful. My children thoroughly enjoy the wide range of activities and outings on offer and look forward to attending each day."

"My child always seems happy at after school care and loves holiday club. They are made to feel welcome and safe. During school days I would like for more activities, I do understand there is soft play, but seeing pictures from the other centres, there is much more happening."

We discussed this and other issues from parents/carers with the provider. From our observations there is scope to improve the range of activities for children within the large studio. These are recorded in Quality of Environment.

Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We viewed and discussed their improvement plans and quality assurance procedures to determine their priorities for development and how they were monitoring the quality of provision.

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

As the children arrived at the service from their different schools, we saw that they were happy and had clearly established close bonds with staff. During discussions and observations, we saw all staff to be caring and responsive to children's needs and requests, offering support, encouragement and praise as required. This contributed to a welcoming, respectful ethos within the service.

Staff were aware of their roles and responsibilities in keeping children safe. They had participated in child protection training relevant to their role within the service. This contributed towards children's health, safety and wellbeing. Information was displayed for parents/carers and visitors to the service. This ensured all adults were aware of their responsibilities in keeping children safe.

Personal plans were in place as required and had been further developed since the last inspection. In line with legislation, a process to review and update with parents/carers, at least once every six months, or sooner if required or requested was on-going. Where children required additional support, staff worked effectively with other professionals to ensure they received the support they needed to achieve their potential. We have suggested that the introduction of an updated 'all about me' booklet be freely accessible to all children throughout the session. This would enable children to choose when to share their views, preferences and feelings; therefore, including them in the review process. This would contribute to ensuring children's needs were met, as well as their wishes and choices.

We observed the snack and saw that it was a pleasant, sociable and unhurried experience. Staff assisted individual children, where required and were engaged in pleasant conversations.

Children could self-select what they wanted to eat and drink, sit where they wanted and were responsible for clearing away their own dishes and cutlery. They were also consulted on suggestions for the snack menu. This assists children in making healthy food choices. We have asked the staff and provider to continue to be mindful of ensuring all children wash their hands prior to having snack and to remain seated when eating all food.

The provider and staff had ensured medication procedures and practices were improved following a recommendation made at the last inspection. These were in line with best practice guidance. The provider and staff continued to review and update these systems with parents/carers on a regular basis. This contributes to children's health, safety and wellbeing.

The service uses its own transport for collecting children from various local schools and during holiday periods for outings both within the community and on pre-planned day trips. We evidenced suitable insurance and associated documents. This information was shared with parents. Parents had signed consent forms allowing named drivers to transport their children on outings and pick-ups from school. This resulted in parents being kept informed of the procedures the service have in place to minimise the risk and protect their children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The service has an identified studio on the upper level of the premises, with toilet facilities out with the studio. During the services operating times they have sole use of these areas. This provided children with a safe and secure base to play and have fun.

A secure controlled door entry system was in place where parents and visitors had to alert staff before gaining access. Whilst this was the case on the day of the inspection, we saw that not all staff were fully aware of who individual parents were, therefore an update to the security procedures was needed to manage the safety and wellbeing of children attending more effectively.

The layout of the room provided children with a range of activities and resources which were overall of interest to them. Different resources were available over the inspection period. Whilst we acknowledge that children requested and were permitted different resources there is scope to further improve children leading their own play. We discussed with the provider and staff about extending children's interests by having open ended materials, to increase their creativity, problem solving and imaginative skills. This would ensure a balance between child and adult led experiences.

The children had access to energetic and physical play indoors as part of their daily routine. For example: ice skating, swimming, football, coaching sessions including badminton and athletics. These activities offered children the opportunity to learn new skills and challenge them to manage risks, while continuing to play safely and extend their confidence.

During the first day of the inspection it was sunny and warm however, children were involved in experiences indoors only. We discussed this with staff, children and provider how often they played outdoors. We were told that the service periodically made use of local parks and outdoor play areas. We advised that outdoor play experiences should be reviewed to ensure that all children had the opportunity to play outdoors every day and regularly explore a natural environment. The provider had identified a small area outside the centre that had potential to be used for this purpose. We support her in exploring this further. We signposted the service to 'The Hub' section within the Care inspectorate's website to access 'My World Outdoors', 'Loose Parts Play' 'Space to Grow' and 'Out to Play' documents. This would assist with the further development of safe, nurturing and inspiring outdoor/indoor learning experiences.

Systems were in place to record and share information with parents/carers about any accidents or incidents. This meant that parents/carers were kept informed about issues affecting their children.

Staff had participated in first aid training, which helped to minimise the risks to children's health that may arise from any accidents or emergencies.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff and management had created a calm and welcoming ethos within the service. Children were confident in interacting with staff and had built trusting relationships. We observed examples of fun, nurturing and caring interactions throughout the inspection between staff and children, both individually and in groups. This contributed to children feeling valued, loved and secure.

Staff knew children's individual care and support needs, preferences and personalities. They should now consider being more proactive in using the centres resources more efficiently including accessing the outdoors more frequently to promote all children's interests and learning needs. We shared some examples with staff on how they could improve outcomes for children with additional free flow play opportunities that promotes child-led experiences.

We found that staff had a range of experience, knowledge, interests and skills which helped to bring different elements to the team. Staff told us about their ongoing learning and development. For example, first aid training, infection control, mental health, playworker toolkit and glory of play. Some staff were undertaking a qualification or further qualifications. We saw a few examples of some staff reflecting on this training and adapting their practice to improve learning outcomes for children.

Staff were appropriately registered with the Scottish Social Services Council and aware of their professional responsibilities and codes of conduct. However, through conversations with staff they acknowledged that they had not always formally evaluated or reflected on their learning or kept a training log. This was a recommendation made at the last inspection. (See recommendation 1)

We sampled staff appraisals and whilst we acknowledged improvements had been made, the recommendation made at the last inspection has not been fully met. (See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Staff should develop a training log to support their post and continued registration with SSSC. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14)

I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

This should include:

- an evaluation and reflection on their learning
- impact on their practice and personal development
- the outcomes for children.

2. The provider should further develop the appraisal system to allow them to reflect on staff skills and experience and provide training and support, where needed. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

This should include:

- targets agreed by both parties and set for all staff with timescales
- system to monitor and record progress.

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Since the last inspection in August 2018 a permanent manager had been appointed. However, they had left prior to this inspection. The provider had notified us of this event and has kept us up to date of the action taken and her search for a suitable person to fill this vacancy. For example, the provider overseas the management of the service part of the week, with senior staff receiving support for the remaining time.

The provider, management and staff team had work hard to address three of the five recommendations made at the last inspection. This had supported improvements in some aspects of practice and record keeping. To further support their improvement programme, quality assurance processes had been implemented which had resulted in improvements in for example, children's personal plans, staff WhatsApp group, communication systems and children's floor books. These practices support an ethos of inclusion, respect and responsibility.

Through our discussions with the provider, it was recognised that some of the quality assurance processes were at an early stage and it was agreed that more time was needed to further develop, strengthen and embed these into their practice.

For example, monitoring staff practice and the impact of training attended and any reading or research undertaken This would help staff to reflect on her own personal development and the ongoing improvement focus of the service.

The service had developed a range of opportunities to communicate with families about the life of the after school. For example, notice boards, Facebook page, online service app, newsletters and questionnaires. Feedback we viewed on Facebook from service users about this service was positive.

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

Recommendation 1

The provider and staff should further develop children's personal plans.

This should include:

-consistent format
- recording information relating to children's specific health needs.

-consideration should be given to personal risk assessments if relevant.
-reviews take place at least every six months, more often if there are any significant changes
-start date to be recorded.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

This recommendation was made on 1 October 2018.

Action taken on previous recommendation

Children's personal plans have been further developed and include all the above details.
Recommendation met.

Recommendation 2

The provider and staff should improve and implement an effective medication management system.

This should include:

-one form for medication regardless of long/short term
-recording clear information about specific symptom's medicines have been prescribed for
-details recorded of the reason if medication is not administered at the stated time.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "I experience high quality care and support based on relevant guidance and best practice." (HSCS 4.11)

This recommendation was made on 1 October 2018.

Action taken on previous recommendation

Medication management system has been improved and implemented.
Recommendation met.

Recommendation 3

Staff should develop a training log to support their post and continued registration with SSSC.

This should include:

- an evaluation and reflection on their learning
- impact on their practice and personal development
- the outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14)

I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

This recommendation was made on 1 October 2018.

Action taken on previous recommendation

Little progress has been made.
Recommendation not met. See Recommendation 1 under Quality of Staffing

Recommendation 4

The provider should further improve the appraisal system to allow them to reflect on staff skills and experience and provide training and support, where identified.

This should include:

- targets agreed by both parties and set for all staff with timescales
- system to monitor and record progress.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

This recommendation was made on 1 October 2018.

Action taken on previous recommendation

Little progress has been made.
Recommendation not met. See Recommendation 2 under Quality of Staffing

Recommendation 5

The provider should develop systematic quality assurance processes.
This should include:

- monitoring staff practice and the impact of training attended
- linking staff training to staff appraisals
- taking account of the needs of the service and developing a development plan with realistic timescales and goals
- building safeguarding and child protection into self-evaluation and including the SSSC codes of practice in discussions with staff
- auditing children's personal plans
- evaluating and making an action plan to address feedback from any questionnaires (not only summarising the information gathered)
- encouraging staff to use resources available from the SSSC and Care Inspectorate websites
- reviewing policies and records regularly to ensure these were dated and all information required was included. This would include accidents and medication as well as any communication with parents that impacted on how care was provided.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19)

This recommendation was made on 1 October 2018.

Action taken on previous recommendation

Good progress has been made and monitoring continues to support the services improvement journey.
Recommendation met

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	
22 Aug 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 3 - Adequate
7 Sep 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

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