Calaiswood Out of School Club
Day Care of Children

Duloch Schools & Community Campus
Calaiswood School
Nightingale Place
Dunfermline
KY11 8LW

Telephone: 07515 189 475

Type of inspection:
Unannounced

Completed on:
30 November 2023

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2016348411

About the service

Calaiswood Out of School Club provides care to a maximum of 8 children and young people at any one time, from age four to 18 years. The service will have access to areas of the premises as designated by the headteacher.

The service is run from Calaiswood School in Dunfermline, Fife. It offers out of school care to children and young people with complex additional support needs. The service operates term time providing after school care from 15:00 till 18:00 and full days during school holidays. The service is close to local shops, library and green spaces.

About the inspection

This was an unannounced inspection which took place on Wednesday 29 November 2023 between 14:45 and 19:00. We provided feedback the next day using Teams technology. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included registration and any complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with four young people and their families using the service
- reviewed feedback from one family member using MS forms
- reviewed feedback from five staff members employed in the service using MS Forms
- spoke with manager and staff team
- observed practice and daily life
- reviewed documents.

Key messages

- Children and young people benefitted from a highly skilled and committed staff team. All staff worked very well together and had created a welcoming and enabling environment.

- Children, young people and their families experienced very warm, loving and nurturing support from staff who knew them very well.

- Positive relationships had been developed with families and this approach ensured that staff valued and respected individual care preferences.

- Children and young people were being well-supported to reach their potential.

- Children and young people benefitted from meaningful connections and experiences in their wider community.

- Effective staff deployment supported positive outcomes for children and young people.

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?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

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

How good is our care, play and learning? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Quality indicator 1.1: Nurturing care and support.
Children and young people's care and wellbeing was well supported by staff that were nurturing and kind. They experienced individualised care that was right for them. As a result, children and young people were happy, secure and settled.

The committed staff team knew children, young people and their families very well. Positive relationships had been developed and this ensured individual care needs were met. All families we spoke to described this service as vital to their family. One parent commented that, "staff were always engaging, professional & willing to go an extra million miles to enhance my daughter's experience and to support the wider family."

Children and young people were very well supported, and staff worked collaboratively with families and with the school, to ensure continuity of care. As a result, children and young people received care and support that was right for them.

A key strength of the service was the detailed personal plans that were in place for all children and young people. Families told us that they were included in creating their child's personal plan. Personal plans contained essential information relating to individual health care needs and step by step support strategies. This approach ensured children and young people were supported to reach their potential and families could influence their child's care. These were regularly reviewed to ensure staff had relevant information to meet children and young people's most current needs. Communication systems were effective, and this further supported the sharing of information between home and the out of school club. This approach ensured children and young people's needs were consistently met and individual preferences were valued and respected.

Mealtimes were tailored to each individual young person's routine. Overall, this experience was supported by staff to ensure it was sociable and relaxed. Children and young people were encouraged to be as independent as possible. Staff sat with them and supported them during their mealtime. Hydration was a priority and drinks were always available throughout the session to ensure children and young people were kept hydrated. Staff further ensured children and young people were safe by having a very good awareness of potential choking hazards. This accurate information ensured that all children and young people experienced a positive mealtime.

Medication procedures were clear and consistent, and this approach ensured that children and young people's medical needs were being met effectively. The service had developed robust medication procedures. Medication was stored securely; all documentation was accurate and reflected children and young people's individual health needs and requirements. Staff were confident in administering a range of complex medication and this resulted in medical needs being met safely and consistently.

Staff had a very good understanding of safeguarding procedures and were confident in safeguarding children and young people. As a result, children and young people were kept safe from potential harm.

There were effective systems in place to control and prevent the spread of infection within the service to protect staff, children and young people.

Quality Indicator 1.3: Play and learning.
Staff had a strong understanding of child development and additional support needs; this allowed them to support the individual care and learning of children and young people using the service. As a result, children and young people were very well supported to reach their potential.

Staff were skilled in using a variety of communication strategies with children and young people. For example, sign along and board maker symbols were used effectively to support children and young people to express their needs, wishes and choices. Staff were attuned to non-verbal communication methods and quickly responded to changes in mood or body language. This skilled approach supported children and young people to feel valued and understood.

The specialist facilities within the school provided many opportunities for children and young people to take part in active play and sensory experiences. This supported their overall health, wellbeing and physical development. The use of the hydrotherapy pool and adapted gym hall further supported opportunities to move and be active.

Families were very happy with the progress their children and young people were making during their time at the club, commenting: "We love the wide variety of activities on offer - so very many fun and enriching experiences."

Through responsive planning approaches children and young people were supported to make choices about what they played with. Staff valued children's interests, ideas and opinions and this was shown within the floor books. Children and young people were empowered and had a real sense of inclusion in their care and learning.

Staff were passionate about being part of the local community and children and young people had regular opportunities to visit local shops, the library and café. This helped children and young people feel included and develop meaningful connections to their wider community.

How good is our setting? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Quality Indicator 2.2: Children experience high quality facilities.
Play spaces were welcoming, functional and well ventilated. Children and young people were supported to make choices in where they played. This included accessing a variety of resources on tables or on the floor. Areas were organised to promote their interests and choices. For example, imaginative play resources such as cars and dinosaurs, art and craft resources and books supported a wide choice for children and young people in their play.

The facilities within the service provided children and young people with a wealth of opportunities. This included sensory spaces to relax and explore and the hydrotherapy pool provided a range of experiences for children and young people, which included relaxation, opportunities to stretch muscles, improve muscle tone and improve strength.

This ensured that all individual health and wellbeing needs were being considered and met effectively.

The outdoor space was adapted to meet the individual needs of children and young people using the service. It provided a variety of specialist equipment and resources to support meaningful play and learning. For example, wheelchair adapted swings and specialist bikes.

Children and young people were kept safe by effective systems and processes in place. Secure entry door systems and risk assessments ensured that their safety was prioritised as potential risks had been minimised.

The setting was well maintained, clean and tidy. Children and young people were supported to be healthy and safe through effective infection prevention and control routines. These included embedded handwashing routines and cleaning practices.

How good is our leadership? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Quality Indicator 3.1: Quality assurance and improvement are led well.
Staff had strong values and promoted a positive nurturing experience for all children and young people using the service. We spoke to several families during the inspection, and they all told us they valued staff and trusted them with their children and young people's care. They felt their children and young people were very safe, well cared for and had fun. These very positive relationships supported partnership working between home and the service. As a result, children and young people experienced continuity in their care.

Meaningful ways to involve children, young people and their families in the improvement journey of the service continued to be developed. Staff used floor books and a thumbs up thumb down, system to creatively capture the voice of children and young people. This approach showed their views and opinions were valued, ensured they were regularly consulted, and their ideas used to influence future experiences. Families told us they were able to share their views through meetings and daily discussions

Staff had opportunities to talk about their work. They were encouraged to reflect on their practice and identify their strengths and areas for continued professional development. These opportunities enabled staff to develop as practitioners. As a result, children, young people and their families received support that was right for them.

Children and young people benefited from effective quality assurance systems that impacted positively on their individual experiences and outcomes. Staff were encouraged to take responsibility for aspects of the service which included ensuring wellbeing and positive outcomes in key areas. For example, staff members took the lead on responsive planning and administration of vital medication. This approach encouraged leadership at all levels and helped to keep children and young people safe, well and promoted positive outcomes for everyone.

How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Quality Indicator 4.3: Staff deployment.
The service provided specialised care for children and young people afterschool and during holiday periods. Staff collected children and young people from their classes within school. Careful consideration had been given to staff deployment and effective use was made of staff experience, knowledge, and skills. This supported continuity of care for children and young people across their session.

Children and young people experienced nurturing, responsive and individualised one to one time because of the effective deployment of staff. Staff recognised the importance of nurturing, warm, responsive attachments and interactions. Staff provided support by effectively engaging with children and young people taking account of their views and experiences. This approach encouraged children and young people to feel valued, loved and respected.

Staff worked well together and were confident in their roles. They were enthusiastic and committed to supporting quality outcomes for children and young people. Staff members recognised the importance of fun to support children and young people reaching their full potential.

Staff communicated well and had opportunities to meet and discuss planning and individual care needs. This provided a consistent approach to children and young people's care. The staff team worked closely together, ensuring that children and young people's needs were not compromised when they were undertaking daily tasks.

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?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good

How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good

How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good

How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.