G81 Kids Club Ltd
Day Care of Children

50 North Elgin Street
Clydebank
G81 1BZ

Telephone: 07483 835 155

Type of inspection:
Unannounced

Completed on:
4 August 2022

Service provided by:
G81 Kids Club Ltd

Service provider number:
SP2016012832

Service no:
CS2016352748

About the service

G81 Kids Club Ltd is a daycare of children's service located in a community centre in Clydebank, West Dunbartonshire. The service provides afterschool care and school holiday cover.

The children have access to a large hall and a chill out room. Toilets and changing facilities are located off the main hall. The service does not currently have access to a secure outdoor area.

The service is located in the centre of the local community and has access to local amenities and public transport.

The service is registered to provide a care service to a maximum of 32 children attending primary school and secondary school up to the age of 14 years.

About the inspection

This was an unannounced inspection which took place on 26 July 2022 between 11:00 and 12:00 and 29 July 2022 between 09:30 and 11:30. 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 several children using the service
- sent out a family questionnaire and received three responses
- spoke with staff and management
- observed practice and daily life
- reviewed documents

Key messages

- Children were fully involved in planning their play and learning.
- Staff had developed caring, nurturing, and respectful relationships with children.
- Children were supported to feel part of their wider community through accessing local amenities and venues.
- Staff worked closely with children and families to improve the service and outcomes for children.
- Families told us they were very involved in the club.

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?	4 - 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. Therefore, we evaluated this key question as very good.

Quality Indicator 1.1: Nurturing care and support.

Children were happy, settled, and confident in the setting. They were familiar with the environment and routine. The children were very talkative and told us they made friends and had lots of fun at the club. One child said, "I play with lots of toys".

Children received warmth, kindness, and respect from staff. They took time to listen, talk and communicate with children. This meant staff could respond meaningfully to children's needs and wishes. This supports children's overall wellbeing and sense of belonging.

Children and staff sat together and enjoyed a positive snack experience which was sociable, relaxed, and unhurried. They told us they were involved in planning the menu and had recently chosen cucumber and dips. This approach supports children's health and independence.

To further enhance children's snack experience, the service should refer to the following guidance; Setting the Table Nutritional guidance and food standards for early years childcare providers in Scotland.

Before children attend the service, staff work closely with families to gather and share information about children's personal preferences, needs, likes and dislikes. This information was recorded in 'all about me' booklets. Staff use this information to meet the needs of children starting the service.

Children's overall wellbeing was supported through effective use of personal planning. We found children, staff and families contributed and regularly reviewed this information. Staff said this enabled them to respond quickly, sensitively, and compassionately to changes in children's lives.

Children decorated their personal folders with drawings and pictures. This gives them a sense of ownership. Parents told us they had built up very good relationships with staff. One parent said, "I feel they know our son extremely well and have built up a great relationship of trust."

Medication documents were accurate, reflected children's specific needs and were regularly reviewed with families. We found medication was safely secured and easily accessible. To further support children's health and wellbeing, staff had undertaken additional medical training to meet the needs of children in the service.

Quality Indicator - 1.3: Play and Learning.

Children had access to a variety of resources which reflected their age and stage of development. These included arts and crafts, construction, and multi-media. Children were actively involved in planning their play. They told us they had agreed with staff to 'electronic Tuesday', where they could use their electronic devices. This approach promotes children's independence and choice.

Staff observed children's interest in planets. They provided resources to expand children's curiosity. These included books, balls, beads. Children created their own planets, one child said, "this is the solar system." Staff told us they were extending the learning experience by supporting children to make planets with different resources.

Play and learning opportunities were responsive to children's interests and child centred. Staff told us they would prepare play and learning experiences; however, these would change in an instant to reflect children's hobbies or moods.

We saw a good balance between spontaneous and adult-led play. Staff used effective observations and questioning to promote children's creativity and curiosity.

How good is our setting? 4 - Good

We made an evaluation of good for this theme, as several important strengths taken together clearly outweighed areas for improvement. The strengths will have a positive impact on children's experiences and outcomes. However, some improvements are needed to maximise wellbeing and ensure that children consistently have experiences and outcomes which are as positive as possible.

Quality Indicator 2.2: Children experience high-quality facilities.

Children had spaces to play and have fun and areas where they could relax. To stimulate children's interests the service had created several play and learning areas. These included home, construction, sports, and book stations.

The service does not have access to a secure outdoor area. We found that staff understood the importance of children being outdoors and regularly visited local parks and different venues. Children excitedly told us they had visited the bowling. We observed children and staff leaving for a trip. Children who required additional support were supported by staff on a one-to-one basis. These experiences develop children's confidence and wellbeing.

We found children's achievements were recorded in photo albums and floor books. These contained photographs, children's comments, and drawings. They reflected the range of activities children had experienced after school and throughout the holidays. We observed children and families had commented on the experiences and were encouraged to give feedback and suggestions about the service.

To keep children safe and secure, the service had arrangements in place for maintenance and repairs. On the day of inspection, we noted an outstanding repair request for the fire exit door. We highlighted this to the manager, who has since confirmed the repair has been completed.

We were satisfied that the service had effective infection control procedures in place to minimise the potential spread of infection. We saw staff encourage children to understand the need for good hygiene and handwashing.

To make sure children were safe and secure. Staff conducted daily checks of the environment, accounted for each child and risk assessed all areas. This ensured a consistent approach to health and safety.

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. Therefore, we evaluated this key question as very good.

Quality Indicator 3.1: Quality and assurances and improvement are led well.

The service was well led by the manager and the assistant manager. We found management responsibilities and cover were split which supported the continuity of service provision.

Quality assurance, including self-evaluation and improvement plans, were in place and effectively led to improvement of the service.

The management team has put in place an improvement plan which helped support the ongoing development of the service. Through questionnaires and discussions, the views of children and families were actively sought. This identified the outdoor play area as a key priority for improvement. The service was subsequently granted permission by West Dunbartonshire Council to develop a secure outdoor play space.

Families have offered their time and expertise to support the building and development of the area. This will offer daily access to fresh air and improve the overall experience and outcomes for children.

Families told us that they were very involved in the club. They are updated through emails, texts, letters and face-to-face updates, which often include extra activities for the kids, fundraising days, general meetings and service updates.

The service worked in partnership with West Dunbartonshire Council to offer additional summer holiday places for ten families within the area. This provided children with the opportunity to play, socialise and access a range of activities which they may not have had the opportunity to experience.

The manager and staff had built good relationships with each other. Regular appraisals, team meetings and training supported staff in their roles.

The management team encouraged staff to undertake additional training to develop their skills and knowledge. This included nonverbal keyword signing, creativity and play. This supports the learning and development journey of children within the setting.

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. Therefore, we evaluated this key question as very good.

Quality Indicator 4.3: Staff deployment.

A keyworker system was in place. Families told us they felt this approach supported them and their children extremely well. This allowed them to build close, caring and trusting relationships with staff which made them feel safe and secure. One parent told us, "He enjoys going to the club and deeply cares for the staff that look after them which is a direct reflection of the support, they give him. I feel comfortable and safe leaving my child in their care."

To ensure the well-being of children staff were appropriately deployed across the setting. We found high levels of interaction and support by staff. We saw staff adapt their practice and use their training to meet the needs of children. This included using nonverbal keyword signing. We saw caring, respectful and nurturing one-to-one support which enabled all children to feel included in the club's activities and trips.

We found the staff team used their differing knowledge, experience and skills to support children and families. This meant staff led in different areas of the service, these included planning and healthy food choices. This approach ensures children's experiences are positive and safe.

They communicated well as a team, helping to ensure relevant information was shared to meet the day-to-day needs of 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 appraisal forms should be reviewed to include information where staff have identified their own training needs and detail how managers are supporting staff to access training requested. The managers should also consider how their own appraisals will be managed.

This is to ensure staffing 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).

This area for improvement was made on 20 August 2021.

Action taken since then

Appraisal forms are in place and staff are identify their training needs. Management team are also actively encouraging staff to undertake additional training.

This area for improvement has been met.

Previous area for improvement 2

The management team should continue to formalise systems and processes to monitor and evaluate the service. A clear improvement plan should be developed in partnership with staff, children, and parents in order to track and reflect on promoting positive outcomes.

This ensures management and leadership is consistent with the Health and Social Care Standards, which state that: 'I use a service that is well led and managed' (HSCS 4.23).

This area for improvement was made on 20 August 2021.

Action taken since then

Improvement Plan is in place. Children, families, and staff have input through discussion and questionnaires. Key area for improvement development of outdoor area, service working in partnership with children, families, and West Dunbartonshire Council.

This area for improvement has 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?	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?	4 - Good
2.2 Children experience high quality facilities	4 - 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

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