Gryffe Manor Out of School Care
Day Care of Children

The Carrick Centre
Main Street
Houston
Johnstone
PA6 7HD

Telephone: 01505 613134 (Office) / 01505 615438 (OSC)

Type of inspection:
Unannounced

Completed on:
25 February 2020

Service provided by:
Gryffe Manor Nursery Ltd

Service provider number:
SP2017012994

Service no:
CS2017360726

About the service

Gryffe Manor out of school care is a daycare service located within The Carrick Centre, Main Street, Houston, Johnstone.

The service is registered to provide care to a maximum of 80 school aged children. During the operating times the service has the exclusive use of two playrooms upstairs, two playrooms downstairs, gym hall & toilets.

The service aims and objectives include;

At Gryffe Manor it is our aim to offer High Quality Out of school care to school aged children (4 years to 16 years). We aim to make every child feel welcome, encouraging all aspect of their development and recognising each child as an individual. We will promote the dignity, privacy, choice, safety and potential of all who use and work with the Company.

We will achieve these Aims in the following way:

- Gryffe Manor OSC will promote its Policies and Procedures and will make these known to all staff, parents, children and young people.
- Gryffe Manor OSC will meet relevant legislation applying to it.
- Gryffe Manor OSC will employ competent and confident staff through an appropriate vetting and recruitment procedure.
- Gryffe Manor OSC will provide a balanced range of activities, taking account of ages, development needs, interests and patterns of attendance of each child and young person.
- Gryffe Manor OSC will operate a self evaluation scheme as a means of ensuring continuous improvement and will involve staff and users in this process.
- Gryffe Manor OSC will contribute to its local community and will develop links with services and organisations that will assist in meeting our aims.
- Gryffe Manor OSC management will use a monitoring system and will supervise staff through a formal Review and development programme.
- Gryffe Manor OSC will encourage parents, children and young people to contribute to the life and work of the Company and will promote positive behaviour at all times.

We check services are meeting the principles of 'Getting it right for every child' (also known as GIRFEC). This is 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

We compiled this report following an unannounced inspection carried out two early learning & childcare inspectors.

What people told us

Prior to inspection we issued 26 questionnaires for parents and carers, 8 were completed and returned before the inspection comments from parents included;

"The staff at Gryffe Manor Out of School Care go above and beyond for my daughter she is 5 years old and only started in August. Having only met staff a few times before when visiting she has already built great relationships with all staff member's. My daughter gives each staff member a hug goodbye before we leave, this gives me great peace of mind knowing she is happy and feels safe while I am at work"

"My daughter quickly settled well into out of school care making friends and having excellent relationship's with the staff. She has a range of activities to play with especially crafts and art projects which she particularly enjoys. I feel my child is safe and happy and I am very happy with the service provided"

"My daughters are happy at Gryffe Manor after school"

During the inspection we also issued questionnaires to the children. We received 7 completed questionnaires comments included;

"I like coming to Out of school care as I can play with my friends"

"The staff at the Out of School Care are kind"

"The staff are kind and supportive"

"I like it when the staff help me with my homework"

"I like the snacks"

"I like the staff because they are funny and teach me a lot of stuff I don't know how to do"

"I like coming to Out of School Care because I make new friends and I learn new things"

Self assessment

We did not request a self-assessment as part of this inspection. We viewed the services' internal improvement plan during our inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We observed a balance of adult directed and freely chosen activities which were supporting children to develop key skills, sharing, taking turns, listening and cooperating with each other. We found children to be secure, happy and engaged, accessing all areas of the service.

Children were confident at approaching staff for support, help and reassurance at appropriate times. As a result, children were developing positive attachments with the staff team. We observed some good opportunities to develop children's curiosity, enquiry, creativity skills evidenced through observations and documented within floor books and display boards.

Through discussions with management and staff, it was very clear they knew the individual needs of children very well. Newly developed personal plans had been completed along with children and identified some areas of health, wellbeing and safety needs. We recognise these are still in the developing stage. We have asked management monitor plans and ensure staff are documenting 'how' they support children's individual, health wellbeing and safety needs.

We found staff were supporting children in relation to developing relationships, friendships and understanding routines and boundaries. We observed opportunities for children to engage with peers throughout the service developing positive relationships.

Snack and breakfast provided children with healthy balanced options, independence was encouraged and promoted through children choosing what they wanted to eat and prepare. We observed children preparing their own snack, toasting bagels, spreading and washing own dishes which we also found encouraged responsibility and choice. We discussed allergy information for snack and breakfast menus these should be displayed and shared with parents. We have sign posted management to best practice documents 'Setting the table', 'Food Matters' and 'Food Standards Agency'.

We sampled medication records and found that these were in line with current best practice guidance. We found management were monitoring medication monthly and all accurate information from parents was available and reviewed. Medication was also found to be stored correctly.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found the environment was attractive, warm and bright. Play spaces were designed to encourage children to easily select what they wished to play with, such as, making choices about their interests and encouraging children to interact and engage in different types of play. This resulted in children throughout the service cooperating positively with each other; den building, planting, completing challenging jigsaws, interacting with loose parts play and playing card games with staff.

We always found the premises to be secure and safe with staff in attendance. Registers state time of arrival and collection with parental signature, ensuring appropriate safe drop off and collection of children to and from the service. We found staff were always vigilant at collection and drop off to school considering children's safety especially when walking to and from school. Management would benefit from developing an outdoor log and or register of events to monitor children's access to outdoors.

We sampled risk assessments and found these had been carried out for most outings and inside activities in the service identifying potential hazards, enabling staff to put in place appropriate control measures to keep children safe. We discussed with management reviewing risk assessments to include bus journey to school, walking to and from school and for the use of toasters.

Accidents and incidents records were accurately completed and shared with parents, audits were being carried out termly and measles chart was found to be a supportive tool in identifying areas of concern.

Older children spoke positively regarding having their own space downstairs and found this was a much positive experience.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found the staff team were welcoming, open and honest throughout the inspection process. Staff had a warm and caring approach with children, they knew the children and their individual needs and preferences well. Through our observations we could see that they really cared about and valued the children and wanted to support them during their time in the service.

We observed staff to be motivated and interested in their role in supporting children which resulted in children actively engaging in a range of stimulating play experiences. We found staff were always appropriately deployed with enough staff working with children. This contributed to ensuring that children's care needs were met.

Effective procedures were in place to ensure staff were safely recruited. All the required checks had been undertaken before staff started in employment. This contributed to safeguarding children. We saw that the established staff were appropriately qualified and registered to practice with the Scottish Social Service Council (SSSC) and most were aware of their responsibilities.

Staff were knowledgeable about current best practice guidance documents and this was evident within their practice. Staff spoke positively about their opportunities for leadership roles and felt supported to lead in aspects of children's learning for example, pupil council. Staff demonstrated a commitment to continuing their professional development which was well supported by the management team. They reflected on their learning, shared ideas and put these into practice to benefit children. For instance, behaviour that challenges, understanding autism and first aid was impacting positively on children's experiences.

We found systems were in place to keep children safe. Staff had completed relevant child protection training and were keeping up to date with current protection issues.

Staff should continue to develop as a team, through sharing good practice, building relationships and focusing on continued improvement in relation to taking the service forward.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We recognise significant improvements and developments from last inspection by the management team and acknowledge their commitment to improving outcomes for children, families and staff.

The motivated team displayed commitment to the continued development of the service. Positive action had been taken through addressing all the requirements and recommendations made at the last inspection. Their improvement plan was based on children's experiences and outcomes, staff training, on going consultation with children and their families and reviewing and updating children records and the services policies and procedures. We acknowledged with the team during the inspection, the progress made to date.

Throughout the inspection we found the management team were approachable open and honest and willing to engage. The management team had clear roles and responsibilities which supported staff to know who to contact for support. Staff told us they respected management and reported feeling supported professionally. This culture ensured the team were well placed to drive forward improvement and sustain the positive impact of the service on the lives of children and families.

A programme of monitoring practice and self-evaluation had been introduced this should continue to be developed through further reflection and action.

Management held regular Staff meetings which enabled the small staff team to discuss the provision and reflect upon day to day practice. The manager took a 'hands on' approach, being readily available to both staff and parents/carers, as she also worked within the setting. This helped her to have an overview of the strengths of the service and what could benefit from improvement.

We found the service had clear policies and procedures in place to support the daily operation of the service, these were seen to be reviewed and updated regularly.

Management should continue to develop self evaluation processes to ensure this captures the voices of children staff and stakeholders. Also continue to monitor staff practice and support staff through 1-2-1 appraisals this will aid the service in identifying areas of improvement.

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

Requirement 1

By 10 May 2019, you must demonstrate to the Care Inspectorate that accurate contact details for parents/carers are available and that staff follow policies and procedures in regards to children's welfare, written plans, otherwise known as personal plans, are in place within 28 days of the date on which the service user first received the service, detailing how the service user's health, welfare and safety needs are to be met. These plans must be reviewed at least once within every six monthly period, or more frequently when there are any significant changes to a service user's health, welfare and/or safety needs.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 5 - Personal Plans.

This requirement was made on 13 May 2019.

Action taken on previous requirement
We found Personal plans in place for all children, management should now further develop to reflect 'how' staff will support individual health, wellbeing and safety needs.

Met - within timescales

Requirement 2

By 10 May 2019, you must demonstrate to the Care Inspectorate that, staff are appropriately recruited inline with best practice guidance 'Better recruitment for Safer Recruitment' and ensure at all times, suitably qualified and competent persons working in the care service in such numbers as are appropriate for the health, welfare and safety of children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.25) and in order to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 13 May 2019.

Action taken on previous requirement
We found recruitment policy was reviewed in line with Safer recruitment for better recruitment. Staff files were updated inline with requirements.

Management had reviewed staff files and any missing documentation included.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The manager should develop a detailed procedure on the administration of medication and review templates and update policy and processes to reflect administration recording of medication procedures in line with the current health guidance management should refer to "The Management of medication in Daycare and Childminding Services" which details the information required.

This is to ensure that 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 evidence, guidance and best practice" (HSCS.4.11) "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27)

This recommendation was made on 13 May 2019.

Action taken on previous recommendation
During inspection we found all information recorded was accurate, monitored and audited - storage of medication correct.

Therefore this recommendation is met.

Recommendation 2

Management to review the system in place and consider the impact of closing designated areas in relation to children's health, welfare and safety needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "My environment is secure and safe" (HSCS. 5.17) "My care and support meets my needs and is right for me" (HSCS.1.19) "I experience a service that is the right size for me" (HSCS.5.5)

This recommendation was made on 13 May 2019.

Action taken on previous recommendation
During inspection we found all areas open and set up on all days, children settled and engaged in both areas.

Therefore this recommendation is met.

Recommendation 3

To reduce the risk of infection, the service should review staff training and their infection control policy and procedures in line with good practice guidance 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings)'

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "If I require intimate personal care, there is a suitable area for this, including a sink if needed" (HSCS 5.4).

This recommendation was made on 13 May 2019.

Action taken on previous recommendation

During the inspection we found all staff following correct infection prevention and control procedures and training had been carried out by all staff.

Therefore this recommendation is met.

Recommendation 4

To improve outcomes for children the management team should develop an effective system to monitor the quality of service provided. This will allow them to identify areas, and plan for, improvement.

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) "I use a service and organisation that are well led and managed". (HSCS,4.23)

This recommendation was made on 13 May 2019.

Action taken on previous recommendation

During the inspection we viewed evidence of regular monitoring by all management and staff.

Therefore this recommendation is met.

Recommendation 5

To improve outcomes for children management should develop an improvement plan to focus on identified areas of improvement in a timely and systematic manner. The provider should continue to work with the manager to offer support and ensure standards are improved.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I use a service and organisation that are well led and managed" (HSCS4.23) "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 13 May 2019.

Action taken on previous recommendation

During inspection we viewed evidence of the service improvement plan that identified areas of development and improvement along with responsibility and timescale.

Therefore this recommendation is 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	
12 Mar 2019	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 3 - Adequate 2 - Weak

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