Karemore@St. Nicholas Primary School
Day Care of Children

Duntocher Road
Bearsden
Glasgow
G61 4QL

Telephone: 07887 683534

Type of inspection:
Unannounced

Completed on:
8 November 2019

Service provided by:
Karemore Limited

Service provider number:
SP2003000747

Service no:
CS2017362504

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 13 August 2018.

This is the first inspection of the service.

Karemore@St. Nicholas Primary School is an out of school care service provided by Karemore Limited. The service is registered to provide a care service to a maximum of 40 children attending primary school, term time only, before and after school. The service is managed by the manager of Karemore West End Out of School Club, with a supervisor and playwork staff providing care for children on a daily basis. Children are accommodated in a large dining room with access to the school gym. Outside space includes the courtyard, basketball pitch and jungle gym.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI'.

What people told us

We issued 20 care standards questionnaires to the service to distribute to parents prior to the inspection taking place. We received 6 completed questionnaires. We spoke with 7 children during the inspection visit. Responses from parents were positive.

Written comments included:

"Friendly staff. My child takes part in a wide variety of activities such as crafts, outdoor play, talent shows, making own snack and various games. I am happy with this service and will continue to use it in the future. Detailed newsletters emailed to parents".

"I have been so impressed at the range of activities provided at this after school facility. Sports, physical activity but also science, craft, baking. My child weekly has experienced a brand new activity and has tried various new foods at snack times. I'm extremely happy at his wellbeing and personal mood when in this care".

"My son uses the breakfast club and aftercare services that Karemore offers and as he is only P1 I was concerned that the extended day may be too much for him on top of starting school. But he has loved Karemore from day 1.

He has even attended extra sessions eg. parties and fun days with them so as not to miss out. I really feel the staff know him and like him. I am very pleased with the service and the experience".

"I cannot thank Karemore enough for the excellent care they provided to my daughter. Staff have spent a lot of time with her helping her with homework and all aspects of learning. They are an asset to the Karemore family. My daughter has enjoyed every minute".

Children we spoke with told us about the house groups and children's committee. They commented that staff are nice and caring and they listen to their suggestions. They told us that they liked coming to the service and enjoyed the activities.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The standard of care and support provided to children was very good.

Staff were caring, enthusiastic and skilled, with long term staff providing support to newer staff. They provided child centred, responsive care and children benefitted greatly from this.

We saw that there was a focus on child led play with staff supporting children to lead their play, learn at their own pace and make choices and decisions. Children were observed to be happy, settled and confident in a warm, nurturing environment.

There was very good exchange of information with parents about children's learning and development. This meant that staff could provide individualised child care. Children also participated in house groups and the children's committee. This enabled children to have a voice and contribute to the organisation of the service. Children voted for employee of the month and were nominated for star of the week. They participated in question of the month. We saw children enjoying group time at the start of the session. This encouraged children to share their news, chat about their day and decide what they wanted to do that day.

Personal plans for children were well documented and demonstrated that staff had very good knowledge of children and their families. Information was shared with parents using a variety of methods, for example, six

monthly review of children's personal plans with parents, parent information board, regular newsletters and emails. New additional care plans were recently developed to capture more specific information about children's needs. Interventions were well managed with staff engaging with parents, where necessary, to support children.

Staff had a sound understanding of how to protect and safeguard children. A robust child protection policy and procedure was in place which informed and supported staff in their roles. Staff had recently attended child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection.

Staff provided a productive environment for children. We observed children actively engaged in a range of stimulating play experiences, facilitated by resources that promoted interest, creativity and problem solving. There was a focus on loose parts and sensory play materials. There were obvious strong relationships between children and staff and very good interactions and engagement. Children enjoyed physical play in the gym on the day of inspection. They also had access to outdoor areas.

Transitions were well managed, particularly for younger children and children requiring extra support. Children and their families were fully involved and staff supported children very well, implementing strategies to enable children to transition smoothly. We saw that children and families' views were respected and valued and that an inclusive approach to the care of children was implemented.

There was a focus on health and wellbeing of children with mental health being a theme for the year in the service. Staff had introduced mindfulness with children and were in contact with the Scottish Association for Mental Health (SAMH) to engage with their national programmes for children. An author workshop, 'How to raise a happy genius' had been successfully delivered and Usborne books conducted a storytelling session.

We looked at the service medication policy and procedures. The manager told us that First Aid training was imminent and we asked her to ensure that epi pen training was included.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The quality of environment was very good.

The premises were safe, secure, clean and bright. The manager and staff created a warm, welcoming environment for children and parents. There were attractive information boards and displays showing children's achievements.

Children enjoyed self directed play both indoors and outdoors. Staff created a positive learning environment which encouraged children to explore, experiment and create. During the inspection one staff member was conducting a science experiment with children using a balloon to create static electricity. The playroom was well set out and resourced. We observed children enjoying quiet spaces and selecting their favourite play materials. Children enjoyed chatting in small groups with their friends. A beat the goalie event in the gym was a popular activity.

Children enjoyed a varied, healthy snack, helping themselves to food and drinks.

There were appropriate risk assessments in place for the premises and children to meet their individual needs.

Good infection control practice was evident with children engaging in appropriate hand washing procedures when relevant. Cleaning and health and safety monitoring checklists were completed. Accidents/incidents were appropriately recorded.

Effective signing in/out procedures were carefully implemented. These practices ensured that children were kept safe and healthy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The quality of staffing was very good.

A service manager, supervisor, playworkers and a modern apprentice were employed. We audited staff files and found that there was a robust recruitment process in place. The service policy and procedure on recruitment was effectively implemented with staff being recruited in accordance with Care Inspectorate good practice guidance. Staff were registered with the Scottish Social Services Council (SSSC). There were suitable contingency arrangements in place for staff absence.

From observations of staff engaging with children we noted that staff were caring, responsive and nurturing. They engaged well with parents and knew children and their families well.

The manager was continuing to support and build the staff team, overseeing the induction process, holding regular meetings and support sessions and providing staff with opportunities to evaluate practice. She provided staff with allocated time to plan and record. Staff told us that they welcomed the manager's approach and had benefitted greatly from this in terms of staff wellbeing. Staff morale and confidence was very positive.

A system of appraisal and supervision was in place. This was a useful management tool to provide feedback to staff, review and evaluate practice and consider staff self development. Staff participated in six monthly appraisals with the manager. The manager's appraisal was conducted by service supervisors and anonymous colleagues. Children were surveyed for their feedback on all staff.

Staff used Noodle, an online training resource, to engage in a range of mandatory and voluntary training. The manager was able to track staff training and discuss this with staff. We observed staff training and saw that this was wide ranging and informative. We spoke with staff who told us they were well supported. They commented that training and team building opportunities were very positive.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The quality of management and leadership was very good.

The manager was conscientious and driven and promoted a culture of reflection and self improvement. She was a member of the Glasgow West Central Childcare Forum and was proactive in the early learning and childcare arena.

Staff morale and wellbeing was very positive. There were opportunities for staff to come together to discuss policy and practice. Regular team meetings were held and the manager also had informal discussions with individual staff members to build relationships and provide support. Staff also benefitted from regular engagement with staff from the provider's other services. The team was working well together to support children and their families.

A system of quality assurance and monitoring was in place. The manager clearly recorded, planned and implemented responsive monitoring and action plans. A service improvement plan and areas for future development had been developed. This was based on reflective staff practice and parent and children's feedback.

The service website was in process of being updated and a facebook page was under development. Stay, Play and Learn sessions were planned for March 2020 to further engage and involve parents.

There was a complaints policy in place which was provided to parents and children.

Appropriate insurance was in place. The Certificate of Registration was displayed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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

There are no outstanding recommendations.

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

This service does not have any prior inspection history or grades.

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