First 4 Kids SCIO Westquarter
Day Care of Children

Westquarter Primary School
Westquarter Avenue
Westquarter
Falkirk
FK2 9RN

Telephone: 01324 473325

Type of inspection:
Unannounced

Completed on:
15 October 2019

Service provided by:
First 4 Kids a Scottish Charitable Incorporated Organisation

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Service no:
CS2018364501

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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 registered with the Care Inspectorate on 15 May 2018.

First 4 Kids SCIO Westquarter is registered to provide a care service to a maximum of 40 school aged children. Children who are enrolled to start school in the August term can also be cared for during the preceding summer holiday period within the maximum numbers stated.

The registered manager for this service is also the registered manager for First 4 Kids SCIO Bantaskin, First for Kids SCIO Carron, First 4 Kids Carronshore and First 4 Kids SCIO Maddiston under a peripatetic management arrangement. The peripatetic manager must spend at least one session in each service during the course of a week. The manager is not included in the adult : child ratio.

The service operates within Westquarter Primary School. Children have access to a large hall, designated toilets outwith the main hall and a playground to the rear of the school building. Occasional use of the school gym hall is also available for additional active and physical play opportunities.

The stated ethos of the provider organisation included:

'Play and the Playwork Principles will be the focus in all of First 4 Kids clubs. Staff will be trained to develop appropriate activities in partnership with children. This will be informed by best practice and current playwork theories. Children will be encouraged to stretch them-selves, participate in challenging activities with an element of supported and managed risk'.

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.

What people told us

Throughout the inspection children were mostly happy, relaxed and confidently chatted as they played and had fun.

A group of children excitedly showed us around, telling us about each area and where they liked to play. This demonstrated their sense of pride in the service.

Children spoke to us with ease, showing us what they were doing and inviting us into their play. As children shared their views and experiences within the service, they made positive comments about staff, snacks and the activities on offer. They told us staff were kind, listened to them and looked after them well.

We sent 10 care standards questionnaires (CSQs) to the service to distribute to parents and carers of children who attended the service. Two were completed and returned to us before the inspection visit. In the returned questionnaires both parents strongly agreed that overall they were very happy with the quality of care their

children received in the service. Two parents spoken to during our visit were also happy with the care and support provided to their children.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection.

We looked at their improvement plan which 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	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

Throughout the inspection children were having fun as they happily played and confidently chatted to each other. The level of engagement between children and staff demonstrated positive relationships were beginning to form with children feeling safe and well cared for.

Children were learning to care for others through discussions and good role modelling, for example promoting sharing, respect, kindness and an understanding of others. Encouraging children to resolve disputes and problems together helped them to gain important social skills and develop an understanding of democracy.

Children's snacks were plentiful and well balanced. Consideration should now be given to enhancing the snack routine and experience. Children should be more involved in menu planning and the preparation of snacks. This will support their learning of making healthy choices and give responsibility to developing self help skills. In addition, children's independence could be further promoted. All children should be encouraged and enabled to self select and self serve foods and drinks. This will demonstrate that staff trust them and recognise their individual ability of self care. There should be a review of staff practice to ensure appropriate infection control procedures are consistently followed at snack time to maintain a healthy care environment.

Children were given some good opportunities to express their views and make suggestions about the activities on offer. To further support choice and independence children could be given more responsibility and further recognised as experts of their own needs and wishes. They could be more empowered to express their views and take a lead role in making decisions about the service and their daily experiences. Trusting children and giving them ownership of their time spent in the service will promote inclusion, respect and support them to feel listened to and valued.

Information gathered about children's individual needs and personalities was good and helped staff to get to know the children. When recording observations staff made links to the eight well being indicators. Staff agreed

records kept could be better used to assess children's current needs and for future planning of activities and the care and support provided.

For some children positive discussions with parents led to the development of specific support strategies. This promoted their continued enjoyment in the service. Staff discussed plans to develop chronologies for children experiencing changes within their lives. This should be actioned and acted upon in a timely manner. This will ensure relevant information is gathered and can be appropriately used to develop and monitor support plans.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The inside play areas were clean, warm, bright and safe with enough space to enable children to move freely as they played.

There was no identified space for children's personal belongings. Staff told us they were considering providing boxes for children's coats and bags. To further promote respect and support children's sense of security and belonging in the service this should be addressed.
Consideration should be given to the children's individual needs. For example, the daily routine should be reviewed to enable children to rest and relax in a comfortable environment when they need or choose to. Also, to further promote children's emotional wellbeing and resilience, consideration should be given to the opportunities for children to be alone with staff, themselves or their friends. We discussed how this could be enhanced, for example, small dens and private spaces.

Games, toys and activities were stored outwith children's reach. This impacted on individual choice. This was recognised by staff and a photographic inventory was in the process of being developed. The activities on offer could be enhanced to promote challenge, curiosity, motivation and creativity. In particular, access to loose parts and natural, open ended play materials. We guided the service to professional documents which would support improvement and provide children with broader play experiences and support their enjoyment and learning. This included Loose Parts Play and My Creative Journey. These documents can be accessed on The Hub section of our website.

Opportunities to engage in risky play promoted curiosity and enabled the children to explore and expand their abilities. To further support their learning of appropriate risks, life skills and keeping themselves and others safe staff should now enhance access to this type of play. More information and examples of quality outside and risky play experiences can be found in the professional document My World Outdoors. This can be accessed on The HUB section of our website.

Time spent in the outdoor area each day contributed positively to children's health and wellbeing however this time was limited and did not promote children's choice. Consideration should be to given more opportunity for outside play and where possible free flow choice to the outside area. Outdoor resources supported some aspects of children's physical and emotional development, consideration should now be given to enhancing the range and variety of outdoor activities and experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The newly formed staff team were beginning to develop positive working relationships with each other. Weekly team meetings and daily discussions enabled them to share relevant information about children which would support each other in providing appropriate care to ensure their individual wellbeing.

Staff interactions with children were mostly positive with children confidently chatting to them and staff respectfully listening. Staff demonstrated genuine care for the children and a desire to provide a positive care service. Through discussion senior staff demonstrated an awareness of aspects of the service that needed improvement.

Staff benefited from management support, inhouse training and visits to other services within the same organisation. This encouraged staff to gain new knowledge, reflect on their practice and identify what improvements could be made. To support their development and enhance outcomes for children, staff should increase their knowledge and understanding of key best practice documents. This should include developing a sound knowledge of the Playwork Principles and the Health and Social Care Standards. Working within these principles and standards would support an enabling and child-led service where children can access a broad range of experiences and play environments, increasing opportunities for challenge and enjoyment.

Discussion with staff and a review of files demonstrated that appropriate steps had been taken to safely recruit staff and ensure a supportive and robust induction process.

We spoke with staff about child protection and used scenarios to explore how they would act to protect children from harm. We found that they were knowledgeable about their own child protection polices and how to implement them to ensure children's safety.

During the inspection staff were involved in task orientated work which reduced direct interaction with children and at times meant children were left unsupervised for a short space of time. This was discussed with a senior staff member at the time who agreed to address this immediately.

Staff had some opportunity to take a lead role in aspects of provision. This is an area of staff development which could be taken further within the service. To promote individual leadership skills and ability, staff could make use of the Step into Leadership pathway resource available to them through the Scottish Social Services Council (SSSC) website. More information can be found at: http://www.stepintoleadership.info

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The new manager demonstrated a clear vision of how she would like to improve the service. This had been communicated to the team through regular meetings enabling them to contribute to the service development plan. The staff team valued the managers direction and support and recognised the positive impact so far. This meant children enjoyed care and support within a positive ethos which was improving their experiences. An organisational development plan was also in place which highlighted relevant targets to support and sustain improvement.

Regular individual supervision meetings and annual appraisals were held which allowed personal and some practice issues to be addressed in a supportive way. This and identifying staff's strengths contributed to positive experiences for children as staff felt supported and motivated within their work. To further enhance staff practice and supervision meetings management should now develop a formal observation approach to monitoring staff's practice and interactions when working with children. This will contribute to continuous improvement, help identify relevant training needs and promote a professional and knowledgeable workforce.

Although relevant information was gathered, the storage of important information and general paperwork was disorganised within the care setting. This led to some confusion for staff when accessing children's care plans and medication records. The manager should consider how to improve the organisation and tracking of information to ensure easy access and support positive practices.

Consultation and information shared with parents and carers promoted inclusion and enabled them to assess the level of care and support offered to their child and the overall service provided.

At the time of the inspection, there had been no toilet seat within the girl's bathroom for a month. Although staff had reported this to the janitor, the management team had not been made aware. A system should be developed to ensure staff pass on relevant maintenance information to management to enable escalation when required and a timely solution.

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

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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