# Star Kids Out of School Care Ltd
## Day Care of Children

St. Anthony's Primary School
Lochaber Drive
Rutherglen
Glasgow
G73 5HX

Telephone: 07791608966

**Type of inspection:**
Unannounced

**Completed on:**
17 September 2019

**Service provided by:**
Star Kids Out of School Care Ltd

**Service provider number:**
SP2018013088

**Service no:**
CS2018365286

## 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

The service was registered with the Care Inspectorate on 29 June 2018.

The service is provided by Star Kids Out of School Care Ltd

Star Kids Out of School Care Ltd is registered to provide daycare to a maximum of 45 children attending primary school up to 1st year secondary school. The service operates from St. Anthony's Primary School during term time. During school holidays and in service days the service have exclusive use of the premises at Cathkin Community Wing to a maximum of 30 children attending primary school up to 1st year secondary school.

We check services are meeting the principles of Getting it Right for Every Child (GIRFEC), 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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

This is the service's first inspection. We spoke with six children using the service and four members of staff. We observed practice and checked documentation relevant to the inspection.

We carried out an unannounced inspection of this service on 16 and 17 September 2019 and gave feedback to both providers at the end of the inspection.

## What people told us

Most children were happy and settled in out of school care. They told us that they enjoyed playing with their friends and that staff helped them to resolve any disputes. They told us about the snack survey and how nice staff were to them.

We had eight care standards questionnaires completed and returned to us during our inspection. One staff questionnaire was also returned. One parent contacted us by email. Comments included:

'From first contact both Zara and Joanne have been excellent. They have provided me with info on the service they offer and really put my child at ease.'

'The biggest compliment we can give the service is our child loves attending and this reassures us about her having a positive experience. Staff clearly recognise and praise childrens achievements.'

'My daughter loves attending Star Kids OSC.'

'Couldn't be happier with the care my child receives.'

'All members of staff are so supportive of all the kids their enthusiasm for things they plan for the kids is second to none.'

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their 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** | 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

Staff had created an environment where children were confident and ready to engage in activities. Children were encouraged to have a voice and make choices about how the service was provided to them. They were supported to respect their peers and involve others in their play. This had resulted in a caring and nurturing space for children where they could safely express themselves.

Children were valued by the service and had been involved in the review of the snack menu which had resulted in positive changes and more variety. Other consultations were used by staff to gather feedback from children and use it to tailor the service to meet their needs, for example the questionnaire feedback about the holiday club will now shape how it is provided in the future. This gave children real ownership of the service by being able to influence the service.

Personal plans were in place for all children and consisted of paperwork such as child development plans. These were used to gather information on how best to support children. Staff advised that they used the information gathered from parents and children to ensure that they had a range of resources and experiences that were linked to their needs. We discussed how these could be reviewed so that the information gathered within them were meaningful and able to track how they were addressing childrens support needs.

We discussed how the pace of the day should be reviewed to ensure that it reflected childrens needs. The manager agreed to look at how this could be improved.

We found the service's performance was good for this theme.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The indoor space was bright and welcoming. They had created areas for children to get involved in various experiences such as a cosy corner for quiet reading time. Table tops for creative play and floor space for construction. Due to a shortage of storage space within the service some resources were kept off the premises and some needed adults to access them. We asked the manager to consider ways to improve children's access to resources independently.

The service had direct access to the school outdoor space. This was a great resource and the staff were committed to making the best use of what was available. There were various opportunities for different kinds of play for example there was a big sand pit for children and a wooded area where children could explore and make dens. There were clear boundaries in place for using the outdoor space which gave children the opportunity to explore the area while maintaining their safety. Risk assessments were in place for all areas of the service. Children were encouraged to engage in risky play and make the most of the space provided for them.

Most children were aware of infection control procedures. We discussed how these could be promoted more by reviewing the snack routine to ensure that staff could check children's hand washing routine while ensuring that snack was a sociable and relaxed time for children. The manager advised she would take this forward.

Pick up time should be reviewed so that children were not unnecessarily waiting around and staff could track their whereabouts. The manager advised that the routine had been changed due to the increase in numbers but that they would look at it again and make appropriate changes.

We found the service's performance was good for this theme.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

The staff team had undergone some changes recently. They worked well together and had created a supportive and inclusive environment for parents and children. Staff recognised that they were on a learning journey and were fully committed to developing and improving the service. Through our discussions we found that they were mostly confident within their roles, knowledge and skills. They were happy to engage in professional dialogue and discuss how to enhance children's experiences. This was really positive as it highlighted to us that outcomes for children were important to them.

During the inspection we observed staff being responsive to individual children's needs and preferences. We discussed best practice documents and training opportunities which would provide staff with the tools to assess and evaluate their practice, enhance the quality of information being recorded, improve experiences for children and elevate their learning environment (see recommendation 1).

All staff were either registered or were in the process of registering with the Scottish Social Services Council (SSSC). The manager was aware of safer recruitment guidelines. After sampling three files we advised the manager to review the collection of the required information when recruiting staff to ensure that all relevant documents were obtained. This can be found at https://hub.careinspectorate.com/resources/national-safer-recruitment-guidance/

The manager had a clear overview of the service and was aware of what was needed to improve and develop it further. Staff had accessed some training and were able to highlight the impact the training had on their practice. Regular supervision and appraisals were used to highlight achievements as well as focus on areas of improvement including further training.

We found the service's performance was good for this theme.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The provider should support staff to access best practice documents and further training to improve and develop their existing skills, facilitate children's learning and improve the quality of information being recorded.

This ensures care and support 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).

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The management team provided a nurturing and supportive environment for staff as well as children. They demonstrated an inclusive and welcoming approach which helped facilitate positive relationships with parents, who felt valued and respected.

They had provided opportunities for children and families to influence how the service was provided for example there were requests for children to be more active in the out of school care. A rolling sports class had been put in place and been a success. This was good as it highlighted the value the service placed on children's wellbeing. The manager advised as this was their first year in operation, they would in future gather more focussed feedback from parents and children and use this to influence the service's development as well as their improvement plan.

The service's improvement plan detailed areas for development as well as providing staff with the opportunity to take responsibility for enhancing learning and support within the service.
The improvements identified were directly influenced by the documents 'How Good Is Our School' and 'How Good Is Our Early Learning and Child Care'. This was positive as it demonstrated the service's commitment to using best practice guidance to enhance their service to families.

Whilst they had records for the administration of medication within the service they did not keep a record of medicines stored on the premises (see recommendation 1).

We found the service's performance was good for this theme.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The provider should ensure that a record of medication kept on the premises is developed.

This ensures care and support is consistent with the Health and Social Care Standards which state that: 'Any treatment or intervention that I experience is safe and effective', (HSCS 1.24).

**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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