Hutchesons' After School Care
Day Care of Children

44 Kingarth Street
Glasgow
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Telephone: 0141 433 4481

Type of inspection:
Unannounced

Completed on:
3 March 2020

Service provided by:
Hutchesons' Educational Trust

Service provider number:
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Service no:
CS2018367836

About the service

Hutchesons' After School Care offers term-time and holiday childcare options. The after-school club operates from a dedicated space within the private primary school and gives pupils the opportunity to play, learn and socialise with friends.

The after school care service, open to all primary pupils, operates daily during term time from 3.10pm-6pm.

The service registered with Care Inspectorate in September 2018 and this was their first inspection.

What people told us

Children told us -

"I have been here since P1, the parties are amazing."

"Staff are so nice and good at their jobs. I love them all."

"We love the primary 6-7 room because it's our own space that the little ones can't annoy us in."

"I like being able to go to homework club because I am always too busy when I get home with clubs."

"I am on the children's committee so it's part of my job to find out how other kids feel about things and represent their views. Its cool."

"I think it's nice that all kids have their own folders here for art work. Even if you only come one day a week you still get a folder and I think that's really nice of them."

"It's really cool that we get to call the teachers by their first name. It makes me feel like they are closer to us and not just like out teachers if you know what I mean."

"The holiday club is amazing. I really hope I am allowed to come again to the next one. The staff planned so many cool things for us."

Parents and carers told us -

"Been using the service since P1, three times a week. Staff are excellent and very caring. They know the children really well. We adore it."

"They are very good at passing on information."

"They run clubs in February and October and I am hoping this will run into summer."

"Really happy with activities and resources on offer."

Self assessment

The service was not asked to complete a self assessment.

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

On the day of inspection we found children who were excited to be coming to after school. Children entered the room with a buzz around them, excited to meet up with their friends and see the adults caring for them. This created a really joyful and lively atmosphere within the service which continued throughout the inspection.

When children initially make their way to the after school care from their classrooms they come to one of two buildings which have been split by age. Primary 1-3 together and primary 4-7 together. The children were signed in on the register upon arrival and invited to help themselves to snack.

There was a good assortment of food for children to choose from such as pancakes, yoghurt, sausages, mixed fruit and vegetables, milk and water.

Children enjoyed their snack while they socialised with their friends. They enjoyed catching up with one another and also deciding how they would spend their time for the session ahead. Children were asked to choose from various activities such as outdoor play, indoor physical play, arts and crafts, games and homework club.

Staff used this information to ensure each area was set up for children to play.

Staff demonstrated a clear understanding of the policies and procedures in place to ensure care and welfare of children including child protection. All staff had received training in this area and understood the indicators that may suggest a child is at risk of harm. This contributed to children feeling safe within the service.

We looked at the system the service use to record any accidents and incidents that take place whilst children are in their care. We found these to be detailed and well organised. Information was promptly shared with parents and these were audited routinely by the manager.

In addition to this we looked at the storage and administration of medication within the service. There were several children whom required medication to be held by the service and this was stored in a locked cabinet within the office. We advised the manager to review the storage of medication in line with Care Inspectorate guidance.

We found that children's individual plans didn't consistently reflect their up to date medical needs. Through

discussion with the manager it became clear that information was being stored and updated in various places and whilst core staff were aware of these procedures it was not conducive to best practice. We asked that the manager review this and organise information in a more streamline manner and ensure this is regularly and routinely reviewed. (Please see recommendation one)

All children within the service had an individual plan. Whilst the service are newly registered with Care Inspectorate they have operated for a longer period of time prior. With that being said the management team spoke us through their journey with developing these plans in line with Care Inspectorate guidance. As it currently stands we felt that whilst there was important and detailed information within them this was not showcased in a way that told a story of an individual child. Some important information was being stored outwith the plan and some poorly positioned within the plan. The manager agreed that information could be clearer and better organised and that further information is required within them to ensure they represent each child as an individual. (Please see recommendation two)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. We asked the manager to review the storage of medication in line with Care Inspectorate best practice guidance. In addition we asked that she consider how they include this information in children's personal plans.

"I experience high quality care and support based on relevant evidence, guidance and best practice"- HSCS 4.11.

2. We asked the manager to review children's individual plans. In particular we asked her to consider what the plans told us about the child and how best to organise important information within them.

"My personal plan (sometimes referred to as a care plan) is right for me because it clearly sets out how my needs will be met, as well as my wishes and choices"- HSCS 1.15.

Grade: 4 - good

Quality of environment

Findings from the inspection

The after school environment is split over various buildings. The service have their own building within the school grounds and they also have access to various spaces within the school. This allows for a variety of noisy and quiet spaces for children to explore different activities.

There was a real focus on physical play and outdoor play, this was facilitated for regardless of weather.

Children had use of the playground and a large assortment of outdoor resources to choose from. Some children asked to play football and went on to set up their pitch with netted goals whilst others made up their own games using cones and balls to throw and catch. There was also a group of children playing tennis, they spoke

about how much they have improved with practice and were keen to show me their newly developed skills. Children also have access to a second playground where they can explore more loose parts play with tyres and crates,a log swing, chute and playhouse.

There was opportunity for children to take part in imaginative role play and they played 'mummies and daddies' using the dolls. Children had plenty of resources within this area and were able to share and turn take independently.

There was a large collection of board games and puzzles for children to choose from and these were organised and displayed in a place which was easily accessible to children.

The room next door had a large assortment of messy play activities and arts and crafts experiences. This area was well used and children were encouraged to lead their own learning by locating items that were not out on display.

The older children were excited to show us their 'den'. The den is a separate room which has been set up for senior children to use. Staff felt it was important to recognise the maturity and stage of development of these children by creating this space for them. They wanted to provide a space where they could feel respected and independent. On the day of inspection the children used this space to write their own songs and make up dances to them. They spoke about this being something they are really passionate about and that they were so grateful to the staff for creating this environment for them. This area was really well utilised and created a fun and lively place for children to spend their time.

Some children also spoke a lot about homework club and how this was a space they felt was important to them. Children were offered use of the school library if they wanted a quiet space to complete homework. Two children spoke to us about how this was helpful as it allowed them to attend other extra curricular activities after school whilst also keeping up to date with school work.

Staff used a radio system to communicate with one another over the large space. They had a headpiece and this allowed them to call for support, track children and just generally support one another throughout the session. The system was effective and well used.

The primary 4-7's currently use the dining hall to have snack and they are encouraged to wash their hands on route from their classroom. We spoke to the manager about how they monitor this to ensure good hand washing practices are taking place and they agreed this was hard to do given the space that they had. The manager spoke to me about plans she has proposed to the school head teacher which would involve adding a sink to the entrance of the dining room. This would be a good addition as it could also be used for children who are playing outdoors. Plans for this have yet to be confirmed however she suggested using hand sanitizer in the mean time. We have asked the service to continue to monitor this and update us with regards to the plans for adding a sink.

In addition to this we observed that children did not have access to a toilet within their immediate environment. Children would walk through the playground and into the main school building to access a suitable toilet. Younger children are always accompanied by a member of staff and older children are tracked using the well established radio sysem, this allows staff to be confident in knowing where children are at all times. Through discussion with staff and manager around this it was brought to our attention that this has been considered within the up and coming refurbishment plans for the building. Once more we asked the service to keep us up to date with plans for this and to continue to reflect on children's experience.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

On the day of inspection we arrived to find the after school care team sitting together having their daily briefing. The team spoke about how beneficial they found the daily briefings and that it provided them with a sense of organisation each day knowing any updates with regards to things like changes to children's attendance and staff absences prior to the children finishing their school day.

In addition to daily briefings the team also designate time to have a monthly staff meeting. These meetings are used to discuss longer term plans and review individual plans for children who require further support. The minutes of these meetings evidenced that staff regularly and meaningfully engage in self evaluation and reflection of their own practice. All staff were encouraged to contribute to these discussions and they said this had given them greater confidence in their own roles.

All staff were able to talk to us about their own leadership roles within the service. They took pride in these roles and knew that their experience and interests had been taken into consideration by their management team when identifying an area for them to lead. Staffs' leadership roles covered areas such as ECO schools, children's committee, health and wellbeing and being a rights respecting school.

Staff had protected time each week which allowed them to develop within this role and gather important information to share with colleagues. This gave staff a sense of professionalism and achievement knowing that they personally had opportunity to lead development for their children.

Staff were also passionate about training opportunities. They appeared to capitalise on all opportunities presented to them and demonstrated how they also seek out their own training based on their needs and interests. Staff were appreciative that their wishes and suggestions were always taken on board by management team who would help to facilitate this for them. Recent staff training included GIRFEC training, child protection, health and safety and first aid. Various staff spoke to me about the impact of this training for example how they are now in the process of reviewing children's individual plans and creating further links to the wellbeing indicators.

The team were eager to tell us about their plans for ACES (Adverse Childhood Experiences) Training and showed an understanding of how this might affect their daily practice and understanding of child development.

Staff had strong relationships with children and spoke to them with respect at all times. They were observed helping children to problem solve both in their play and at times conflict with one another. This was always handled sensitively allowing good outcomes for children. Staff acted as strong role models for children in the way they demonstrated kindness, fun and support. This gave children a sense of security and clearly fostered close relationships.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager had a clear vision of where she wanted to take the service and showed an understanding of the teams journey in achieving this.

She was particularly proud of the fact that children were excited to spend their time here and of the strong relationships they had with staff.

The team spoke very highly of the manager telling us;

"She is a fabulous manager. She is very hands on and spends a lot of her time on the floor with us getting involved in everything that's going on."

"She takes a real focus on training and giving us opportunities to develop ourselves as professionals both as individuals and as a team."

"She is so approachable. The children love her and I think its really special how she always finds a way to accommodate peoples' ideas, even when they are a bit out there or initially seem unachievable. She's really passionate about what she does and I find her inspiring to work with."

The manager spoke us through the process of improvement planning, monitoring and self evaluation and how this helped to develop the overall quality of the service they provide. Although there were clear processes in place for this we asked they she look at streamlining some of this information to one overall plan with a planned calendar and ensure that she continue to share this with and involve staff, children and families.

The service have signed up to become part of 'Achieving Quality Scotland' where they will collaborate with four other out of school services to achieve positive outcomes for children.

The manager was in the process of carrying out support and supervision meetings with all staff. She had recently developed a new format for this which took account of staffs' training needs, capability, performance and general moral. This is a process staff were engaging well with and gave them a self of value and worth.

As part of our inspection we looked at safer recruitment. Whilst we were satisfied that all staff had been recruited safely and in a professional manner we asked that the manager review staff files to ensure all elements of them were kept up to date. For example we seen that many training logs had not been kept up to date and that there were signatures missing in various places. In addition to this new employee references were received by and kept at the service's HR office with the manager being informed as to their arrival and suitability. We asked that the service reconsider this moving forward and that they have more involvement in this process and store the reference within the staff members file on site. We suggested that the manager introduce a checklist to the front of staff files and organise them in a clearer manner. The manager agreed to review this and demonstrated an understanding of the benefit to this. (Please see recommendation 1).
It should be noted that since our initial inspection the service have been in contact with Care Inspectorate to evidance these changes to staff files. The manager discussed how the staff files had been in the midst of review at the time of inspection and that they have since been brought up to date in respect of staff training and general organisation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We asked the manager to review staff files to ensure all paperwork within was complete and up to date including important dates and signatures. We also asked that they liaise with their HR team to make changes to how references are received and stored.

"I am confident that people who support and care for me have been appropriately and safely recruited" - HSCS4.24

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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