Skoolz Out Child Care Ltd
Day Care of Children

12 Nithsdale Crescent
Bearsden
Glasgow
G61 4DG

Telephone: 07855 089 294

Type of inspection:
Unannounced

Completed on:
26 August 2022

Service provided by:
Skoolz Out Child Care Ltd

Service provider number:
SP2019013285

Service no:
CS2019373807

About the service

Skoolz Out Childcare Ltd is a daycare of children service registered to provide a care service to a maximum of 100 primary school age children at any one time.

The out of school care service is in the Bearsden area of East Dunbartonshire. It is near to transport links and local amenities.

Skoolz Out operates from a two-storey building which has been extensively renovated to provide the after school care service. Access to the building is through the secure door entry system. The playrooms are well laid out, bright, spacious and welcoming. There are toilet and kitchen facilities on both floors. Children have direct access to the enclosed outdoor area which they use daily.

Skoolz Out operates a breakfast, after school and holiday club.

About the inspection

This was an unannounced inspection which took place on 15 July 2022 between 11:50 and 15:30. We met the 18 children and staff who were on a day trip to a park in Glasgow. We made a second visit to the premises on 20 July 2022 between 08:45 and 19:30. There were 16 children attending on that day. This was the service's first inspection and it was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered since their registration. In making our evaluations of the service we:

- spoke with most of the children using the service
- got feedback from 10 parents
- spoke with three staff, the provider and the manager
- observed practice and daily life
- reviewed documents.

Key messages

- The children were very happy at the service. They really had great fun playing outdoors at the park. They took part in a range of exciting activities and particularly enjoyed the freedom to run, jump, climb and explore.
- Staff were very kind and caring towards the children and they had built loving and nurturing relationships with them. They listened to the children and supported, praised, and encouraged them as they had fun playing with their friends.
- The playrooms were spacious, welcoming and bright. The areas were set up to encourage the children to make choices regarding what they wanted to take part in. Children had the freedom to move between the rooms and the outdoor area.
- Staff felt supported by the management and really enjoyed working at Skoolz Out. There was a strong team ethos. The care of the children was central to what the service did.
- The manager and staff should continue to develop the children's personal care plans and ensure that these are reviewed and updated every six months or before dependent on the needs of the child.
- The manager should review and update the information they request in relation to allergies to make it more robust and clearer. This improvement will help staff support the children who may have allergies.
- The manager should set up cleaning schedules to support the service in their infection, prevention and control procedures.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning? 4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children experiences.

We found that staff had good processes in place which helped them get to know the families and the children. This approach helped the children and families settle well into the service and build positive relationships. Through discussion and observations, we saw that the staff were able to meet the children's needs and personal preferences. We saw that the children were relaxed, happy and content, and clearly enjoyed being at the service. Staff were caring, warm and kind towards the children. They gave them lots of praise and encouragement, chatting to them, playing with them and responding positively to their needs.

The children told us that they liked and enjoyed coming to the after school care.

"I'm very happy."

"I like playing in the garden."

"I like playing with my friends."

"XXX's favourite colour is pink. My favourite colour is yellow."

"I love rolling about in the dirt."

Parents particularly enjoyed seeing the pictures of their child taking part in activities. This reassured them that their child was having a great time, and it helped them feel part of the child's day. This approach helped to support effective communication and consistency and continuity of care.

Parents' comments included: "Skoolz Out update me by telephone, email, WhatsApp etc. I am being provided with picture updates throughout the day, which puts my mind at ease that they are enjoying themselves while I am at work."

"They go to the park. At Christmas they organised reindeers to come. They do extra stuff for the kids ... I like getting text messages or WhatsApp with pictures. Communication is really good."

We found that staff really knew the children well and gave them very good support throughout the day. We looked at a range of documentation including children's individual wellbeing wallets. This helped the staff support the children and meet their ongoing needs, wishes and choices. This information made up the children's personal plans. As discussed, the manager and staff should continue to develop the children's personal plans and ensure that these are fully completed, reviewed and updated every six months or before, dependent on the needs of the child.

Appropriate procedures were in place to record accidents and incidents. These were discussed with and signed off by parents. The service had a medication procedure in place to support staff to administer medication. As discussed, the manager should review and update the medication policy and procedures and improve the information requested by the service in relation to children with allergies. This would make them more robust and help staff support the children effectively (see area for improvement 1.)

Most of the staff had undertaken paediatric first aid. Children had also taken part in first aid training. These procedures helped keep children safe and supported staff to respond effectively to the care needs of the children.

A parent commented: "I was so impressed when my child completed her first aid course at Skoolz Out recently, a very resourceful subject to be educating young children on."

Staff members' approach to play and activities was child centred and responsive to the children's interests, wishes and level of skill. Children had lots of opportunities for fresh air and physical play. The children really enjoyed running up and down the piano, which was an interactive computer game projected onto the floor. It had 100 different types of interactive activities that was suitable for the different age and skills of the children attending the service. The children told us that they had visited parks, museums and a cinema. They were involved in the planning and were able to choose what they would like to do for example, tie dyeing. This approach helped the children feel included in decision making and they had lots of opportunities to be active, have fun, develop their skills and confidence and celebrate their successes. A child told us: "I like going on trips. I am going to the transport museum today."

Staff provided high quality play and learning experiences. They listened to the children and provided activities that linked to the children's interests, offering challenge and fun. Children were fully involved in their play and learning. We watched the children as they successfully climbed a large rock at the park, chased each other, slid down a chute, played in the sand, used their imagination and took part in telling stories. This approach showed us that staff were fully aware of, and met the needs of, the children they were caring for.

Areas for improvement

1. The manager should review the medication policy and procedures and bring it into line with the Care Inspectorate's document: Management of medication in daycare of children and childminding services.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My care and support meets my needs and is right for me" (HSCS 1.19).

How good is our setting? 4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children experiences.

We found that staff had created a warm, comfortable, welcoming and fun environment for the children to play and relax in. There was good natural light and ventilation. Staff ensured that the children had ample space to enable them to move around, play and learn. We saw that the rooms were spacious, bright and clean. The outdoor space was enclosed and had different areas for the children to relax and play in. Children could move freely between the indoor and outdoor spaces.

Staff provided appropriate activities, materials and experiences for the children, both indoors and outdoors, that were fun and exciting. This reflected the interests, development and learning stages of the children in their care. Children had daily opportunities to play outdoors and get fresh air. Parents really appreciated the care and range of experiences that staff gave to their children. They told us:

"XXX loves attending Skoolz Out and often complains when I pick him up too early as he doesn't want to leave ... They [staff] are always very welcoming and provide a happy, fun environment."

"To know that XXX's in safe hands at all times with regular updates throughout the day is very reassuring ... The service summer programme is excellent ... "

"... The outdoor space is fabulous, which is a benefit even in winter, (when the team arranged a reindeer visit). The indoor space is perfect and always spotless. There is plenty of space for food, arts and crafts, toys, and the dance/games floor ..."

"We especially like the environment. [The provider] Makes investments in the building and equipment regularly."

The service had risk assessments for the building, mini buses and outdoor activities. Maintenance procedures were in place. We saw that staff worked very well together to ensure that children were accounted for. For example, when they visited the park, staff and children knew how to keep safe. This meant that the children still had the freedom to explore the park and enjoy challenging and fun play experiences. This approach helped to make the environment safer for the children and build their self-esteem and confidence.

We saw that the premises were clean and well-maintained. Staff had received appropriate infection prevention and control training. Procedures were in place to prevent the spread of infection. This meant that staff were confident in ensuring that the environment was safe for the children and staff. Although check sheets were in place to show cleaning had been undertaken, the manager needed to set up cleaning schedules as part of their quality assurance processes. The manager agreed to do this (see area for improvement 1.)

The service was registered with the Information Commissioner's Office (ICO). This helped to ensure that information held by the service was managed in line with general data protection requirements.

Areas for improvement

1. The manager should put in place appropriate cleaning schedules. This is to bring procedures into line with the Health Protection Scotland document: Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment is secure and safe" (HSCS 5.19).

How good is our leadership? 4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children experiences.

We found that the provider and manager put at the heart of the service the children, families and staff. They ensured that the service they provided was inclusive and feedback from children, parents and families helped them to develop and improve the service.

We found that the management encouraged an ethos where staff felt empowered to share responsibility for the development and improvement of the service. They actively sought feedback from the children and parents and planned experiences linked to the children's interests.

Good communication with the parents ensured that they were kept up to date with what was happening within the service. Children's views were actively sought and their successes acknowledged and built upon. Staff supported children to help them reach their full potential. Feedback from children, parents and staff helped the provider and manager develop the service.

Feedback from parents told us that management and staff were very supportive of their children and met their ongoing needs which meant the children felt supported and secure when they attended the service.

The provider and manager put the children at the heart of the service. It was important to them that the children had fun and enjoyed their time at Skoolz Out. This meant that high quality play and learning was central to improvement planning. Viewing the service's own questionnaires and speaking with the manager highlighted that some of the responses sent from parents using the service had not been addressed. For example, a parent commented that they did not use Facebook so did not get some of the updates. And sometimes some of the staff did not speak with the parents. We spoke to the manager about the feedback and suggested a 'you said, we did' which might help them clearly show how the service had responded to the parents' feedback and also show how they had used feedback to improve the service.

A parent told us: "I honestly don't think the service could do anymore for the children ..."

How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children. Therefore, we evaluated this key question as very good.

We found that there was sufficient staff to meet the needs of the children attending the service. The deployment of staff ensured that the children had continuity of care across the day. Staff positively interacted with the children and were very supportive, kind, nurturing and caring towards them. They clearly enjoyed being with the children and ensured that the activities and play experiences challenged and interested the children.

Comments from children included: "The ladies are really nice." Children thought that the ladies were "kind to them" and they knew what the children liked to do. Children told us that they were "very happy", "5 million happies" and "happy."

We found that staff worked very well together, and supported each other to provide very good care to the children throughout the day. They were flexible in their routines to ensure that the needs and wishes of the children were being met. Staff had undertaken a range of training to help them in their childcare role.

Staff were very respectful of each other and clearly enjoyed their work and being with the children. This approach helped staff bond with each other and the children. They worked together to provide very good play and challenging experiences and activities. This ensured that there was a positive work/team ethos which benefited the children and helped them settle and enjoy their time at the service.

A couple of the parents highlighted to us that some of the new staff did not speak to them. The manager should consider how to help new staff get to know the parents so that they feel comfortable speaking with them. Overall, parents and children were very happy with the staff team and the care the children received.

Parents' comments included: "All the staff know my child extremely well. They know her likes and dislikes and what captivates her, to know how she feels on a day to day basis" and "All the staff know my daughter and it doesn't matter which staff are on, she is happy to attend ... My daughter loves the staff and the activities and the day trips to parks etc ... I have total faith that they have my child's best interests at heart, and her welfare. I know that if I have any concerns they would address it quickly."

Complaints

There have been no complaints upheld since the service registered.

Details of any upheld complaints are published at www.careinspectorate.com

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	5 - Very Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.