St. James Out of School Care
Day Care of Children

St James Primary School
10 Brown Street
Renfrew
PA4 8HL

Telephone: 01418 863 760

Type of inspection:
Unannounced

Completed on:
15 September 2023

Service provided by:
Insafe Hands Childcare Limited

Service provider number:
SP2013012146

Service no:
CS2019374865

About the service

St. James Out of School Care registered with the Care Inspectorate in August 2019. It is currently registered to provide a day care of children service to a maximum of 60 primary school aged children. Within these numbers children aged 4 years 6 months who will be starting primary school in August may attend during the summer holiday period.

The service is situated within St. James Primary school in Renfrew and is provided by In Safe Hands Limited. The accommodation comprises of one large playroom, dedicated toilets and a secure outdoor play area.

About the inspection

This was an unannounced inspection which took place on Monday 11 and Tuesday 12 September 2023 between 15:00 and 18:00. Feedback was provided on Friday 15 September 2023. The inspection was carried out by two inspectors 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 the service registered.

In making our evaluations of the service we:
- spoke with children using the service
- spoke with four staff and management
- observed practice and the facilities
- reviewed documents
- received feedback from 15 parents/carers
- received feedback from 11 staff.

Key messages

- Staff were warm and caring in their approach with children.
- Personal plans should continue to be be developed and reviewed with parents every six months as a minimum.
- Children enjoyed a healthy and nutritious snack in a calm and unhurried environment.
- Self evaluation processes were in place and we saw some evidence of the positive impact these had, had for staff, families and children.
- Staff all worked well together and were courteous and respectful to each other.
- Parents do not routinely have daily access to the service,

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?	4 - 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 evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Quality indicator 1.1: Nurturing care and support.
Staff were warm and caring in their approach and children were happy and settled. The current staff team were relatively new, however this had limited impact for children and it was evident that staff and children had began to build strong relationships. We saw children confidently approach staff for comfort and reassurance. This supported children to feel safe and valued.

Children enjoyed a healthy and nutritious snack in a calm and unhurried environment. Fresh water was available, and children were encouraged to remain hydrated throughout their session. Snack time provided opportunities for children to develop some life skills, for example washing their own plates. We discussed with the manager how children would further benefit from staff sitting with children during snack time, as at times staff were task focused. This would support staff and children to continue to build warm, positive, and caring relationships.

Planned strategies for children who required additional support were in place however, this was not consistent for all children. We discussed with the manager how staff should use information gathered from parents to prepare a written personal plan for all individual children. This should be in place within 28 days of the child starting the service and should contain planned strategies to support staff in ensuring each individual child's needs continue to be met. Personal plans should be reviewed and updated in consultation with parents every six months as a minimum. We made an area for improvement about this at the last inspection. This area for improvement has not been met and remains in place, (See area for improvement 1 in the outstanding areas for improvement section).

Most parents were happy with the level of communication between themselves and the service. One parent commented; "I am happy with every aspect of the service and do not know what I would do without them. It is nice to know that when I cannot be with my child, there are others caring for him in the same way that I would; a home from home and I couldn't be happier." This supported parents to feel informed and included in their child's life at the setting.

Medication processes were in place to keep children safe. Audit procedures ensured management had a good oversight of children receiving medication and medication stored onsite.

Quality Indicator 1.3: Play and learning.
Almost all children were actively involved in leading their play and learning. Children shared with us that they enjoyed going outside whenever they wanted to and that staff 'got them new things when they asked', for example slime. One parent also commented; "Always friendly, enthusiastic staff with lots of interesting ideas/activities. Good flow of information."

The introduction of the learning journal ensured parents were kept up to date with children' s learning and development. One parent told us:; "Great way of sharing child's activities through the Learning Journal." This also supported parents and staff to share and celebrate children's experiences out with the setting,

Some play experiences supported children to develop skills in language and numeracy. For example, children were engaged for long periods of time reading books and putting on a puppet show for their friends. We would ask the manager and staff to continue to further develop these opportunities to provide children with a breadth of rich experiences.

Staff told us they had regular opportunities to meet with each other and discuss ideas for planning and experiences. We saw some evidence of floor books and mind maps being used to promote responsive planning. Staff told us they plan following informal discussions with children around what they would like to learn and observations. The manager should continue to monitor and audit these observations and next steps to ensure they are consistent with children's current learning and they recognise children's achievements.

Staff and children had developed good links within their local community. The manager spoke positively about recent visits children had to local shops and care homes. These opportunities enhanced experiences and outcomes for children.

Free flow access to the school playground provided opportunities for children to participate in physical play. Children had fun as they played games, for example, bear in the honey pot and hide and seek. We found that systems in place to monitor the numbers of children indoors and outdoors were not effective. We made an area for improvement about this at the last inspection. This area for improvement has not been met and remains in place, (See area for improvement 4 in the outstanding areas for improvement section).

How good is our setting? 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Quality Indicator 2.2: Children experience high quality facilities.
Children were cared for in the dining hall area of the school building. The room was bright, clean and well maintained. There was a small cosy area with a rug and some cushions which provided children with a space to rest and relax if they wished. During our visit, this was well used by children and we discussed with the manager the benefits of extending this space to provide opportunities for more children to use this area.

Children benefitted from some areas and resources that were structured to take account of children's interests, stages of development and learning. We observed children having fun indoors and outdoors and engaged in play experiences such as, origami, Lego, playing with puppets and physical experiences with a parachute. The manager discussed the service's plans to further develop resources and spaces for older children. We agreed access to resources that sparked their interest and supported their stage of development would further benefit older children to continue to engage in their play.

Risk assessment and maintenance process ensures that child's environment and resources were safe and well kept. These were regularly reviewed by staff and the manager to ensure they reflected the current environment.

Some attention had been given to infection prevention and control practices, for example the environment was clean and although handwashing routines were in place, these were not consistently carried out by staff and children. We discussed with the manager how further motoring of practice would support staff and children's understanding and minimise the potential spread of infection.

How good is our leadership? 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Quality Indicator 3.1: Quality assurance and improvement are led well.
The manager had a good oversight of all aspects of the service. Quality assurance and self evaluation processes were in place and we saw some evidence of the positive impact these had, had for staff, families and children. The manager discussed they variety of ways that children and parents' views are sought, for example survey monkey, informal discussions at collection time, children's questionnaires and children involved in staff interviews. To further support and extend opportunities for parents and children to be meaningfully involved the manager should continue to further embed the good practice in place.

Staff told us the manager created conditions where they felt confident to initiate well-informed change. Some staff told us about their plans to develop areas within the setting through leadership opportunities. These opportunities will support staff to share practice and promote positive outcomes for children and families.

Parents spoke positively about the relationships they had developed with the manger and they felt confident in the manager's ability to lead the team. One parent commented; "Both myself and my son think Anne is just wonderful!! I feel 100% confident in her skills and ability in all areas; in particular leading a team and service that puts the child at the heart of it."

Robust recruitment procedures ensured that children were cared for safely. A comprehensive induction programme supported new staff to have a clearer understanding of their roles and responsibilities.

At the time of the inspection parents were not routinely accessing the playroom. Some parents told us; "I haven`t met any staff- only the manager who meets me at the door to collect my son" and "Not all staff are known. Could be more connection when dropping and collecting child." We discussed with the manager since the relaxation of the Covid-19 measures in April 2022 we are actively encouraging services to ensure parents are provided with more informal opportunities to come back into the setting. This will further support staff and parents to develop trusting relationships.

How good is our staff team? 4 - Good

We made an evaluation of good for this key question, as several important strengths taken together clearly outweighed areas for improvement.

Quality Indicator 4.3: Staff deployment.
Since the last inspection a whole new staff team were in place. Staff all worked well together and were courteous and respectful to each other. Staff engaged well with the inspection process. The manger was professional during discussions and demonstrated a passion and commitment to continuing to improve outcomes for children, families and staff.

The management team was mindful of the need to ensure staff were appropriately deployed throughout the setting. We would ask that the manager continues to consider staff skills in relation to levels of experienced. This would further benefit staff who required more support and mentoring.

Staff had regular opportunities to meet with the manager, for example, 1-2-1 meeting and informal wellbeing chats between staff and management. This provided opportunities for staff and management to

celebrate their successes and identify areas for improvement including training opportunities. As a result staff felt valued and respected.

Most staff had or were in the process of completing relevant early years core training. We discussed with management the benefit of staff reflecting and evaluating the impact and their learning from recent training. This would ensure children would continue to benefit from being cared for by staff who are knowledgeable and skilled in their ability.

Staff were responsive to children's preferences, for example staff moving from indoors to outdoors to ensure ratios were maintained and children were safe. This supported children to make choices about where they would like to play.

The manager was able to staff the setting in periods of absence using staffing from other establishments within the company. This ensured staff absences were well managed and provided continuity of care for the children as they were looked after by adults who knew them and their needs well.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure children's individual health and wellbeing needs are met, the manager and staff should further develop children's personal plans. This should include but not be limited to, documenting strategies that identify how they will meet a child's needs and ensuring personal plans are reviewed at least once in every six month period.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

This area for improvement was made on 1 September 2022.

Action taken since then

This area for improvement has not been met and remains in place.

Previous area for improvement 2

To ensure children's health needs are met, the manager should continue to review the audit processes in place. This should include, but not be limited to: continuing to ensure audits are used consistently and their effectiveness reviewed.

This is to ensure 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)

This area for improvement was made on 1 September 2022.

Action taken since then

A medication audit had been implemented and was used regularly to ensure management had a good oversight of medication and that forms and medication were checked in line with current good practice documentation.

This area for improvement has been met.

Previous area for improvement 3

To support children in achieving their full potential, staff should continue to develop the quality of written observations. This should include, but not be limited to: recording key information and evaluations about children's learning and devising meaningful next steps to support children in extending their play and learning.

This is to ensure 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)

This area for improvement was made on 1 September 2022.

Action taken since then

The manager regularly reviewed staff observations and these were shared with parents through online learning journals. Staff used observations and discussions with children to set meaningful next steps for children.

This area for improvement has been met.

Previous area for improvement 4

To ensure children's safety, the manager should develop a robust system that supports staff awareness of the numbers of children indoors and outdoors.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11)

This area for improvement was made on 1 September 2022.

Action taken since then

This area for improvement has not been met and remains in place.

Complaints

There have been no complaints upheld since the last inspection. Details of any older 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	4 - 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?	4 - Good
4.3 Staff deployment	4 - Good

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