MACS Maidenhill
Day Care of Children

Maidenhill Primary School
2 Maidenhill Grove
Newton Mearns
Glasgow
G77 5GW

Telephone: 07525071451

Type of inspection:
Unannounced

Completed on:
4 March 2022

Service provided by:
Mearns After School Care Service Limited

Service provider number:
SP2003000772

Service no:
CS2019375011

About the service

MACS Maidenhill is situated in Maidenhill Primary School, in a new housing estate in the Newton Mearns area of East Renfrewshire. It is provided by MACS After School Care Limited.

They provide a day care of children service to a maximum of 56 school age children during term time only.

During operating times the service will have exclusive use of the atrium/dining area and further areas within the main social space of Maidenhill Primary School.

This an excerpt from the service Aims and Objectives: 'At Macs we provide a professional care service where children, young people and adults will be listened to, valued and respected equally. We aim to foster a child centred environment that values and encourages children rights and participation, in the decision-making process, to inform planning, provide high quality experiences and learn new skills. We are an inclusive out of school care service and understand that for children with additional needs, play can improve concentration and assist with socialisation. Senior staff including practitioners are trained in personal planning and wellbeing using GIRFEC and the wellbeing indicators to support and plan for children's individual needs.' The full statement is available to view.

We carried out an unannounced inspection, this was a site visit on Wednesday 2 March. The remainder of the inspection process was carried out virtually. We evidenced various documents, chatted with children and sought views from parents.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

This is the first inspection of the service.

What people told us

We sat with children whilst they were playing, they chatted freely they told us they liked coming to after school to play with their friends. Some other comments included:

"The rules are fair."

"The snack was good today it was good today, it is healthy you get fruit every day."

"We can choose what toys we want to play with."

"We like to play in the playground with torches."

I sent an e-mail to all parents requesting their views. Two returned with these comments:

"I understand that you are gathering feedback about MACS Maidenhill following their recent inspection. My son has attended for 1.5 years, and has also attended holiday clubs.

I am really impressed with the service. Communication is excellent, and we were kept up to date throughout the pandemic with any changes. There always seems to be a good range of activities and snacks, and I like that the children are able to follow their own interests, whilst also being encouraged to try out new things. My son is a stickler for routine and needs adults to help him vary his activities, which I feel the staff have intuitively done, without making this feel in anyway forced. As a result, my son really enjoys his time there and feels comfortable and confident. The staff are friendly and approachable and Peggy has helped us by being flexible when we needed this due to a family funeral, which we were really grateful for.

The holiday clubs are well organised and activities are shared beforehand and on the day on a whiteboard at drop off. The day trips are brilliant and well thought through. I like that, in addition to structured activity there is plenty of opportunity for free play and simple activities e.g. water play in the summer and kicking a ball about. I hope this is useful information."

"My experience as a parent of a primary 1 and primary 3 child at Macs at Maidenhill Primary has been excellent. The staff are very good at communicating with parents and ensuring we are kept up to date with what is happening. My children really enjoy the variety of activities available. They spend lots of time outdoors when the weather allows. They also do a lot of craft projects with relevant and educational themes eg. Hanukkah, Chinese New Year. They play games, do competitions and quizzes also. The staff always show enthusiasm and kindness with the children. I have been very happy with the pre and afterschool care provided by Macs at Maidenhill."

"MACS has been wonderful for our 2 children - they love playing with the leaders/ their friends and bring back their crafts to show us."

"Peggie & the team have been great in supporting our kids well-being, especially our son's mental health issues following lockdown. Peggie worked very closely with us to get him the support he needed for which I am eternally grateful."

Self assessment

We did not request a self assessment at this inspection visit.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Maidenhill Afterschool Care provides an inclusive environment where children are empowered to make choices and are able to have a voice in the service. They are consulted on various aspects of the service, for example activities and outings. Children were busy, confident and happy. On the day of the visit they participated in arts and crafts and role play. Children were encouraged to share and turn take. We saw a group negotiating when playing with building blocks. This was effective team working and problem solving.

A few children chatted with us, they told us they love doing the "achievements badges." They were participating in cooking and drama badges. This was encouraging children to learn new skills and doing their very best to achieve their maximum potential. Others played board games. They enjoyed a healthy snack of croissants and fruit. Children told us they recently had a puppet show. They had made their own theatre and showed me the puppets they were making. Children were encouraged to make an informative video about the service. The service has a closed social media page, this informs parents about the service and air their views. We saw the children discussing compiling a parental newsletter.

We saw that every child had a personal care plan, this included an All About me form which identified children's likes and dislikes. There were very good additional support plans for children who may face challenges. This identified individual strategies to support and empower children.

The staff team were aware of keeping children safe and protected. The majority of the staff team have attended child protection training.

There were no children receiving medication. The service had robust procedures in place for good storage and administering medication.
We agreed that the service would add the supplementary child protection training suggested by Scottish Government Covid 19 guidance.

The service had good infection control procedures in place to support a safe environment for children and staff. We saw safe handwashing routines for both staff and children. We saw that parents came to the door to collect their child, this was safe practice in line with Covid 19 restrictions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The environment was bright, clean and spacious. Resources were well maintained and safely stored. Children were able to choose their own age appropriate equipment. We saw the outdoor environment. The outdoor risk assessment is thorough and details triggers to lessen the risks. The Playground was accessible to the children it contained physical apparatus. Children could run and skip on all the grassy hills of different gradients. They could explore and investigate in the natural environment. Children told us "We like to crawl through the outdoor tunnels."

The service continued to operate small cohorts of children, these children played mainly in age groups in designated areas. Children could play in a group or sit quietly and read a book. They had access to the imaginative area, book corner and quiet area. We saw children enjoying negotiating space and balance in the Gym Hall.

Toilets were accessible. These were clean and free from odours. The areas were well ventilated.

Staff wore protective masks to prevent spread of infection, we observed staff following strict cleaning of resources. Resources were of good quality and open ended. Children were empowered to be creative. They were proud of the Harry Potter train made from cardboard.

Children were protected from harm through a variety of safety measures. These included: secure entry systems, safe storage of hazardous materials, and very good supervision. Parents told us the service was safe and had followed strict infection control procedures ensuring it was a safe environment for their child.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The staff team demonstrated a sound understanding of meeting the needs of individual children. Staff showed genuine kindness towards the children. They enabled and facilitated children to make choices, decisions and discuss developments, activities and equipment.

Staff told us they meet regularly with the manager for discussion about planning and further improvements.
We observed an enthusiastic team that had pleasant and nurturing interactions with the children.

Staff worked well as a team. They were well trained and highly motivated. They were all registered with the Scottish Social Services Council. This is the organisation that regulates workers.
All staff benefited from regular opportunities to participate in training and professional discussions. They had recently participated in training, for example Infection control. Staff were able to discuss their development goals within the organisation and previous training. In addition, they shared how training had impacted children's experiences. This meant that children would continue to experience improved quality of care and support because staff were committed to their own development.

One of the staff team was newly employed, she told us the induction was informative and well paced. She said "I love this job, I love working here, The children are lovely."
When people work well together, children experience care and support that is consistent and stable.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We found the manager and members of staff were receptive to any advice offered and promptly responded to improvement requests.

Staff knew the children well and the children told us the staff were one of the best aspects of the service, the children told us they felt safe from bullying because there was always lots of staff around who notice things or talk to you when you look sad.

It would be beneficial for the manager to discuss the impact of new knowledge at the individual level to ensure that staff respond to children's voices, actions and words. We discussed that when monitoring and evaluating the service. Mind mapping should included stakeholders. The service should continue with all their consultation methods, this should inform and establish an improvement plan.

The service had been well led and managed through the pandemic and as a result children, families and their community had been safer. We would encourage the service to now consider how they recover from the pandemic and ensure that restrictions are not having an impact on children's wellbeing, be sensitive to the fine balance between risk and benefit. All of the management team were cooperative and entered into professional dialogue. This helped build a trusting relationship.

The manager needs to have time to embed her values and vision for the service. She should include all stakeholders in compiling an improvement plan. Quality Assurance procedures should be implemented as soon as possible. We suggest the service have regular staff meetings and these are recorded. (See Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should devise a formal quality assurance improvement plan. We suggested they use this report's recommendation to focus on action points.

4.19 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.'
This is to comply with the National Health and Social Care Standards.

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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