

Great Western Out of School Club @ Ashley Road School Day Care of Children

45 Ashley Road
Aberdeen
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Type of inspection: Unannounced
Inspection completed on: 27 April 2017

Service provided by:
Lorndale Aberdeen Limited

Service provider number:
SP2013012192

Care service number:
CS2016347911

About the service

Great Western Out of School Club @ Ashley Road School is registered to provide a care service to a maximum of 40 primary school children. Currently it operates after school during school term time only. It was registered with the Care Inspectorate on 6 September 2016.

The service's aims and objectives policy includes the following:

- "Our vision is to prepare an environment that is stimulating for each child, regardless of age or individual need. To have knowledgeable staff who are trained to provide that environment with a caring attitude whilst maintaining a sense of humour. We feel that children should be cared for in a light-hearted way whilst providing structure and order throughout their day".

The Care Inspectorate check services are meeting the principles of Getting it Right for Every Child (also known as 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 Getting it right for every child: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

We spoke to 7 children during the inspection. They all told us that they enjoyed spending time at the club. Some of their comments about what activities they enjoyed are as follows:

- "Like playing with my friends - I like making dens with them and going outside".
- "I like drawing, like going outside, like playing".
- "Outside - play games that we make up - always get to go outside when I'm here".
- "Like drawing and tracing".
- "Like outside and games - adventure games".
- "I just really like playing here".
- "Like playing different games - monopoly, frustration".
- "Sometimes I read a book".
- "Tried to wrap our eggs and then put them against the wall and tried to break it - mine cracked in half".

They told us about the snacks they enjoyed:

- "Toast, apples, peppers, bagels and wraps".
- "Fruit, breadsticks, cereal and milk, carrots and peppers and dip".
- "Crumpets, fruit, fruit loaf, bread and toast".
- "If people don't eat all the food we get seconds".

The children were positive about the staff who supported them:

- "They are nice".
- "They are good".

We spoke to 2 parents during the inspection.

One parent told us that their child was "getting on fine" at the club and was sometimes disappointed when it

wasn't a day they attended club. Their child is "always chuffed to come". Another parent told us their child "liked coming".

Parents were happy with the level and quality of activities their children were offered:

- "Does a lot of drawing, goes outside to play, den building".
- "Loves model making".
- "Outdoors a lot - children get to pick and choose. Also access to the gym hall".
- "Always lots of activities - gymnastic things, competitions, made puzzles with lolly pop sticks,

One parent told us that they thought the "staff are really lovely".

We also received 6 completed questionnaires from parents and carers giving their views on the service.

One parent or carer 'strongly agreed' and 4 'agreed' with the statement "Overall I am happy with the quality of care my child receives in this service". One parent or carer 'didn't know'.

Self assessment

The service was not requested to complete a self assessment prior to the inspection taking place. Instead we looked at the services development plan. We could see that the service had made a number of improvements to the service since registration which impacted positively on the outcomes for the children attending the service.

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 | 5 - Very Good |

Quality of care and support

Findings from the inspection

The quality of care and support was assessed as being very good. There was very positive interaction between the staff and children. Children were praised and encouraged and where they did something positive this was recognised. This helped children to feel nurtured and develop their sense of achievement. Communication between staff and parents was also of a very good quality. Parents received detailed feedback about their child's session on collection.

Staff had a very good knowledge and understanding of children's individual needs. They were very responsive to changes in children's health and ensured that there was clear communication with parents. Clear written protocols were in place which highlighted allergies and children's medical conditions. Staff evidenced that they knew what action to take. Children's personal plans were in place with key information about their individual needs and preferences. These had, however, not been reviewed in line with legislation requirements. The service had also identified this through their quality assurance system and we saw evidence of them reviewing and

updating the personal plans.

The team had worked hard to create a stimulating environment for children through the development of challenging activities. These have involved experiments, model making and baking. Opportunities were available for the children to play outdoors every day. This helped to keep the children active and healthy. We saw really positive play both indoors and outdoors. Staff were aware of individual needs when supporting children with activities. We heard about children who had become more confident and were enjoying club more because the activities were helping them to develop skills and interact with others. This helped children to be included. Some comments from children:

- "Like playing with my friends - I like making dens with them and going outside".
- "Outside - play games that we make up - always get to go outside when I'm here".
- "Tried to wrap our eggs and then put them against the wall and tried to break it - mine cracked in half".

Snack routine had been fully reviewed and changed to improve the experience for children. For example it was available at an earlier time so that children who were collected early could still have snack. It also created more time for children to enjoy play. We saw that children were encouraged to be involved in preparing their own snack which helped them feel responsible.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The quality of the environment was assessed as being very good. There was a secure entry system in place and staff were very good at ensuring this worked efficiently. There was also a clear system in place for collecting children from school and ensuring that both club and school staff knew who was due to attend every day. This helped to keep the children safe.

We observed very good communication between staff. This was supported by the use of walkie talkies which staff reported helped them better track the flow of children throughout the various areas of club. It was also used to ensure a consistent approach and manage staff deployment effectively.

Risk assessments had been developed for various club activities. We thought these could be developed further to explore risk benefit. For example only staff were permitted to use the iron for craft activities, however some children could be supported to do this if properly risk assessed. This would help children feel a sense of responsibility by taking manageable risk whilst also keeping them safe.

Areas had been created within the playroom which provided opportunities for children to enjoy some quiet time

and to rest. These included rugs, cushions, pop up tents and reading area. We found some children to make use of these spaces during the inspection visit. This helped children to feel nurtured.

The team had been working hard on building up variety of resources to support more child led activities. The focus of this was to encourage the children's creativity. We saw that children were able to use varied resources to make puzzles, models and structures which engaged and stimulated them.

There was plentiful access to fresh air and energetic play which helped keep the children healthy and active. The staff continued to review practice and make changes to further support children's safety, for example through the use of coloured bands and walkie talkies. The staff were looking to develop a garden area so that children could be involved in planting and growing vegetables.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The quality of the staffing was assessed as being very good. Staff were knowledgeable, skilled, motivated and enthusiastic about their role. There was very good communication between team members. Team members felt that this was an area that continued to be improved. The management team had introduced 'team talk back' whereby the team met up for a short period of time at the end of each session to reflect on practice, evaluate the session, discuss any issues and pass on any key information. We observed this to be a very positive experience for the staff. It helped keep a focus on outcomes for children, supported the staff to be reflective practitioners and supported the cohesiveness of the team.

The management team recognised staff members individual strengths and interests and supported them to develop these. We found that staff members' confidence increased as a result. This approach also led to positive changes within the service, generating new ideas and ways of working.

Staff spoke about strong support from the managers and also from each other. This was in relation to everyday working, high visibility of managers within the service and introduction of team talk back. In addition the provider had introduced in-service days whereby the staff from all 4 of the out of school clubs run by the provider met for a development day. The team benefitted from the opportunity to further develop working relationships across the team and exchange knowledge and skills to further enhance the service.

The provider had recently developed an online training diary which allowed the service to have an overview of training staff had completed, when refreshers were due, information on in-house and external training opportunities. We could see that identified training needs were being progressed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The quality of the management and leadership was assessed as being very good.

The management team had worked hard to develop effective and positive relationships with the school. Recognising the need to work in partnership to secure the best outcomes for the children, regular communication took place and a consistent approach adopted.

A high level of support had been provided to the staff team in recognition that there had been recent changes to both management and staff. Developing practice further through the use of 'team talk back' and in service development days had helped to promote a team of reflective practitioners motivated to further develop their skills and practice.

The staff teams continued professional development (CPD) folders had been audited. These needed improvement and the provider had explored how they could support staff to record key information within them. To record training undertaken, reflect on what they had learned and how this would develop their practice. Staff were interested in technology. With this in mind the provider had created an app which allowed staff to update their CPD folders from their own mobile device allowing them much greater flexibility. This was one of several highly innovative solutions introduced by the provider to develop the service further.

A comprehensive quality assurance system was in place. The management and staff were very good at evaluating their service and identifying areas for improvement. We saw that plans to improve the service had been progressed. These had led to further improving the outcomes for the children, for example, a review of snack lead to changes which meant snack impacted less on children's play. Communication between staff members had been further improved through various methods.

Children's personal plans had not been reviewed in line with legislation requirements. This had been picked up through the services quality assurance system and was in the process of being addressed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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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