

Inspection report

Great Western OOSC @ Garthdee Day Care of Children

Garthdee Parish Church Hall
Ramsay Gardens
Garthdee
Aberdeen AB10 7LR

Inspected by: Liz Adam
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 15 December 2008

Service Number

CS2004085496

Service name

Great Western OOSC @ Garthdee

Service addressGarthdee Parish Church Hall
Ramsay Gardens
Garthdee
Aberdeen AB10 7LR**Provider Number**

SP2003000361

Provider Name

Great Western Pre-School Nursery

Inspected ByLiz Adam
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

15 December 2008

Period since last inspection

21 months

Local Office AddressJohnstone House
Rose Street
Aberdeen
AB10 1UD

Introduction

The Great Western Pre-school After School Club is registered to provide care to a maximum of 56 children at any one time. Care is provided before and after school and during the holidays.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 3 - Adequate

Quality of Environment - 3 - Adequate

Quality of Staffing - 3 - Adequate

Quality of Management and Leadership - 3 - Adequate

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return

The provider failed to submit an Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

Liz Adam, Care Commission Officer.

Evidence

Evidence was taken from a number of sources including:

Observation of practice

Discussion with staff and children

Sampling of policies, procedures and records which were available on the premises.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

There were no requirements made at the last inspection.

Comments on Self Assessment

The self-assessment was completed prior to the inspection visit. Not all areas identified as strengths could be confirmed at the inspection. The service manager is reminded to ensure that the completion of the form relates specifically to the service and not to the organisation of which it is part.

View of Service Users

Observation indicated that the children were relatively happy within the service.

View of Carers

No carers were spoken with at this inspection.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The service's self-assessment form stated that children were consulted during the planning process. Discussion with the staff and children indicated that very limited use had been made of this process. Some of the children were observed to be working with "my ideas" sheets although they advised that they were unsure what to do with the forms and the purpose of them.

Children were observed to move freely between the activities on offer and were observed to ask staff for alternatives which were generally provided.

The children spoken with confirmed that they were aware of a number of 'rules' which applied at the club.

Staff were observed in informal exchange of information with parents when they arrived to collect their child.

Areas for Development

The service should now consider the development of a policy that clarifies a commitment to obtaining views from parents/carers and children that relates to all quality aspects of the provision, i.e. care and support, environment, staffing, and management and leadership. Methods used with the children should reflect their age, ability and attendance patterns. They should also consider preparing a complimentary procedure that details the range of methods to be used, the subsequent monitoring and evaluation process and the implementation of any practice developments (see Recommendation 1).

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

The club had policies and procedures in place to support health and safety in the club.

The children were reminded of the need to wash their hands before coming to the snack table. Children had access to snacks that included a choice of fruit. A member of staff remained at the snack table and supported children's choices.

The children were transported to the club in the organisation's mini buses which was well maintained and fitted with appropriate seat restraints and booster seats. Discussion with the children indicated that they were aware that the mini bus would not move unless they were all wearing their seat belts.

Staff were observed to take appropriate action when cleaning up blood spillage.

Inspection Focus Area - Child Protection

The service had a child protection policy and procedure in place. Staff had an understanding of their responsibilities although not all had undertaken child protection training.

Areas for Development

Discussion with staff and children indicated that there was little opportunity for the children to be directly involved in the preparation of snack.

Discussion with the staff indicated that they were unsure who had responsibility for specific aspects of the service.

They reported that there were very limited opportunities for them to get together as a staff group. This was reflected in them being unsure of the responsibility for ensuring safety within the building or being aware of what aspect of the daily provision they were to be in charge of. The co-ordinator advised that she was often the last to arrive at the hall and other staff had already decided on the layout of the room and the activities to be offered.

The manager should consider providing formal opportunities for the staff group to work together to support best practice.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

Information detailed in Quality Statement 1.1 is also relevant for this statement.

Areas for Development

As stated in Quality Statement 1.1, there should be more opportunities provided for children and families to participate in the assessment and improvement of all aspects of the quality of the service.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 3: The environment allows service users to have as positive a quality of life as possible.

Service Strengths

The premises did not belong to the club but were maintained and resourced to an acceptable standard.

The room used primarily for the provision of the service was large and offered space for a range of activities. Staff encouraged children to use this as safely as possible particularly when one group wanted to take part in a more physical activity. The children were encouraged to take care of resources and the environment.

There was very limited wall space available for the children to display art and craft work.

The second room which was used occasionally was furnished in such a way that staff could not move or change this. This room could, therefore, only offer a limited range of activities.

Areas for Development

The manager and staff should consider ways of creating a more welcoming quiet area for those children who wish to take a rest from the activities on offer.

The manager and staff may wish to consider seeking the children's views on the layout of the room and the space available for particular activities.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Information detailed in Quality Statement 1.1 is also relevant for this statement.

Areas for Development

Information detailed in Quality Statement 1.1 is also relevant for this statement.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

Discussion with the three members of staff on duty at the time of inspection indicated that there were opportunities for access to training.

Areas for Development

As already stated, there were very limited opportunities for the staff working within the club to come together for planning and discussion. This was reflected in their uncertainty when asked about responsibility for particular aspects of the provision. The manager should consider whether opportunities could be provided for staff to get together for planning and evaluation for the service. This would also improve the staff's ability to work together for the benefit of the children using the service (see Recommendation 2).

The manager should ensure that the training provided for the staff is suitable for providing a service to school age children (see Requirement 1). If the necessary training is not available through the local Childcare Partnership, the service must look to obtain this from other sources.

CCO Grading

3 - Adequate

Number of Requirements

1

Number of Recommendations

1

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

Information detailed in Quality Statements 1.1, 2.1 and 3.1 are also relevant to this Statement.

Areas for Development

The self-assessment form identified the development of children's questionnaires and parent questionnaires for assessing the quality of management and leadership.

The manger and provider should continue to develop ways in which the parents could influence the quality of the management of the after-school club.

The self-assessment form indicated that a comments, complaints and compliments box was available for parents using the service. Discussion with staff indicated that this was not actually provided at the club. Consideration should be given to whether there was some way of putting this in place.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

The self-assessment form indicated that the National Care Standards and appraisals were used to assess the quality of the service.

Areas for Development

The manager should consider the implementation of quality assurance systems which involve all service users.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

N/A

Requirements

1. All staff working with the service should have access to and undertake training which meets the needs of school-age children.

SSI 2002/114 Regulation 13(c)(i) - A regulation to ensure that staff employed in the service receive training appropriate to the work they are to perform.

Recommendations

1. The service should develop the use of a range of methods to allow parents, children and other relevant people to participate in assessing and improving the quality of all aspects of the service.

National Care Standards for Early Education and Childcare up to 16- Standard 7 and Standard 13.

2. Opportunities should be provided for staff to undertake effective planning of programmes and day-to-day activities to enhance the children's experiences while attending the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 5.

Liz Adam
Care Commission Officer