

# Great Western OOSC @Holburn West Day Care of Children

Holburn West Church  
9 Ashley Park Drive  
Aberdeen  
AB10 6RY

Telephone: 01224 310186

**Type of inspection:**

Unannounced

**Completed on:**

30 August 2018

**Service provided by:**

Lorndale Aberdeen Limited

**Service provider number:**

SP2013012192

**Service no:**

CS2013321313

## About the service

Great Western OOSC @ Holburn West is provided by Lorndale Aberdeen Limited and is registered to provide a daycare service for a maximum of 33 children of primary school age. The out of school care service operates from 07:30 - 09:00 and 14:30 - 18:00 Monday to Friday during term time.

The club is situated within Holburn West church, in the west end of the city of Aberdeen. The service has the use of two halls, one of which is used for quieter activities and having breakfast and snack. The other hall is used for energetic play and activities that require more space. There is no outdoor play space attached to the church, however the service has the use of the school playground which is a two minute walk away.

The service aims and objectives include 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".

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

We spoke with seven children during the inspection and others in passing. The children expressed a high level of satisfaction with the service. These are some of their comments:

"Just got some new things. We have lots of games to play with."

"We have a big hall and can play football and have big mats to do gymnastics."

"We are going to be doing a show - talent show - going to have rehearsals. We do 'clubs got talent' sometimes."

"Like drawing."

"It's fun."

"Involved in deciding the menu (for snack)."

"Sometimes we do baking and making slime and stuff."

"Gymnastics, do talent shows, go outside to Ashley Road playground."

The children couldn't think of anything that could be better within their club. They told us about how they had been very much involved in deciding on new resources. Some of the new resources had arrived and we could see how much enjoyment the children were getting from them.

We observed the children to be very happy, engaged and stimulated at the club. We could also see that they enjoyed particularly positive relationships with staff.

We spoke with three parents and carers during the inspection. All three confirmed that they were very happy with the quality of service provided.

One parent/carer told us that their children were "very happy there, therefore we in turn are happy with their care!" The parent/carer went on to tell us about how the manager and staff had been very responsive to a request to support one of their children in relation to a specific issue. The parent/carer told us that this was "excellent service and much appreciated".

Another parent/carer told us that the service was "really organised" and that there was "always a lot going on". The parent/carer recognised that it could be challenging meeting the need of such a wide range of ages but felt that the staff managed to do that, and made good use of the halls. They felt the service has been 'great, really good'.

A further parent/carer told us that they felt the service has been "fantastic". The parent/carer told us that their child had "settled in really well" and "had a great time" at the club.

## Self assessment

We did not request that the service complete a self assessment this year. We looked at their improvement plans during the inspection and found that the service had a strong focus on continuous improvement.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## What the service does well

Staff had an excellent knowledge of each child and their individual needs. They knew which children needed specific support and ensured that these needs were met to a very high standard and in a sensitive and caring way. We found they worked hard to ensure that they got it right, investing much time in working with parents to get full information and a clear plan agreed and implemented where required. The children had established very positive relationships with staff. We found that staff were important to the children who were keen to tell them about their day at school and what was happening in their home life.

The team worked very hard using a nurturing approach to support children to become emotionally resilient and help them to develop skills in resolving conflict and build positive relationships with other children. We could see that there was a high level of commitment from all staff to ensure this was successful and that children felt supported and included. This had resulted in children being better able to manage their emotions and a significant decrease in the levels of challenging behaviour being experienced at the club. We saw that staff were very able to use strategies specific to individual needs to diffuse potentially very difficult situations.

Very organised and efficient systems were in place for transporting children to and from the two schools the children attended, one of which was located a 10 minute walk from the club. Staff were knowledgeable about their role in keeping children safe and raised awareness with the children about keeping themselves safe. This included, for example facilitating natural opportunities to discuss social media and wearable devices.

A wide range of activities, based on children's interests were offered in club. These included organised and freely

chosen play supporting children to be creative, develop problem solving skills, work as part of a team and develop their confidence and self esteem. Achievements were very much recognised and praised. Children had been fully involved in choosing resources and planning projects. These reflected the current children strong interests in Science, Technology, Engineering and Mathematics (STEM) and in performing arts. We found children to be fully engaged and stimulated in club. Friendships had formed that otherwise would not have due to working together on specific projects, which helped develop an inclusive culture. There was a really positive and exciting atmosphere within the club.

Staff appreciated the excellent support they felt they received from the manager. They felt that they had worked really well as a team with the managers support and guidance to make significant improvements to the service.

Staff were encouraged and supported to develop their practice with very effective mentoring from the manager. This was reinforced by clear and detailed written plans to support staff taking on a new supervisory role. The supervisors told us that this was instrumental in developing their confidence, knowledge and skills.

The manager knew the children, their needs and their wider world extremely well. We saw her display excellent leadership skills and role modelling throughout the inspection. Any concerns raised by parents or incidents that arose at the club were fully explored with a clear focus on supporting the best possible outcomes for the children and working in partnership with parents. This helped to further develop the already very positive relationships with parents and confidence in the organisation.

Children who attended the club benefited from a service where a culture of continuous improvement was evident. Improvement plans for the service were very clear and outcome focused. We could see very clearly how identified areas for improvement were being progressed. There was a clear commitment to ensuring every improvement made was done to a very high standard and involved engaging with children and parents and evaluating regularly to ensure success.

## What the service could do better

The club did have some loose parts in place which helped to encourage open ended play. Big plastic cups, for examples, had been used by the children to create towers and help the children to develop their construction skills. The service was looking to develop loose parts further to help further support the children's creativity.

The support to new supervisors should continue, so that they continue to develop their confidence and their leadership skills.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings								
26 Aug 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	4 - Good									

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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