

# Care service inspection report

## Dunard After School Care

### Day Care of Children

Dunard Primary School  
65 Dunard Street  
Glasgow  
G20 6RL

Inspected by: Susan McPherson

Type of inspection: Unannounced

Inspection completed on: 27 June 2012



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### **Service provided by:**

Maryhill Mobile Creche

### **Service provider number:**

SP2003001275

### **Care service number:**

CS2010238093

### **Contact details for the inspector who inspected this service:**

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

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

### What the service does well

Although just in its first year of registration the service had done very well in establishing very good systems and relationships with all their service users and stakeholders. One parent told us "they hit the ground running". The quality of the management and staff is very good. There is a high expectation of the standard of care to be provided and there are very good support systems in place for staff and service users.

### What the service could do better

To further develop the format for children's personal plans.

### What the service has done since the last inspection

This is the service's first inspection since registration.

### Conclusion

The after school care has a very caring and inclusive ethos. The provider is well established in the area where it already runs the mobile creche. The feedback from parents was very positive. They believe the service "go the extra mile" and for some has been a "lifeline".

Dunard After School Care is a very good service which is providing quality childcare.

**Who did this inspection**

Susan McPherson

# 1 About the service we inspected

Dunard After School Care was registered with the Care Inspectorate on 15 August 2011. The After School Care is registered to provide care to 24 school aged children to S1. The service operates from Monday to Friday, 3pm to 6pm term time and 8am to 6pm during school holidays.

The service aims and objectives state that they aim "To provide good quality childcare, through a team of highly skilled childcare workers, for children from Primary 1 to 1st Year in Secondary School...we will actively promote opportunities for personal achievement to develop each child's capacity as successful learners, a confident individual, a responsible citizen and an effective contributor within their own community and to society at large.

A full copy of the statement of aims and objectives can be obtained from the service.

The Care Inspectorate regulates services in Scotland. Prior to the 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website [www.scswis.com](http://www.scswis.com).

The Care Inspectorate will award grades for services based on findings of inspection. Grades for this service may change after inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote the report following an unannounced visit to the service between 3pm and 6pm on the 21 June 2012. We returned to complete the inspection on the 27 June 2012 and give feedback. The inspection was carried out by Inspector, Susan McPherson.

As requested by us the service sent an annual return. The service also sent us a self assessment form.

We sent 10 Care Standards Questionnaires to the service and asked them to give them to people who use the service prior to the inspection. 5 were completed and sent back to us.

During the inspection we spoke with; the after school manager, 2 staff members and the area manager. We also met with 6 parents/carers.

We also viewed a range of policies, procedures, records and other documentation, including the following;

- registration certificate
- insurance certificate
- staff meeting minutes
- staff review records
- staff training records
- service website
- children's records
- medication policy
- infection control policy
- complaints procedure
- maintenance report
- observation of resources, layout of rooms and staff practice
- audited service user questionnaires
- child protection policy
- children' planning
- children's suggestions

- participation policy
- aims and objectives
- mission statement
- discussion with parents/carers and children.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

## **Taking the views of people using the care service into account**

We spoke with 7 children during our inspection. All were very happy to attend their ASC and told us how much they liked the staff. Individual comments are noted under relevant quality statements.

## **Taking carers' views into account**

All parents/carers we spoke with gave us very positive feedback on the service. Individual comments are noted under relevant quality statements.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### 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 After School Care (ASC) had systems in place to support and encourage service users and carers to participate in assessing and improving the quality of care and support provided by the service.

Evidence we looked at included the following:

- staff had daily updates and informal chats with parents to make sure the continuity of care being provided to the children was sufficient
- through discussion and observation of staff's practice it was evident that staff knew the children well. They treated each child as an individual, understood their needs and provided them with opportunities to reach their potential
- an ethos of openness and trust had been established with parents/carers. This had been extended to other adults in the child's life, the head teacher, class teachers, sports coach and school staff
- parental involvement in children's individual care plans
- parents/carers were able to visit the service before starting and see for themselves first hand the service delivery
- along with the service handbook, parents/carer were given an induction pack which provided clear information on what they could expect from the service
- children participated and evaluated the activities they were involved in
- weekly planners were displayed for parents to see and comment on the programme of activities
- settling in period agreed with parents/carers
- dietary, rest, medication arrangements and reviews with parents/carers
- children's displays, photographs, and parents notice board.
- evaluation of the information gained from questionnaires and the suggestion box, this had led to changes in the snack routine and menu, the purchasing of new resources and activity ideas and outings.

- we saw that both children and parents/cares gave feedback on the service's web page and were provided with the opportunity to give informal feedback on the service by writing suggestions on the room's white board, and by chatting to staff.
- children had been involved in developing the ASC rules.

We issued 10 care standard questionnaires, 5 were completed and returned to us. We also spoke with 6 parents at the inspection.

All who completed the questionnaires told us they are involved in the development of the service, were kept involved through newsletters, had been given clear information and had been able to visit before their child started.

Some of the comments made by parents/carers included:

- they are really flexible - there is no problem in swapping days
- the staff let us know all we need to know
- the staff have the answers for us before we even know the questions
- my child never complains - they love coming here
- I know my children are involved in the planning of activities
- the communication is very good
- there's continuous learning here
- I know they are always wanting to here our ideas
- I go to work relaxed because I know how well cared for they are here.

Some of the comments from the children included:

- we really like it here - even the children who are not here today would say that
- they listen to what we want to do
- I always want to come here.

### **Areas for improvement**

The service should continue to take forward the development of the format for care plans.

The provider should review the participation policy to make clear how the children are involved in assessing and improving the quality of the care provided.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

We saw that service user's health and wellbeing needs were being met. Examples of this included the following:

The very good relationships which had been established within the school and the local community had allowed the service to play an important part in children's learning. What the children were experiencing was relevant and enjoyable to them. The service worked hard to ensure continuity between home, school and children's extra curricular commitments. There was a strong sense of citizenship within the service. The children were involved in Eco projects which had contributed in the school being awarded a Green Flag for its very good Eco practices. The service was involved in the school sports day, p1 induction day, parents nights, talent shows, funding and sports coaching. We got very good feedback from the children's head teacher stating she was very happy to have a service which had such a good reputation associated with the school. We also saw that the service got good support from janitorial and cleaning staff, creating an all round positive environment for the children.

Children had regular access to fresh air and exercise through the use of the playground, gym hall and local park which was just across the road from the ASC.

All staff were updated annually on child protection and those spoken to were clear about their role in protecting children. Three staff held a first aid certificate.

Staff interaction with the children was positive and meaningful. We saw that children were very happy, they were confident and enthusiastic. Strong and positive friendships had been developed and there was a sound ethos of respect between the children. We saw that children understood boundaries and responded very positively to staff. Children's independence was encouraged and supported appropriately. The children were very independent. They choose their activities, played cooperatively with each other in small and larger groups and organised their play in a constructive and meaningful way. The children helped set out for snacks, they joined in tidying up and were welcoming and inclusive in their approach.

When children arrived at the ASC, if they wanted to, they could tick a smiley face type chart. This helped staff to gauge how the children were feeling and if any child needed some time to talk.

Children had the opportunity to choose from a very good range of activities, which enhanced their learning experiences.

The ASC routine was flexible and lead by the interests and planning completed by the children. Some adaptations to routines were informed by individual needs and took account of personal circumstances.

Staff interaction was very positive and encouraging, children's achievements were recognised and celebrated.

A medication policy was in place and management monitored the administration and recording of medication.

We issued 10 care standard questionnaires, 5 were completed and returned to us. We also spoke with 6 parents at the inspection.

All who completed the questionnaires told us that their child had regular access to fresh air, that staff encouraged their child to form positive relationships with other children and the service promoted a healthy and well balanced diet, which met their child's dietary and cultural needs

Some of the comments made by parents/carers included:

- it was great as part of their Eco-school - they checked that no lights or computers were left on in the classrooms - the children left notes to please turn off.
- my child has sensitive skin - the staff were vigilant with sunscreen
- the staff are very capable
- the staff totally get my child
- they recognise the children as individuals
- the staff are really thoughtful
- they not only engage with the children they do with the parents as well
- they always involve the children in the discussion
- all staff are great
- would be lost without this place
- the continuity is great
- there is so much for the children to do
- they are never bored
- I can't get my child to leave - they say please don't come early
- my child loves it here it's like a club , he can see his friends here - that's so important as he doesn't get out to play much where we live
- I really did not need to use the ASC just now but my child loves it so much I couldn't take him out
- would be happy to be the last one out
- my child loves it here
- didn't expect it to be so good.

## Areas for improvement

As discussed the manager plans to update the medication policy in line with guidance from our website and ensure that personal plans are reviewed 6 monthly is in progress.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

#### Service strengths

The service encouraged service users and carers to participate in assessing and improving the quality of the environment in a number of ways, some of which are described in quality statement 1.1

Children were involved in assessing risk in the areas they used, calling themselves "risky business". With staff, the children walked around the areas they used and took photographs of where they felt there was a potential risk. They then met to discuss what should be done to address the risks.

Service users had been consulted and involved in the layout of the room.

Areas within the room were set out in line with staff observations of children's interests and allowed continuity with school projects and needs of the children.

We issued 10 care standard questionnaires, 5 were completed and returned to us. We also spoke with 6 parents at the inspection.

All who completed the questionnaires told us that their child's views were asked about activities and outings and used them to plan future activities. They also agreed that the service had a suitable range of equipment, toys and materials for the children.

#### Areas for improvement

To continue to build on the existing very good performance.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

We make sure that the environment is safe and service users are protected.

### Service strengths

Children were cared for in a safe, clean and smoke free environment. The accommodation used was in a satisfactory state of repair. Entry to the service is controlled by a buzzer entry system and children attending the service were recorded as being present and again recorded that they have left.

Risk assessments were carried out by the service to ensure the children's safety at all times indoor and outdoor. Parents/carers completed consent forms for outings and had provided information in respect of individual needs when children were outdoors.

The accommodation used for the ASC was organised to allow children the opportunity to move freely, play independently and in groups. Equipment and resources were checked and cleaned on a regular basis with satisfactory measures in place to control the spread of infection.

Since moving into the room the service has fitted radiator guards. Methods for identifying maintenance issues were in place.

We issued 10 care standard questionnaires, 5 were completed and returned to us. We also spoke with 6 parents at the inspection.

All who completed the questionnaires told us that their child had enough space to play and get involved in a range of activities and the service was provided in a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Some of the comments made by parents included:

- they have very good security systems in place
- the staff have the skills to do the job well
- I can concentrate at work knowing my children are safe and happy.

### Areas for improvement

The provider is currently reviewing the risk assessment for the children accessing the toilet.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

### Service strengths

The service encouraged service users and carers to participate in assessing and improving the quality of staffing in a number of ways, some of which are described in quality statement 1.1

Staff welcomed feedback from parents by displaying information on the planning and evaluation of activities.

We received positive feedback from service users on the performance of staff.

Parents views sought regarding future training for staff.

We saw that children were happy, relaxed and confident with staff.

We issued 10 care standard questionnaires, 5 were completed and returned to us. We also spoke with 6 parents at the inspection.

Some of the comments made by parents/carers included:

- the staff are so supportive - they have also told me about job vacancies I might be interested in
- it's great having a male staff member
- the staff are well skilled and are of a high quality - they couldn't do anymore for us
- the staff have a flair for working with children - they're so good.

Children comments included;

- the staff are really nice
- they play good games with us
- if we do something wrong we know the consequences- we are given 2 warnings then if we still do it we might need to have a bit of time out and sit for a few minutes to think about what we have done and speak with the staff - it never really happens though
- I like the staff's hair.

### Areas for improvement

To continue to build on the existing very good performance.

**Grade awarded for this statement:** 5 - Very Good

**Number of recommendations:** 0

**Number of requirements:** 0

## Statement 3

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

### Service strengths

We observed a professional approach by a motivated staff team. Teaching staff within the school had commented on the professionalism of the staff team.

Parents told us that sensitive situations were dealt with in a caring and considerate way.

Through discussion staff demonstrated a sound understanding of the National Care Standards and were familiar with local and national guidance in respect of child protection, infection control and healthy lifestyles.

The staff were skilled, sensitive and responsive to the wellbeing of each child.

A training and development policy was in place as was a system to monitor and review staff development needs. All staff undertook an annual review of their training needs and areas of continuing professional development were identified. A system was in place to monitor the effectiveness of staff training.

Staff had been delegated areas of responsibility for developing pieces of work that they had a particular interest in or experience of.

Some of the comments made by staff included:

- I do feel respected
- feel more confident now
- we all want to do the best by the kids
- we all get on really well
- we do get good feedback from parents
- we are encouraged to give suggestions at staff meetings, which we do
- I really enjoy working here.

We issued 10 care standard questionnaires, 5 were completed and returned to us. We also spoke with 6 parents at inspection. All parents who responded to the Care Standards Questionnaire agreed that the staff group had the skills and experience to care for their child. Some of the comments made by parents included;

- my children thoroughly enjoy it
- the staff at Dunard ASC are highly experienced, they deliver a caring, stimulating and happy environment
- the staff have gained my child's trust and friendship through listening and understanding her needs and interests
- the staff at Dunard ASC are brilliant

- I feel the team have created an excellent environment for my child to grow
- the staff are supporting and accommodating
- the staff are very helpful and have the right skills to take care of my child.

### **Areas for improvement**

To continue to build on the existing very good performance.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### 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

The service encouraged service users and carers to participate in assessing and improving the quality of the management and leadership in a number of ways, some of which are described in quality statement 1.1

We saw evidence through questionnaires and photographic feedback from parents where they had been consulted on the delivery of the service.

All parents/carers were invited to the provider's annual general meeting.

All parents/carer were regularly given information on the Management committee and were encouraged to join it.

We issued 10 care standard questionnaires, 5 were completed and returned to us. We also spoke with 6 parents at the inspection. We were told this is a very well run service.

#### Areas for improvement

To continue to build on the existing very good performance.

**Grade awarded for this statement:** 5 - Very Good

**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**

We looked at the quality assurance systems and found that processes used to assess the quality of service included:

References from colleagues in the school which confirmed the quality of the ASC and how staff worked in partnership with the school to provide a service which met the needs of the children and their families.

Questionnaires completed by parents/carers and children had been evaluated and found that service users were entirely satisfied with the delivery of the service.

Consultation meetings were well attended by the children who were always enthusiastic about suggesting ideas and giving feedback on what they liked and what they were not so keen on. This had been helped by incentives where children can win raffle tickets for doing things which improves the service. The manager told us that this approach has been so successful that it is now instinctive for the children to help, share and take care of their ASC.

Parents/carers were provided with letters and newsletters keeping them up to date with what was going on in the ASC and asking for comments and feedback.

The manager had completed reports on aspects of the service, these reports were monitored by the area manager, who also regularly visited. Regular team meetings inform these reports and ensure all staff are involved in and are clear about the high expectation to deliver a quality service.

The service used the National Care Standards and the self assessment document we asked to be completed prior to inspection as a means of assessing how well the service was doing.

An annual appraisal system was in place which reviewed the work of staff and supported the continuous professional development opportunities for staff.

We saw that there was strong and effective leadership within the service, the manager was a very good role model for staff. We saw a considerate and caring approach to the way in which staff were managed. The manager operated an open door policy. Staff told us they felt they were listened to and their work valued.

We issued 10 care standard questionnaires, 5 were completed and returned to us. We also spoke with 6 parents at inspection.

All who completed the questionnaires told us that they were happy with the quality of care their child received.

Some of the comments made by parents included:

- the after school care is excellent
- I feel so involved in the planning of activities
- I am very pleased that Dunard After School Care was established at the school
- they are supportive and accommodating
- I go to work relaxed
- there is a good sense of confidentiality
- we work together
- excellent, they do so much
- my child is very happy here
- fantastic
- the children are involved in the planning.

### **Areas for improvement**

The provider should take forward plans to introduce regular supervision sessions for staff.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

None.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

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