

Care service inspection report

Nethan Street After School Care

Day Care of Children

19 Nethan Street

Govan

Glasgow

G51 3LX

Telephone: 0141 425 1739

Type of inspection: Unannounced

Inspection completed on: 24 February 2015



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	13
4 Other information	28
5 Summary of grades	29
6 Inspection and grading history	29

Service provided by:

Jobs and Business Glasgow

Service provider number:

SP2003001314

Care service number:

CS2005088133

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com

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	4	Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

What the service does well

Nethan Street After School Care provides an essential service for local families. Staff make good use of the available space to plan activities that are enjoyed by children and that meets their individual interests.

What the service could do better

In their self-assessment the service identified the following areas for improvement and should continue with those plans:

- To continue to seek innovative ways for encouraging the involvement of families in assessing the quality of the service.
- To introduce a weekly health and safety checklist.
- To continue to provide training and development for staff.
- To continue to develop quality assurance documentation.

What the service has done since the last inspection

There were eight recommendations made at the last inspection and the service had succeeded in overtaking all of these. As part of their quality assurance processes the service provider had introduced additional support systems for their two services that provided after school care. This meant that the two managers met for peer support and the staff teams had opportunities for sharing best practice that was relevant to the age group of children that they worked with.

Conclusion

Management and staff demonstrate a commitment to continually developing and improving the service through consulting with children.

The service should take account of areas for improvement and recommendations from this report to make further improvements.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service or provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Nethan Street After School Care is a service provided by Jobs and Business Glasgow. The service operates from stand-alone premises in the Govan area of Glasgow. The service is registered to care for a maximum of 88 children attending primary and secondary school. The service operating hours are Monday - Friday, 3 - 6 pm term-time and 8 am - 6 pm during school holidays and in service days. In the period from August to October the service is also provided between 12 - 6pm to accommodate primary 1 children.

The main aim of the service is to provide a 'safe place where there are opportunities to nurture and support children to achieve and develop their skills, confidence and self-esteem.'

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

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 4 - 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 or by calling us on 0345 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 this report following an unannounced inspection. This was carried out by two Inspectors on behalf of the Care Inspectorate. The inspection took place on Monday 23 February 2015 between 3.20 pm and 6 pm. We gave feedback to the service manager and two representatives of the service provider the following day.

As part of the inspection, we took account of the completed annual return and self assessment forms that we had asked the provider to complete and submit to us.

We sent 25 care standard questionnaires to parents/carers who use the service and five completed questionnaires were returned to us.

During this inspection process we gathered evidence from various sources, including the following -

We spoke with:

- Service Manager and members of the staff team
- Children
- Four parents

We looked at:

- Registration certificate
- Insurance certificate
- Policies and procedures
- Quality assurance folder
- Children's individual files, including their registration information
- Observations of how staff work with children
- Records kept for accidents and incidents, risk assessments and the administration of children's medication
- Measures in place to support the prevention and control of infection
- Provider's website and organisational policies, training records and staff individual files

- Tools for consulting with people such as questionnaires for staff, parents/carers and children
- Analysis of care standard questionnaires that we had distributed to parents/carers and to staff.

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

What the service has done to meet any recommendations we made at our last inspection

We made eight recommendations at the last inspection.

The recommendations:

Recommendation 1

Children's information sheets should be fully completed by parents to ensure children's needs are met.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 6: Support and Development.

The service had introduced a new format of admission forms for children. Parents/ carers were encouraged by staff to update the information every six months. This recommendation had been met.

Recommendation 2

Develop a system to evidence the frequency that care plans are updated.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 6: Support and development.

Management had implemented a system for auditing children's care plans. This recommendation had been met.

Recommendation 3

The service should upgrade the boys' toilets to ensure they are fit for purpose.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 2: A safe environment.

Following the last inspection, tiling had been replaced within the boys' toilets and the walls had been painted. As this work had been undertaken some time ago we identified new issues about the décor that have been discussed as an Area for Improvement under Quality Theme 2, Statement 2 of this report. This recommendation had been met.

Recommendation 4

The service should ensure that all equipment is fully operational.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 2: A safe environment.

The manager told us that this recommendation was in reference to a chute in the outdoor play area that had been removed.

This recommendation had been met.

Recommendation 5

The service should access the latest infection control guidance.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 2: A safe environment.

We could see that the service held a copy of Health Protection Scotland's best practice guidance - 'Infection Prevention and Control in Childcare Settings' (2011)

This recommendation had been met.

Recommendation 6

Develop and formalise the quality assurance systems to involve all stakeholders.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 13: Improving the service.

We could see that management and staff had introduced a range of quality assurance systems that included a Children's Committee. The service was a member of the Scottish Out of School Network (SOSCN) and was in the process of introducing their quality scheme. This tool links to the Care Standard quality themes and includes how the service involves its users in self-evaluation. This process was on-going therefore we have made a related recommendation under Quality Theme 4, Statement 4 of this report.

This recommendation had been met.

Recommendation 7

The complaints procedure should be displayed for easy access by parents.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard 14: A Well-Managed Service.

The Complaints Policy and Procedures were on display in the reception area and followed good practice, such as giving a response time of 20 days. However we advised the service manager to remove any posters that gave out-of-date information about the service complaints procedures.

This recommendation had been met

Recommendation 8

The most updated registration certificate should be displayed which includes the current manager's details. National Care Standards for Early Education and Childcare up to the age of 16: Standard 14: A Well-Managed Service.

The Care Inspectorate registration certificate for the service was on display in the reception area.

This recommendation had been met.

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.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the detailed, relevant information included for each heading that we grade services under.

Management and staff had identified what they thought the service did well, some areas for development and any changes they had planned. The 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

During the inspection we observed children and their interactions with staff. Children of all ages were free to make choices, including who they played with and where. Children happily spoke to us about the activities they enjoyed and wrote some of these down on the iPad for us, such as:

"What we do in the holidays is we mostly do loads of stuff like dancing most of us are very good dancers like ** and **. We watch movies in the movie room, we also do art in the art room. I really enjoy what we do in after school care and the work the staff have gone through in here and their education so I hope everyone has enjoyed staying here and that is what's the best thing here."

Taking carers' views into account

Twenty five Care Standard Questionnaires were sent out by the Care Inspectorate and five were returned before the inspection. All parents/carers responded positively to the questions related to the quality of care provided by the service although sometimes they didn't think that the statements applied to their circumstances. Four of the five respondents had added written comments, which included:

"I feel the staff are very attentive with the children. Going into the aftercare to collect my child I can see she is always happy and comfortable in their care, also when I enter the staff are always busy interacting with the children such as playing games or baking cakes."

"Nethan Street Aftercare is a fantastic service. My child is always happy there and staff clearly care about the children in their care. The children are encouraged to be active and to play outside and have a great range of activities to choose from including baking and arts and crafts. The service is brilliant!"

We also spoke to four parents/carers during the course of this inspection who felt there was good communication with staff and that the children had many opportunities to be make decisions about the life and work of the service.

Parents' /carers' views have been incorporated in the relevant sections of this report.

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: 4 - 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

At the inspection we found the performance of the service was very good for this statement. The service had a Partnership Policy and we observed that staff communication with children and parents/carers reflected this ethos.

A wealth of information on different aspects of the service was displayed in the reception foyer that was staffed during children's collection times. There were leaflets about local services, such as accessing welfare benefits or health advice and other initiatives that could help children and families. There were additional notice boards in the main playroom that explained planning for children and their routines while attending the service. We could see that some of the displays were directed mainly at children and that children had been involved in creating these, for example there was a display about healthy eating and healthy lifestyles. Children's voices were evident in the annotated art work and photographs.

Staff were using materials from national good practice guidance to further promote children's participation improving the quality of the service. There was information about the United Nations Rights of the Child and from Scotland's Commissioner for Children and Young People (SCCYP) on display. SCCYP is a non-government body that play a national role in ensuring that children's voices are heard in all matters affecting them. Staff had used the following tools with children:

- Mind maps and big books were being used by staff and children to plan activities based around children's own ideas. We looked at the mind mapping big book that documented children's suggestions, for example the snacks that they would prefer.

- Children had created golden rules for acceptable behaviour at the service, which demonstrated their understanding about why boundaries are important and to respect the needs of others.
- Children had participated in a topic about keeping themselves safe that linked to the wellbeing indicators of GIRFEC. GIRFEC is the acronym for the approach Getting it right for every child. This approach is promoted by Scottish Government to ensure that everyone works together to meet children's all round needs.
- Staff had distributed themed questionnaires to children to inform their self-evaluation of the service. We could see that the format of questionnaires was user friendly, for example using illustrations rather than lengthy text and that some feedback from the findings was on display.

The Parents' Committee was currently inactive however it was evident that the service had found other ways for making sure parents/carers also felt their opinions were respected and to keep them informed about the life and work of the service. These included:

- Provider's website where people could give their views or ask questions.
- Quarterly newsletter linked to the Care Standard quality themes including any findings from consultation with families.
- Organised events for families including Parents' Evenings where parents/carers could find out about their children's progress and share information with staff about any changes to their child's registration details or personal circumstances.
- Suggestion box where people could write suggestions for improving the service provided for their children.

All of the above measures had created a welcoming atmosphere where parents and carers were more likely to ask questions and raise concerns. The parents we spoke to during the inspection all felt very included by the service and believed that there was good communication with the manager and staff.

We sent out 25 questionnaires to parents/carers and five were returned. All of the respondents agreed that they had been given clear information about the service before their child started using it. Three strongly agreed and two agreed that they continued to be kept informed about what was happening in the service, for example through newsletters and information boards.

Areas for improvement

In their self-assessment the service had stated their intention to continue to seek innovative ways for encouraging the involvement of families in assessing the quality of the service. At feedback the manager told us about their plans to introduce a secure 'Facebook' page (social networking site) to the service provider's website to encourage parents/carers to share their views about the quality of the service. They should continue with these plans.

The manager was in the process of introducing Scottish Out of School Network's (SOSCN) quality assurance scheme. This tool links to the Care Standard quality themes and includes how the service involves its users in self-evaluation. We talked about how this will help the manager and staff to get better at collating evidence more systematically and letting families know action that staff have taken in response to their suggestions. Please refer to Areas for Improvement under Quality Theme 4, Statement 4 of this report.

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 found the performance of the service was good for this statement. We looked at evidence for how the service had progressed in meeting two recommendations made at our last inspection regarding information kept about children and its review. Please refer to information in Section 2 of this report.

The service had policies and procedures in place to promote children's health and safety and meet their individual needs. Staff were beginning to use the principles of GIRFEC in their planning for children. They had worked with children to create a wall display on GIRFEC to help parents understand how everyone was contributing to the all-round wellbeing of children.

We looked at children's personal files for evidence to support how children's all-round needs were being met. There was personal information, such as emergency contact details, and any medical conditions including allergies kept in a secure cabinet in the service office. Good practice was followed by involving parents/carers in collating some this information and reviewing it bi-annually. Sharing these details helped management ensure that parents or their representative were appropriately contacted and involved in decisions about their child's care. We saw that there was an additional communication folder that kept staff informed about any changes to children's care needs, for example strategies that had been suggested to help support children's positive behaviour.

We observed that children were relaxed in their environment and staff knew their individual personalities. We looked at the routines that contributed to children's wellbeing, for example we saw that children were engaged in free play and group activities, such as baking. The service had a Healthy Eating Policy and staff sat with children at snack time to promote social interaction. Snack foods took account of individual children's cultural and dietary requirements including their allergies. Fresh water was available for children to drink throughout their session. Staff were promoting children's healthy lifestyle in other ways. For example they told us about trips that the children had been taken on during their holiday service and children confirmed that they had been asked for ideas of appropriate trips. This meant that children could enjoy physical exercise and fresh air as well as experiencing new places and activities.

As part of this inspection we focused on how the service had promoted children's health and wellbeing through infection prevention and control measures within the service. There were policies and procedures that let people know the measures management had put in place to help prevent cross infection and keep service users healthy. These included:

- Infection control policy based on the best practice guidance from Health Protection Scotland - 'Infection Prevention and Control in Childcare Settings' (2011). Most staff had attended Infection Prevention and Control training or had training scheduled.

- Hand hygiene routines, such as staff encouraging children to wash their hands before snack and after going to the toilet. Staff and children wore plastic gloves for the preparation of food.

We sent out 25 care standard questionnaires and five were returned by parents/ carers, four of those strongly agreed and the other agreed that their child could experience and choose from a balanced range of activities at the service. The respondents confirmed that staff encouraged their child to form positive relationships with each other and the service had a clear code of behaviour understood by children.

Areas for improvement

We acknowledged the good practice of storing most of the children's medication in individual ziplock bags labelled with their name and kept in a locked cabinet out of the reach of children. On the day of inspection there was some medication stored loosely or without its original packaging. There were also two out-of-date items of medication that staff had meant to return to the pharmacy. We advised the manager to review the policy and procedures for children's medication and referred them to the most recent guidance from the Care Inspectorate: 'Management of medication in daycare of children and childminding services'. Children's name labels should include their date of birth and parents should provide the medication's original packaging so that staff can check details such as the dispense and expiry date. It is good practice to audit children's long term medication at least every three months to ensure that it is still required and that the parents' consent is in place. Please see Recommendation 1.

When we sampled the personal planning information for children we saw that it was proportionate to the type of service provided. At feedback we talked about including 'all about me' information in a format that was meaningful for children as well as being made easily accessible to parents/carers. For example older children might enjoy talking about their likes/dislikes, interests and friends in a passport or CV style. The manager agreed to include monitoring the content and review of children's personal plans as part of the new SOSCN quality assurance processes.

We acknowledged that children had influenced decisions about snack foods and that snack time provided a sociable experience for children. However children queued to be served rather being able to help themselves. At feedback we talked about how much children had enjoyed the baking activity and could therefore be involved more in the preparation and serving of snack in order to promote their independence and sense of responsibility. The service provider had been consulting with a nutritionist to change snack menus. The manager also agreed to continue to review the snack arrangements with staff and children.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Management should review the procedures for the storage and administration of children's medication and incorporate best practice.

Management and staff should refer to the Care Inspectorate guidance:
Management of medication in daycare of children and childminding services.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3: Health and Wellbeing and Standard 14: Well-managed service.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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

Please refer to Quality Theme 1 Statement 1 Service Strengths for approaches used by the service to promote participation.

Children were encouraged by staff to take responsibility for their environment, for example they had participated in a litter pick and in recycling activities.

All of the questionnaires returned to us confirmed that the service was safe, secure, hygienic, smoke free, pleasant and stimulating. They also agreed that the service had a suitable range of equipment toys and materials for the children. Parents/carers believed there was enough space for their children to play and get involved in a range of activities.

Areas for improvement

Please refer to Quality Theme 1 Statement 1 Areas for Improvement.

One respondent to the Care Standard questionnaire disagreed that the service made use of community amenities or that children got plenty of fresh air and exercise. We did not observe children playing outdoors on the day of inspection because a weather warning was in place however we could see that the weekly timetable included outdoor experiences. There were also photographs of trips children had enjoyed during in service days and school holidays. Children and staff should consider annotating these so that everyone read about the facilities children had accessed in the local community and beyond.

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

At the inspection we found the performance of the service was good for this statement. We considered the service's progress in meeting three recommendations made under this statement at the last inspection about the décor in the boys' toilet, the equipment used by children and infection control guidance. Please refer to information in Section 2 of this report.

A secure entry system was in place for entering the service accommodation and there was a visitors' book for people to sign in. Children were picked up from local schools by the provider's transport or taxi. Service staff that were known to the children were always on bus escort duty and we could see from staff rotas that appropriate staff child ratios were adhered to. There were differentiated children's registers kept for children arriving from different schools and these were held in reception for parents/carers to sign their child out when they collected them. These measures meant that the manager could keep track of who was in their premises and to account for children's presence and safety.

The Child Protection Policy was on display so that parents/carers could identify who the Child Protection Co-ordinator was and how any concerns would be handled. A summary of the policy and procedures were included in the staff and service handbooks so that everyone knew about staff responsibilities and required actions if there were any issues regarding the safeguarding of children. Staff were also trained in first aid which meant that they were well prepared to take action if children had an accident.

We found the accommodation to be spacious, bright and clean. There were cleaning logs that gave staff responsibilities for cleaning different areas and resources used by children. In some of the areas used by children there were bins for waste that were lidded, lined and pedal operated. These measures helped prevent cross infection and keep children and staff healthy.

The main playroom was organised in a way that allowed children to move around freely and choose from a range of activities and resources. There were smaller rooms leading from the main playroom and these were used by the children for different activities, such as arts and crafts, dancing/music and watching films. There was also an enclosed outdoor play area where children could participate in energetic physical play in the fresh air. We looked at the logs kept of how staff risk assessed all these areas used by the children and the manager explained the process for reporting any maintenance issues to the service provider's maintenance team.

These procedures helped ensure that the environment was free from hazards and that children had safe and comfortable places to play.

Areas for improvement

In their self-assessment management had said they would improve the service by introducing a weekly health and safety checklist. They should continue with those plans. During feedback we highlighted the following issues in the environment that posed a potential risk of cross infection among service users:

- There were not enough soap dispensers in the girls' or boys' toilets to promote effective hand hygiene.
- Toilet tissue was not always provided in an appropriate dispenser to avoid aerosol contamination. For example toilet tissues were piled on top of a sanitary bin in one of the girls' cubicles and on a handrail in the disabled toilet.

The service provider could reassure us that a new Cleaning Company contract was in place following a procurement exercise; they were waiting for the contractor to fit the new fixtures. They should continue with these plans.

Two respondents to the Care Standard questionnaires had commented on the standard of the children's environment, one had written:

"The area around the facility is poorly maintained by the Council, broken glass, dog mess and in at least one instance, used needles put through the fence not removed immediately. This is not the fault of the aftercare people but should be addressed nonetheless."

This view was confirmed by one of the parents we spoke to and the service manager could verify that vandalism was a problem because of the regeneration of the local area. The service provider intimated that they were looking for alternative premises and we therefore discussed the interim measures for monitoring the safety of the environment. Please refer to Areas for Improvement under Quality Theme 4, Statement 4 of this report.

Grade awarded for this statement: 4 - 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

Please refer to Quality Theme 1 Statement 1 Service Strengths for approaches used by the service to promote participation.

The staff photo board in the reception included a little personal information about staff such as things that they liked or recent achievements. Some of the staff training certificates and a list of current First Aiders were also on display, which reassured people that children were receiving care and support from staff that were competent and appropriately qualified.

We issued 25 care standard questionnaires to parents/carers and five were completed and returned. Four respondents strongly agreed and the other agreed that they were confident staff had the skills and experience to care for their child. They confirmed that there was always enough staff to provide a good quality of care.

The parents/carers we spoke to during the inspection all commented on how approachable staff were and that they shared information on a daily basis, one said:

"I feel that staff are professional and approachable and have a good level of information on the walls. Staff keep us informed through letters."

Areas for improvement

Please refer to Quality Theme 1 Statement 1 Areas for Improvement.

Grade awarded for this statement: 5 - Very Good

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

At this inspection we found that the performance of this service was very good for this statement. We looked at the following range of evidence on the quality of staffing and the support systems that the provider had in place for staff:

- Provider's staff development programme and training policy, including the level of investment that demonstrated the provider's commitment to improving the quality of staff.
- Audit of when staff were due to attend core training, such as child protection.
- Provider's annual staff survey to help identify areas for improvement and how staff could be supported better to deliver positive outcomes for children.
- Regular staff meetings and informal management monitoring of practice kept staff up-to-date with current developments within the service, from the provider's perspective and at a national level.

When assessing this statement we also checked staff registration with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social services and regulating their education and training. As part of SSSC registration all staff must keep a record of their continued professional development.

All four staff questionnaires distributed by the Care Inspectorate had been completed and these highlighted that staff felt informed about the policies and procedures that supported their work within the service. Staff felt involved in planning, for example one respondent had written:

"Nethan St After School Care adhere to policies and procedures at all times. Staff are encouraged to be part of the decision making in the way policies are written. At Nethan St we have a very good relationship with all parents and carers."

All respondents to our questionnaire felt involved in planning experiences for children and that management had provided access to appropriate training and qualifications. The staff we spoke to during the inspection believed that they had opportunities to talk about their day-to-day work and that their opinions were valued. They told us about recent examples of training, including: First Aid; Child Protection; GIRFEC; Infection Prevention and Control.

From looking at samples of children's work and other wall displays we could see that staff used children's ideas together with observations to plan activities that children would enjoy and that would motivate them to want to learn more.

Areas for improvement

In their self-assessment management had stated that they would improve the service by continuing to provide training and development for staff. They should continue with these plans. We talked to management about how formalising their system of one to one supervision of staff and room monitoring would help staff feel more confident in their role. Please refer to Recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should continue with plans to formalise regular support and supervision of individual staff as part of the staff appraisal process. This is to support the effective practice of staff and identify any gaps in training.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 12: Confidence in Staff.

SSSC Codes of Practice, 3.1 & 3.3 (Employers)

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - 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

Please refer to Quality Theme 1 Statement 1 Service Strengths for approaches used by the service to promote participation.

One of the playroom display boards was dedicated to the work of the Children's Committee that helped support the management of the service. We could see that there were scheduled meetings which demonstrated that the manager took the contribution of children seriously.

Four of the parents who returned questionnaires to the Care Inspectorate agreed and one strongly agreed that they and their child had been involved in developing the service through being asked for ideas and feedback. Overall they were very happy with the quality of care that their child received from the service.

Areas for improvement

Please refer to Quality Theme 1 Statement 1 Areas for Improvement.

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

At the inspection we found the performance of the service was good for this statement. We considered the service's progress in meeting three recommendations made under this statement at the last inspection about the quality assurance systems. Please refer to information in Section 2 of this report.

The service provider had a childcare strategy that demonstrated their commitment to meeting the childcare needs of families in Glasgow as well as supporting parents' / carers' training and employability. The vision, aims, and objectives of the service were on display so that everyone could understand the purpose of the way staff worked with children and families and how they planned to improve the service. Information about the Care Inspectorate let people know how the service was regulated. As outlined in Quality Theme 1, Statement 1, the service had adopted a range of approaches for obtaining the views of children and parents/carers.

The service was a member of the Scottish Out of School Network (SOSCN) and was in the process of introducing their quality scheme. SOSCN is a national umbrella organisation that supports the development of high quality school-aged childcare. The manager told us about how they hoped to use this network to help staff find out about local training and other resources to help them to meet children's individual needs.

We looked at evidence of how the manager and staff were already involved in assessing the quality of the service that they provided within the following activities:

- Minutes of staff meetings
- Monitoring checklists
- Attendance register of children and of staff which demonstrated that staff: child ratios were in keeping with national care standards
- Staff performance management reviews (PMR)

The service manager was further supported in their leadership role through the service provider's quality assurance systems. For example the provider had another out of school service and the two managers were each other's peer mentor. This meant that the respective staff teams had opportunities for sharing best practice that was relevant to the age group of children that they worked with and helped contribute to good outcomes for families.

Areas for improvement

The service manager should continue with their plans to develop quality assurance documentation for the service. They should involve children, parents/carers, staff and stakeholders in this process. The manager agreed that the service needed to get better at telling people the action that they had taken as a result of consulting with them and how that action had contributed to positive outcomes for children.

At feedback we talked to management about the importance of monitoring the practice of staff and the work of the service as a whole, such as:

- Encouraging children to contribute to their personal plans while also making sure that staff were more vigilant in dating children's plans so that everyone could see that they are relevant to individual children's current needs and interests.

- Continuing to liaise with the provider's maintenance team to ensure the environment is more pleasant for service users. For example the service premises were cool on the day of inspection and although the manager could tell us that they had already logged a request to have the radiators fixed we could not see an audit trail of the action.

Please see Recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager of the service should continue to implement a robust system for monitoring and evaluating the quality of the service as a whole.

For example: auditing of children's personal plans; monitoring the implementation of infection control measures; organisation and risk assessment of children's environments (indoors and outdoors).

National Care Standards Early Education and Childcare up to the age of 16:
Standard 13: Improving the service and Standard 14: Well-managed service.

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

Not applicable.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings	
18 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
18 Oct 2011	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
17 Mar 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

Inspection report continued

5 Nov 2008	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 2 - Weak Management and Leadership 4 - Good

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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