

The Glasgow Academy Out of School Care

Service name

The Glasgow Academy Out of School Care

Service address

25 Colebrooke Street
Glasgow
G12 8HE

Type of care service

Day Care of Children

Provider name

The Board of Governors of The Glasgow Academy

Service number

CS2004077312

Date Inspection Completed

17/03/2009

Type of inspection

Unannounced

Period since last inspection

25 months

Care Commission Office

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Introduction

This out of school care service is located within The Glasgow Academy in the West End of Glasgow. The service operates on a flexible basis offering parents the choice of using their "Mini Cool Kids Club" from 3:10 pm until 3:50 pm or a longer service until 6:00 pm. This service also offers a breakfast club and holiday cover.

The service was registered by the Care Commission in August 2004. Current registration allows the provider to care for a maximum of 120 children aged 3 years to 14 years.

The service aims "to offer a welcoming and flexible service for parents and a fun-filled environment for their children".

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

Quality of Care and Support - 6 - Excellent

Quality of Environment - 6 - Excellent

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very Good

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

This report was written following an unannounced inspection which took place on the afternoon of 17th March 2009.

Before the Inspection

The Annual Return

The service submitted a completed 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. (See "Comment on Self-Assessment" below).

Views of service users

Forty Care Standards Questionnaires were sent to the service to be distributed to parents/carers; 15 of these were returned to the Care Commission. (See "Views of Carers" below).

The views of the children were sought through discussions and through the use of a Care Commission questionnaire. (See "Views of service users" below).

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.

LOW

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

The inspection was undertaken by two Care Commission Officers; Lynda O'Connell and Charlie Buckle. Discussions were undertaken with care staff, the person in day-to-day charge of the service and the Childcare Manager, who oversees all the out of school care services.

Feedback was given to the person in day-to-day charge and the Childcare Manager on the afternoon of the inspection.

Evidence

Prior to and during the course of the inspection, evidence was gathered from a number of sources including:-

Viewing the Annual Return and the Self-Assessment

Viewing Care Standards Questionnaires returned from parents

Viewing questionnaires completed by the children

Discussions with the Management team and care staff

From observations undertaken

Viewing a range of policies, procedures and documentation in relation to:

The services aims and objectives
Behaviour management
Complaints
Healthy eating
Infection control
Parental partnership
Quality assurance
Uncollected children

Consideration was given to the findings of all of the above during the inspection process and these have been reported on.

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

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

The Care Commission has developed four Quality Themes to divide service quality into issues that we know concern service users and carers:

1. Quality of Care and Support
2. Quality of Environment
3. Quality of Staffing
4. Quality of Management and Leadership

Each Quality Theme is made up of a number of Quality Statements and both the themes and statements reflect the National Care Standards which lie at the heart of regulation. For this service, the relevant National Care Standards are Early Education and Childcare up to the age of 16 years.

In particular this inspection focused on child protection.

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 in last Inspection Report

There were no requirements made at the last inspection.

Comment on Self-Assessment

A fully completed self-assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development and gave good evidence of service user involvement.

Views of Service Users

Twenty-three children chose to complete a questionnaire produced by the Care Commission during the course of the inspection visit and children were spoken to; views are reflected throughout the report under the most appropriate Quality Statements.

Views of Carers

Forty Care Standards Questionnaires were sent to the service to be distributed to parents and carers; 15 of these were returned to the Care Commission. These highlighted the following:-

Eleven of the parents strongly agreed that they were happy with the quality care that their child received; 3 parents agreed and one disagreed.

All parents received clear information about the service and 14 were able to visit prior to their child starting. Seven parents strongly agreed that they were confident that the service kept any written information about their child securely; 6 parents agreed and one disagreed. Seven parents strongly agreed that information about their child would be treated confidentially and only shared as appropriate; 6 parents agreed and one disagreed.

Eight parents strongly agreed that the service made good use of resources within the community 6 parents agreed, one disagreed.

Additional views are reflected throughout the report under the most appropriate Quality Statement.

Quality Assessment Framework Themes and Statements

Theme - Quality of Care and Support

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 1.1 **We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.**

Strengths:

The service had a wide range of methods in place to source the views of both the children using the service and their parents. A policy in relation to parental participation was observed in the services' handbook and could be found on the schools' website.

During the course of the inspection visit, children spoke eagerly about the different ways in which they could influence service delivery and were happy to speak about their ability to make choices within the service. Children spoke positively about the children's council and gave examples of changes that had been made as a result of their ideas being put forward.

As highlighted previously, children were given the opportunity to complete questionnaires provided by the Care Commission during the course of the inspection visit. These highlighted that 22 of the children felt "very good" about being at the service, one child felt "good".

Some of the comments from children in relation to care and support, taken both from the questionnaires and verbally, highlighted that many of the children were happy about having friends around them. Some of the comments included:-

"I have a lot of friends around me and a lot of things to do"

"Lots of people to play with"

"I feel comfortable"

"I like the sports"

"You can do fun things"

"Activities are very good"

"You can choose what you want to do every day"

"You can choose your snack"

The Care Standards Questionnaires highlighted that most of the parents strongly agreed that the service had involved them and their children in developing the service; 4 agreed. There was evidence to support that suggestions from parents had been taken forward.

Most parents strongly agreed that they were kept informed in relation to what was happening within the service; 3 agreed. Care Commission Officers viewed a wealth of information being displayed for parents. Information regarding the service could also be viewed on the school's website or within the handbook.

One parent commented through the questionnaire, "I think the after school care service at Glasgow Academy is excellent". Another commented, "There is nothing to criticise about the service offered". This parent went on to state that both their children enjoyed going.

The service had received "Thank You" cards supporting appreciation for the service provided. Positive comments were viewed within the visitor's book and from emails received from parents.

The service had a system in place so that one member of staff would greet parents on a daily basis. This enabled parents to pass comments and suggestions on verbally should they prefer.

Informative notice boards were well displayed for parents and children to view.

Open days and evenings were held in order to try and accommodate all parents.

The complaints procedure was displayed for parents coming into the service and could be found within the handbook or on the website for those who were not able to visit.

Areas for Improvement:

While one parent disagreed that either they or their child had the opportunity to be involved in developing the service, the Care Commission Officers felt that there was evidence to support a wide range of ways in which they could have been involved. The Childcare Manager could not understand this parent's response.

One parent disagreed that they were kept informed in relation to what was happening within the service. However, as highlighted above, a wide range of information was readily available in many different formats.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Care and Support

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 1.3 We ensure that service user's health and wellbeing needs are met.

Strengths:

The service had a written statement in relation to their aims and objectives and this was displayed for children and parents in addition to being within the services' handbook.

Staff:child interaction was observed to be extremely positive and staff demonstrated a good understanding regarding the children's needs, paying attention in detail to providing support and encouragement where appropriate. Staff worked well with the wide age range of children, providing a programme that reflected the children's emotional, personal and social needs. Staff deployment reflected continuity of care for the children.

From viewing the Care Standards Questionnaires it was evident that 12 parents strongly agreed that the service had a clear code of behaviour and worked with the children to make sure that they understood it; 2 agreed. One parent disagreed. Two policies were viewed in relation to managing behaviour positively and these were readily available to parents.

Ten parents strongly agreed that staff encouraged their child to form positive relationships with other children; 4 agreed. One parent disagreed with this statement.

From observations undertaken it was evident that children were polite and friendly. They displayed mutual respect for one another and had been involved in devising acceptable rules within the service. Praise cards were used and a "star of the week" system had also been put in place to encourage positive behaviour. Older children interacted well with the younger ones and supported them accordingly.

The Care Standards Questionnaires highlighted that with the exception of one parent, the rest were all confident that the staff would protect their children from abuse, bullying and neglect. The service had a child protection policy and the procedures to be followed in the event of concerns arising were known to staff as they had received training regarding this both through their induction and thereafter on an annual basis. The service had a copy of the local area child protection committee guidance.

Children were able to participate daily in energetic physical activities if they chose to do so and the layout of the service allowed children to rest comfortably should they wish; parents confirmed this through the Care Standards Questionnaires as did children through discussions.

The service had a range of policies and procedures in place to promote infection control and staff were confident in their practice. In addition to best practice documents being ordered for staff, the service had sourced extra copies so that parents could help themselves to one should they wish.

The service had a copy of the latest nutritional guidance and used this to ensure that healthy eating was being promoted. Children and parents were able to influence the menus and plenty of choice was given. Staff preparing snacks during the inspection demonstrated good hygiene practices. Children were able to access fluid throughout the session and from viewing the questionnaires completed by them, it was evident that all children were very happy with the snack. Some comments included:-

"They are healthy"

"They are tasty"

"Because they are very nice"

"Very good"

"they have hot food to eat some of the time"

One child felt that they would like more.

Areas for Improvement:

The Self-Assessment document highlights that it is intended that all staff will attend training in relation to citizenship during the summer term.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Environment

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 2.1 **We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.**

Strengths:

From viewing the Care Standards Questionnaires it was evident that most of the parents strongly agreed the service was safe, secure, hygienic, smoke free, and pleasant with a stimulating environment; 3 agreed and one parent didn't respond.

Parents comments regarding the environment included:-

"The new facilities upgraded this year make the environment an ideal one for the children".

"Cool Kids Club is a wonderful place" where the children enjoy "access to different activities and toys".

One parent commented that their son had attended the service since it started and had thoroughly enjoyed it - "preferring to attend especially the school holiday activities, as there is always something different to get involved in".

Most parents strongly agreed that there was enough space for the children to play and get involved in a range of activities; one parent agreed and one didn't respond and all parents either strongly agreed or agreed that their child could experience and choose from a balanced range of activities.

Parent's views regarding the environment were encouraged by the service.

Areas for Improvement:

The service should continue to maintain a high standard in relation to this Quality Statement.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Environment

Overall CCO Theme Grade - 6 - Excellent

Quality Statement 2.5 The accommodation and resources are suitable for the needs of the service users.

Strengths:

The environment was observed to be clean and spacious and resources were well presented.

The service comprised of a large hall and two additional classrooms that children could move between at their leisure.

Children's work was displayed attractively throughout the different areas.

The service had a wide range of resources suitable to meet the needs, likes and stages of development of all the children who attended. Resources were observed to be clean and well maintained and children were able to self-select the resources that they wanted to play with.

In addition to being able to access resources, staff provided children with a range of activities to participate in should they choose to do so. The questionnaires completed by children highlighted that all felt that the games and activities were either "very good" or "good"; the majority felt "very good". Some comments included:-

"They are good and you have different games each day"

"we get to do anything"

"we get to play with the parachute"

"I like playing with the parachute"

"They are really fun"

"They are my favourite activities"

"They keep you occupied and calm"

One child commented that they would like to go outside more.

Areas for Improvement:

The service should continue to maintain a high standard in relation to this Quality Statement.

CCO Grading	6 - Excellent
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Staffing

Overall CCO Theme Grade - 5 - Very Good

Quality Statement 3.1 **We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.**

Strengths:

Parents and carers were kept informed about staff training through the monthly newsletter and through personal statements displayed on the parent's board.

From viewing the Care Standards Questionnaires it was evident that most of the parents strongly agreed that the staff had the skills and experience to care for their child and support their learning and development; 5 parents agreed, one disagreed.

Most parents were confident that there were enough staff in the service to provide a good quality of care 6 parents agreed, one disagreed.

Most parents strongly agreed that staff treated their child fairly and with respect and most strongly agreed that their child appeared happy and confident with the staff; 4 parents agreed.

Comments from parents regarding staff included:-

"The staff are great, very easy to approach regarding anything, extremely helpful and very accommodating".

"The staff are extremely friendly and efficient. They involve our son in developing his own time and also in maintaining his enthusiasm".

Eighteen children stated through the questionnaire given out by the Care Commission that the staff were "very good"; 5 felt "good". Some of the comments included:-

"Staff are friendly"

"They help me with my homework"

"The teachers are very nice, they talk to you in a nice way and don't shout at you"

One child felt that they are "sometimes too bossy".

Areas for Improvement:

The service should continue to involve parents and children in assessing and improving the quality of staffing.

CCO Grading	5 - Very Good
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Staffing

Overall CCO Theme Grading - 5 - Very Good

Quality Statement 3.3 **We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.**

Strengths:

The staff team were keen and enthusiastic in their roles. They worked well together and had formed positive relationships with each other. In addition to working together through the week, staff participated in team building events outwith the service.

Staff felt well supported by the management team and some commented that they felt supported by their colleagues too. Staff attended weekly team meetings and felt that they were involved in self-assessment, influencing service delivery and making improvements within the service.

Staff were comfortable seeking and sharing ideas and suggestions with their colleagues working within the other Glasgow Academy sites. The Childcare Manager had introduced a system whereby all staff had the opportunity to visit the other sites to share positive comments and put forward an enhancement idea; this meant that staff from the other sites also visited this service.

The service had a range of policies and procedures in place to support this Quality Statement.

The majority of staff held a childcare qualification; those that didn't were in the process of working towards one as it was the services policy that all staff must obtain a relevant childcare qualification.

Staff were expected to attend in-service training sessions and were encouraged to participate in additional training courses as part of their continuous professional development.

All staff were either registered or in the process of registering with the Scottish Social Services Council (SSSC) with the exception of one staff member who was soon to be leaving the service.

Areas for Improvement:

The service should continue to encourage and support staff to further their knowledge and experience and gain appropriate qualifications.

CCO Grading	5 - Very Good
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Management and Leadership

Overall CCO Theme Grading - 5 - Very Good

Quality Statement 4.1 **We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.**

Strengths:

As highlighted under Quality Statements 1.1, 2.1 and 3.1 the service involved parents and children in assessing and improving the quality of the service through a range of methods.

Areas for Improvement:

The service confirmed through the Self-Assessment that it was their intention to create an email forum. They should continue to involve parents and carers in assessing and improving the quality of management and leadership and maintain evidence to support this.

CCO Grading	5 - Very Good
Number of Requirements	0
Number of Recommendations	0

Theme - Quality of Management and Leadership

Overall CCO Theme Grading - 5 - Very Good

Quality Statement 4.4 **We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.**

Strengths:

Parents and staff were both involved in the self-assessment process and giving their views in relation to where they felt the service should be graded.

The service used Care Commission reports to monitor their performance.

As previously highlighted under Quality Statement 3.3, staff confirmed that they were able to influence service delivery and make improvements within the service.

While the service no longer intended to participate formally in the quality assurance project devised by the Scottish Out of School Care Network (SOSCN), they intended participating in the "Investors in People" scheme; this would be undertaken as a whole school.

Through discussion with the Childcare Manager, it was evident that she was clear about the responsibilities in relation to notifications, both in terms of the Care Commission and the SSSC.

Areas for Improvement:

As the Childcare Manager had sourced a copy of a quality assurance system from SOSCN, it was agreed that the service would use this to benchmark the quality of the service provided informally.

CCO Grading	5 - Very Good
Number of Requirements	0
Number of Recommendations	0

Enforcement

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

Other Information

One parent disagreed with many of the statements in the Care Standards Questionnaire. The Care Commission would recommend that if a parent is not happy with the service, that they either discuss the issues with the service directly or contact the Care Commission to try and resolve these.

One recommendation had been made at the previous inspection in relation to reviewing the child protection policy to ensure that staff working within the out of school care service had clear procedures specifically in relation to their working pattern. This recommendation had been actioned satisfactorily.

Requirements

A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

No requirements were made during this inspection.

Recommendations

A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, codes of practice and recognised good practice.

No recommendations were made during this inspection.

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 Commission 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).

This report was written by

Lynda O'Connell

Care Commission Officer

Date: 29/05/2009

Further information about the Regulation of Care (Scotland) Act 2001, can be found on the Care Commission web-site, under the section 'The Law'.
www.carecommission.com