

The Glasgow Academy Out of School Care**Service name**

The Glasgow Academy Out of School Care

Service address

25 Colebrook Street

Glasgow G12 8HE

Type of care service

Day Care of Children

Provider name

Glasgow Academy

Service number

CS2004077312

Date of inspection

20 February 2007

Type of inspection

Unannounced

Care Commission OfficeCentral West 4th Floor 1 Smithhills Street
Paisley PA1 1EB Tel: 0141 843 4230
Fax: 0141 843 4289 Lo-call: 0845 600
8334**Period since last inspection**

12 months

Introduction

This after school care service is located within The Glasgow Academy in the West End area 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. The service also offers a breakfast club and holiday cover.

This service was registered by the Care Commission in August 2004. Current registration allows the provider to care for a maximum of 80 children aged 3 to 14 years.

The service aims to provide "a high quality wrap-around childcare service to meet the needs of the parents and to provide a fun environment for children".

Basis of Report

This service was inspected after receiving a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service and action taken upon requirements.

This service was required to have a low level of support that resulted in an inspection based on the national inspection themes and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

The inspection was unannounced and was undertaken by one Care Commission Officer.

During the visit, which took place on the 20th February 2007, the Care Commission Officer spoke with the Manager, the staff and the children. The Child Protection and Promoting Positive Behaviour policies were looked at. A safer recruitment exercise had been undertaken by the Care Commission Officer in June 2006 in relation to this service.

The Care Commission Officer took all of the above into account and reported on whether the service was meeting the following National Care Standards for early education and childcare up to the age of 16:-

Standard 3: Health and Wellbeing - 3.2, 3.3, 3.4

Standard 12: Confidence in Staff

In particular, the inspection focused on the following themes; nutrition, toothbrushing, child protection and safer recruitment.

Action taken on requirements in last Inspection Reports

There were no requirements identified at the last annual inspection.

Comment on Self-Evaluation

The self-evaluation document was submitted prior to the inspection visit taking place. This document detailed many of the service's strengths as well as identifying areas that could be further improved on. However, for the purpose of this report, only standards 3 and 12 were taken into account.

View of Service Users

The Care Commission Officer spoke with the children who were present during the course of the inspection. They confirmed that they enjoyed going to the service and found staff to be "nice", "helpful", "very friendly" and "supportive".

The children advised the Care Commission Officer that they thought that the service had some good equipment and good activities on offer. Children confirmed that they liked "playing games", "making things", playing "bench ball", "drawing" and "colouring".

All of the children spoken to confirmed that they enjoyed the snack provided. One child commented that snacks were "very healthy".

Children felt that they had opportunities to make decisions within the service. Some children confirmed that if they were looking for resources that weren't available, staff would source them.

View of Carers

Twenty-five care standards questionnaires were sent to the service to be distributed to parents. Five of these were returned to the Care Commission.

These questionnaires highlighted that all of parents were "very happy" with the quality of the service. One parent commented that they were very happy with the service provided and the manner in which it was managed.

Most of the parents were confident that the premises were safe and secure and almost all were "very happy" in relation to the cleanliness of the service. One parent commented that the "controlled entry to the school via a video/intercom system is very reassuring".

The questionnaires highlighted that almost all of the parents were confident that any information provided to staff was "always" treated appropriately and almost all felt that staff "always" spoke to them privately regarding their child. Most parents were confident that their child could "always" communicate with staff about private issues affecting them.

Most parents felt that staff "always" interacted well with their child and most believed that staff really knew their child well as an individual. Almost all of the parents were "very happy" in relation to staff treating their child respectfully and fairly and almost all felt that staff "always" took their views and wishes into account regarding their child's development needs, interests and personality. The majority of parents were either "happy" or "very happy" in relation to staff respecting and valuing their personal beliefs while caring for their child.

From viewing the questionnaires it was evident that most of the parents were aware of the complaints procedure and almost all were confident that any matters for concern raised would "always" be dealt with to their satisfaction.

Almost all of the parents were confident that their child "always" had access to a range of good materials and equipment to support their development, learning and interests and almost all believed that their child "always" found the activities stimulating and challenging.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

The service had a Child Protection policy in place however this was not specifically devised for the out of school care service. The Manager confirmed that all staff were expected to familiarise themselves with the Child Protection policy on an annual basis. The Manager confirmed that she had a copy of the local area child protection committee guidance. Staff had received training in relation to child protection as part of their induction from the service's Child Protection Co-ordinator and more recently, participated in training with a Child Protection Officer from Glasgow City Council. Discussion with staff confirmed that they were very clear about their roles and responsibilities in protecting children. From viewing the care standards questionnaires it was evident that almost all of the parents were aware of the Child Protection policy.

Through discussion with staff it was clear that children had been given opportunities to learn about healthy living and lifestyles. Positive re-enforcement was used to encourage good behaviour. Self respect, respect for others and feelings of self worth were all encouraged. Children had been involved in making up the rules within the service and staff used incentive schemes to promote positive behaviour within the service. Healthy eating was encouraged and children had the opportunity to participate annually in Food Safety Week, a national event.

The Manager advised the Care Commission Officer that none of the children who attended the service brushed their teeth due to their attendance patterns. However, children who used the service who had come from the Nursery/Kindergarten did have the opportunity to brush their teeth prior to joining the children in the out of school care service.

The service had a copy of the latest nutritional guidance and had used these both to revise the food provided and to train staff. A "Healthy Eating" policy had been devised by the service and almost all of the staff members had undertaken Elementary Food Hygiene training. Some of the staff, including the Manager, intended undertaking Cooksafe training through East Dunbartonshire Council in the near future. Children were encouraged to participate in planning the menus and any dietary requirements that they may have were taken into account. The care standards

questionnaires highlighted that almost all of the parents were "very happy" with the range and choice of food provided and almost all believed that there was "always" a range of healthy snacks and drinks available.

From viewing the care standards questionnaires it was evident that almost all parents were "very happy" in relation to the way in which staff assisted their child with personal care. Most of the parents were confident that their child "always" had regular access to fresh air and energetic physical play.

Areas for Development

Through discussion with staff it was clear that they would not all necessarily follow the same procedure if they had any concerns about any of the children. The existing procedures either need to be reviewed or staff need to make sure that they are all familiar with them. (See recommendation 1). Reviewing the procedures to detail the following would be good practice:-

A statement that the provider will follow the Local Area Child Protection Committee Guidelines.

Arrangements to ensure staff awareness of child protection issues; access to policy, on-going training.

Phone numbers for local Social Work and Police.

Arrangements to ensure that children and young people have access to independent advice appropriate to their needs.

Arrangements for regular review of the policy.

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

Strengths

The service has recently introduced new recruitment practices to ensure that all staff go through a robust recruitment procedure. The practice of re-checking enhanced disclosures has also been considered and included in the service's procedures.

Staff confirmed that they had a copy of the Codes of Practice from the Scottish Social Services Council (SSSC) and through discussion with them, it was evident that some of them were clear about their roles and responsibilities in terms of the Codes. While staff were expected to read and familiarise themselves with the Codes, new procedures were being introduced to ensure that staff had a good understanding of the Codes. The Manager of the service advised the Care Commission Officer that she had attended a presentation from the SSSC recently and information from this had been cascaded to staff.

The Manager had gained a SVQ level 4 in Early Years Care and Education and had registered with the SSSC. Staff working within the service either held a childcare qualification or were expected to work towards one. The Manager confirmed that she was aware that all staff needed to gain a qualification in line with the requirements of the SSSC and advised that all new staff would be contractually obliged to work towards a qualification. Discussion with staff confirmed that there were opportunities for continuous professional development.

Areas for Development

None identified at this inspection.

Enforcement

No enforcement action has been undertaken by the Care Commission in relation to this service.

Other Information

No other issues arose during the course of the inspection visit.

Requirements

None identified at this inspection.

Recommendations

1. The Child Protection policy should be reviewed to ensure that there are clear procedures specifically for the out of school care staff to reflect their working pattern.

National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing - Child Protection.

Lynda O'Connell
Care Commission Officer