

Care service inspection report

Quality themed inspection (day care for children)

The Glasgow Academy - Kelvinbridge After School Care Day Care of Children

25 Colebrooke Street
Glasgow

Service provided by: Glasgow Academicals War Memorial Trust

Service provider number: SP2003003598

Care service number: CS2004077312

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

1 About the service we inspected

The Glasgow Academy - Kelvinbridge After School Care is one of several services operated by Glasgow Academicals War Memorial Trust. The service operates from premises in the West End of Glasgow. The service is currently registered to provide childcare to a maximum of 100 children aged from three years to 14 years. At the time of the inspection there were children accessing the service.

Included in the services aims and objectives is: "to offer a welcoming and flexible service for parents and a fun filled environment for children."

The care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What we did during the inspection

We carried out a "themed" inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each quality theme.

From April 2016, we will carry out a quality audit, to gather information relating to "How Good Is Our School Aged Childcare." The audit will focus on the quality of children and young people's play experiences and how their rights to play and have fun are promoted and protected. The Getting it Right for Every Child (GIRFEC) framework - SHANARRI, Playwork Principles and Article 31 will underpin a list of outcome focused questions developed for Inspectors to work from when inspecting. The information gathered will form the basis of an end of year report 2017, along with information on service demand for school aged childcare throughout Scotland. Further information can be found at The Hub at www.careinspectorate.com

We wrote this report following an unannounced inspection. This was carried out by an Inspector from the Care Inspectorate. The inspection took place over two days Tuesday 17 and Monday 23 May 2016 between the hours of 2:45pm and 6pm. We gave feedback at the end of the inspection.

As part of the inspection, we took into account the completed annual return form that we asked the provider to complete and submit to us.

We sent 20 care standard questionnaires to the manager to distribute to parents/carers of children who used the service. Nine were returned before the inspection. We had the opportunity to speak with a further eight parents during the inspection process. Both verbal and written comments were shared with the management and are included within this report.

We also asked the service to give out staff questionnaires of which three were returned before the inspection.

We considered two key aspects of each of the quality themes we inspect and gathered a range of evidence relevant to this through:

Speaking with:

Five staff

Twenty two children

Eight parents

Manager

Looking at:

Certificate of registration

Staff interaction with children

Indoor learning environments

Displayed information

Sampling:

Children's learning stories

Staff training

Risk assessments

Staff recruitment

Taking the views of people using the care service into account

On the day of the first visit there were 72 children present and 59 children on the second day. The children were observed to be happy, having fun and engaged in a range of play activities. They enjoyed taking part in physical games which they chose. The staff's approach to the children was friendly, nurturing and caring which helped create a positive environment for them. Children told us how much they enjoyed attending the service and the activities provided. Comments included:

"I really like the after school club."

"You can make suggestions for activities, snacks and breakfast."

"The ladies are really nice."

"It's fun because there are lots of toys to play with."

"The ladies always ask you what you would like to do."

"Staff are really nice and the snacks are yummy."

"The ladies ask us all the time what we want to do."

"I like to meet with my friends."

Taking carers' views into account

We received nine completed questionnaires and we spoke with eight parents. Written and verbal feedback confirmed that parents were very happy with all aspects of the service. Parental comments included:

"We are really happy with the after school care."

"The holiday club is great too and they are really good at involving the children's ideas for trips and activities."

"The children are given a clear understanding of the expectations of their behaviour in an age appropriate way - This then allows them to enjoy their various activities with appropriate levels of freedom and in a positive environment."

"We are confident in the care and engagement with staff."

"The service provided is outstanding."

"All staff are friendly, know each child's name and engage well with the children."

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 service. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. The service identified what it thought they did well, some areas for development and any changes planned. The service told us how they gathered the views of parents, children and staff to help them make improvements.

2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

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

3 Quality of care and support

Findings from the inspection

We focused on child protection and how children are involved in decision making in this quality theme.

We focused on child protection and how children are involved in decision making in this quality theme.

Staff had very good knowledge of the service's child protection procedures. They spoke confidently describing the role they played in protecting children.

The Inspector viewed both written and verbal evidence that confirmed that the children were involved in making decisions in relation to activities, outings, snacks and layout of the room. One example of this was that the children wanted to move the home corner and book area as they felt their current location was limited. Staff encouraged and supported them to complete this task. The outcome of this was that both areas are better used by the children. Staff were observed discussing with the children what they wanted to put on the wall. Paper was also provided to allow the children to write their ideas down. The service felt that this approach gave all children a voice.

The after school care as part of the school had been awarded a level two award as a Rights Respecting School. Children had developed "Golden Rules" for the club which ensured everybody felt respected, included, safe and responsible.

Grade

The quality of care and support is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

We focused on physical play and children's safety in this quality theme.

During both visits the children participated in a range of physical activities both inside and outside. Children of all ages were observed having great fun playing games with a parachute such as shark attack and popcorn. Children were involved in planting in the school garden making decisions about type and colour of plants.

A range of measures were in place to ensure areas used by the children were safe. These included a daily visual walk round by the General Manager and risk assessments. The secure entry system which was monitored by staff kept children safe from any unauthorised visitors. Staff signed the children in and parents signed them out of the service with staff overseeing this process to ensure they knew exactly how many children were present in case of evacuation. Parents told us they had no concerns about their child's safety at the service. Effective infection control procedures encouraged children to practice good hand hygiene.

Grade

The quality of environment is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

Findings from the inspection

We focused on safer recruitment and staff registration in this quality theme.

We audited the files of four staff members employed since the last inspection and found the recruitment procedure had been fully completed before the staff members began employment. Checks included Protection of Vulnerable Group Scheme (PVG) membership, references, medical information, checking qualifications and Scottish Social Services Council (SSSC) registration. Each new staff member took part in an induction process which covered fire safety, infection control, child protection, support available, policies and procedures and best practice documents. Staff had a range of qualifications and experience which helped create positive outcomes for the children attending the service.

Staff employed within the service had registered with the Scottish Social Services Council (SSSC) and were aware of their codes of practice. This helps protect people who use services and helps raise standards of practice and professionalism. Staff confirmed they had opportunities to further develop their skills and learning by accessing a range of training courses

Grade

The quality of staffing is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

6 Quality of management and leadership

Findings from the inspection

We focused on self-evaluation and quality assurance in this quality theme.

Management and staff were committed to the improvement and development of the service to help ensure they were providing positive outcomes for children. The service used self-evaluation to reflect on their practice make changes when needed. Staff were involved in completing the Care Inspectorate's self assessment document. Parents, children and staff were encouraged to be part of this process.

Effective methods were used for monitoring and evaluating the service. To further involve parents in the service and get them to share their views a charity breakfast was organised. This provided staff with the opportunity to chat informally with parents and ask them for feedback and for parents to have breakfast with their children. This project had proved popular and will now be repeated every term. The service used their website to update parents about what was happening in the service. Policies and procedures were readily available for parents to view.

Grade

The quality of management and leadership is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

1. The service should review the format of children's personal plans. Staff should ensure that these are consistently updated and monitored in consultation with families and in line with current legislation.

National Care Standards for Early Education and Childcare up to age 16.
Standard 3: Health and Wellbeing

This recommendation was made on 06 June 2013

The Inspector viewed evidence that demonstrated that this recommendation had been met.

2. Appropriate risk assessments should be in place for all areas used by the children. Risk assessments should identify all potential hazards and proposed measures to address these.

National Care Standards for Early Education and Childcare up to age 16.
Standard 2: A Safe Environment

This recommendation was made on 06 June 2013

The Inspector viewed evidence that demonstrated that this recommendation had been met.

3. The provider should ensure that quality assurance systems currently in place capture areas for improvement and that all stakeholders have been involved in the process. For example:

- demonstrating how the input of families contributes to service improvement.
- monitoring of children's personal plans.
- linking the staff training strategy to the service improvement plan.

This is to make sure that monitoring and evaluation is continuous and takes account of relevant national and local advice.

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

This recommendation was made on 06 June 2013

The Inspector viewed evidence that demonstrated that this recommendation had been met.

9 Complaints

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

10 Enforcements

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

11 Additional Information

There is no additional information.

12 Inspection and grading history

Date	Type	Gradings	
6 Jun 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
23 Sep 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

17 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent 6 - Excellent 5 - Very Good 5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

Other languages and formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੈਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.