

Care service inspection report

Ralston After School Care

Day Care of Children

Ralston Primary School

School Road

Ralston

PAISLEY

PA1 3AT

Telephone: 0141 882 5230

Inspected by: Lynn McColgan

Type of inspection: Unannounced

Inspection completed on: 10 October 2011



Contents

	Page No
Summary	3
1 About the service we inspected	4
2 How we inspected this service	5
3 The inspection	9
4 Other information	19
5 Summary of grades	20
6 Inspection and grading history	20

Service provided by:

Ralston After School Care Committee

Service provider number:

SP2003001020

Care service number:

CS2003004863

Contact details for the inspector who inspected this service:

Lynn McColgan

Telephone 0141 843 4230

Email enquiries@scswis.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		N/A
Quality of Management and Leadership		N/A

What the service does well

The service had in place very good systems to consult with parents, carers and children. Through the completed questionnaires and through discussions with parents it was evident that very good relationships had been formed.

What the service could do better

The manager and staff should consider the needs of older children using the service.

What the service has done since the last inspection

The service had no outstanding recommendations or requirements. This was the first visit the Office had made to the service.

Conclusion

The service is very well supported by a strong active parent's committee. The Officer is of the opinion the manager and staff will address the recommendations made, with the support of the committee.

Who did this inspection

Lynn McColgan

Lay assessor: n/a

1 About the service we inspected

Ralston Out of School Care is situated in a local Primary school in the Ralston area of Paisley. It is run by a voluntary management committee and is registered to provide a service to 60 primary school aged children. The hours of operation are Monday to Friday 08:00 - 09:00hrs and 15:00 - 18:00hrs term time and 08:00 - 18:00hrs during holidays. The service operates from Ralston Primary School and has the exclusive use of the Assembly Hall (excluding the stage area), the Gym Hall from 16:15hrs to 18:00hrs.

Ralston Out of School Care Mission Statement:

Aim to offer play and education opportunities that are both fun and challenging. We will promote the dignity, privacy, choice, safety, potential and diversity of all users and staff of the club.

Before the 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body Social Care and Social Work Improvement Scotland (SCSWIS, now known as the Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

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 - N/A

Quality of Management and Leadership - N/A

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.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We wrote this inspection report following two visits to the service on 27 September between 15:00-16:00 and 5 October 2011 between 15:00 - 18:00 hrs . The inspection was undertaken by one officer, Lynn McColgan. Feedback was given to the Parents Committee and the manager on 10 October 2011.

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

Twelve completed parent questionnaires were returned before the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Collation of parents views and comments from questionnaires
- Viewing the action plan submitted in response to the last inspection
- Viewing the service's completed Self-Assessment
- Observations of staff child interaction
- Observation of the environment, resources and how these were used
- Viewing children's work and planning
- Discussion with parents, children and staff.

Viewing a wide range of documentation, policies and procedures including:

- Health and safety policies
- Minutes of meetings

The findings of the above were taken into account and formed the basis of this report.

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

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.

A 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.

Taking the views of people using the care service into account

Additional comments received from children using the service included:

"It's really helpful (OSC), it's good that it's there, it helps your mum and dad out."

"I used to go to a childminder and it was so boring."

"We get to do our homework if we want"

"Some snacks are quite good, you get choices."

"If you change your mind when you want to go out, your not allowed."

Taking carers' views into account

Views of parents/carers using the service are detailed in the body of the report. Additional comments included:

"Ralston out of school care is an excellent service that my son has attended for 2 years and I feel very happy and confident in their day to day care. My son always enjoys his time. All the staff are very helpful and a pleasure to deal with."

"All staff work very hard."

"My second child has just finished P7 and will be leaving OSC. She has been going since she was in P1. I have been delighted by the standard of care, the genuine interest in both my children, the enthusiasm and hard work of all staff. I cant praise them enough."

"Food could have been better off in terms of nutrition and variety."

"Bluntly, with both of us still working, the service is a necessity: we are both unlikely to be able to reduce our working hours so the service is much needed."

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

Overall 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

Based on the evidence and information sampled the service was found to be operating at a very good standard in relation to this quality statement.

The service had various systems and process's that encouraged parents/carers and children to be involved in assessing and improving the service.

Parents/carers were regularly issued with questionnaires which sought their views on service deliver as well as more specific topics such as new resources or activities/ events.

Children were also invited to complete questionnaires. Children spoken with during the inspection confirmed this. One child commented:

"Staff ask if we're happy, they give us questionnaires and things."

Regular newsletters were also issued to parents and an assortment of relevant information was attractively displayed and the entrance of the service.

A number of policies encouraged parents to voice their views and this included a "confidentiality" policy and a "complaints" policy.

Parents were also encouraged to participate in the service by giving feedback on topics that the children were involved in, as well as offering suggestions that interested their children. The service website had a specific request seeking parents involvement.

Children were consulted on a daily basis through systems established at the service. There was evidence of their views being listened to and being recorded and

displayed throughout the service. Children took part in weekly meetings to discuss relevant issues and what they would like to participate in.

The officer observed staff consulting children during the course of the inspection.

All carers confirmed through the Care Inspectorate questionnaires that they received clear information prior to their child starting the Out of School Care, and all confirmed they had the opportunity to visit before their child started. 3 carers consulted with "strongly agreed" and 4 "agreed" that staff share information about their child's learning and development with them, however 1 "disagreed" and 4 felt this was not applicable.

2 carers "strongly agreed", 4 "agreed" however 1 carer "disagreed" and 4 felt this was "not applicable".

Areas for improvement

Although the service issued regular questionnaires, it is suggested that the manager issue these with a date attached. This will ensure a numeric log shows the level of progress made by the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

Based on the evidence and information sampled the service was found to be operating at an adequate standard in relation to this quality statement.

Activities provided for children were interesting, challenging and reflected some of their own interests. Staff provided children with opportunities to make choices and follow their own ideas. There were daily opportunities for physical energetic play.

Children were observed as being engaged in adult lead activities, or individual solo play. Activities were well organised and presented. There were good systems in place to evaluate activities and events.

Children used simple voting systems to choose topics and other subjects. Children were able to discuss and describe the function of the pupils council. One group of children told the Officer:

"The kids council is just suggestions and things for games. The workers tell us (kids rep) to go around and ask people in our class what they think. We meet every Thursday or Friday."

Outdoor and indoor space was used effectively to encourage children to move from area to area building confidence and independence.

Each child had a well managed profile that clearly recorded and detailed their time and achievements at the Out of School Care. These profiles are shared with children and parents/carers.

Areas for improvement

Through observations and discussions with children it was apparent that some of the older children needs were not being fully met. One group of children advised the Officer:

"It's boring being here. All the games are for the younger ones."

"Nothing every gets changes when you do the questionnaires."

Children and staff advised the Officer that older children previously had a separate area for play, but this had been withdrawn by the school.

However, staff should address this matter and ensure older children have activities that are interesting and meet their age and stage of development. See recommendation 1 of quality statement 1.2.

Through the course of the inspection some children told the officer of some resources, or equipment that they were no longer allowed to use, or bring to the service.

"We're not allowed on the monkey bars or in the garden any more."

"I would like a place to go and use my phone. But we're not allowed to use phones.... I don't know why."

When asked why this was the children gave varying answers. Some didn't know why, others thought it was due to a safety issue, and others thought it was in case equipment from home got broken. When decisions relating to children are made at the service, staff should ensure all children are informed of why the decision had been made. See recommendation 2 of quality statement 1.2

Two children using the service advised the Officer:

"Some staff are aggressive with you-they shout"

"They'll be extra polite when you're here."

The Officer discussed this further with a group of children who clarified that some staff shout from across the room at children. The playroom where the service is situated is large and echoy, and on occasions staff may feel the need to shout rather than walk across the room, perhaps if there is a health and safety issue. However, staff should recognise that on occasions it would be better to walk to a child rather than shout to get their attention. See recommendation 3 of quality statement 1.2

Staff and children confirmed to the Officer that resources and equipment are put out on a daily basis without forward planning, and with no input from children. Children can request resources each day and where possible staff will get these. However, as many children attending are very young it is suggested that they would benefit from sitting with staff and a pictorial inventory and plan activities in advance. See recommendation 4 of quality statement 1.2.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 4

Recommendations

1. The Provider should ensure staff plan and implement and programme of activities that will interest and challenge the older children attending. NCS Early Education and Childcare up to the age of 16: Standard 5, Quality of Experience.
2. When decisions concerning children are made, the Provider should ensure these are discussed with them and the reasons why they have been made should be explained. NCS Early Education and Childcare up to the age of 16: Standard 13, Improving the Service.
3. Staff should review their manner and voice level when dealing with the children. The manager should monitor this on an on-going basis. NCS Early Education and Childcare up to the age of 16: Standard 4, Engaging with Children.
4. The manager should introduce a programme of planning which involves children and staff deciding on activities, resources and equipment. NCS Early Education and Childcare up to the age of 16: Standard 5, Quality of Experience.

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

Based on the evidence and information sampled the service was found to be operating to a very good standard in relation to this quality statement.

As previously stated in Quality Statement 1.1, parents had been involved in completing questionnaires specific to all areas of the service, including the environment.

Children participate in a voting system to make democratic decisions, they had also been issued with questionnaires which included questions about their environment.

During the inspection children were observed to have access to a range of toys and resources.

A number of policies that were routinely implemented by staff i.e. no smoking, ensured a healthier environment for the children using the service.

Areas for improvement

No areas for improvement were identified during this inspection visit. The service should continue to provide existing good standards.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

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

Service strengths

Based on the evidence and information sampled the service was found to be operating to a good standard in relation to this quality statement.

The accommodation was attractive, clean and safe. A secure door entry system was in operation and staff implemented this rigorously. Visitors sign in on arrival at the premises.

The service had a wide range of policies and procedures that support staff in service delivery. Noticeboards were welcoming and had a good range of information for parents and visitors, some of the service policies were displayed here.

Children had the use of one large dining area, and occasional use of the gym hall. They could also use outside areas. The manager had a designated office area that doubled as a storage room.

The area used as the playroom was well organised and laid out by staff. Children had adequate space to move around freely.

Eight parents "strongly agreed" and 4 "agreed" that the service was safe, secure, hygienic, smoke free, pleasant and stimulating. Eight "strongly agreed" while 4 "agreed" their child had access to a suitable range of toys, materials and equipment.

One child commented:

"I like the gym, one day we get gym the next it's outside."

Areas for improvement

A comment made by one child related to the resources being purchased were predominately for younger children. Through discussion with the manager and parents committee it was agreed any future money available for resources should be split into age groups and the children vote on what to purchase.

Through the course of the inspection a few children had raised the issue of not being allowed to use the garden area any more. This was discussed with the manager who confirmed that there was a hole in the fence and this could put children in potential danger. See recommendation 1 of quality statement 2.2

As identified by the manager, staff and children the older children using the service had recently lost the use of an additional room. The children felt very strongly about this and would welcome further exploration of any available rooms the school may have. See recommendation 2 of quality statement 2.5

One parent raised an issue through a completed questionnaire:

"This is an excellent service. The only thing that concerns me is the amount of video games on offer for the children to play."

The service do limit the amount of time each child plays on computer games and this is closely monitored.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The hole in the perimeter fence surrounding the garden area should be made safe to allow children the use of this area. NCS Early Education and Childcare up to the age of 16: Standard 2, A Safe Environment.
2. The Provider should contact the school and explore the possibility of an additional area or room being made available for the use of the OSC. NCS Early Education and Childcare Up to the age of 16: Standard 5, Quality of Experience.

Quality Theme 3: Quality of Staffing - NOT ASSESSED

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

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

n/a

Action Plan

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

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 5	4 - Good
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings
16 Jun 2009	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

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

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by SCSWIS. You can get more copies of this report and others by downloading it from our website: www.scswis.com or by telephoning 0845 600 9527.

Translations and alternative formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

ی ر خ ا ت اغ ل بو ت ا ق ی س ن ت ب ب ل ط ل ا د ن ع ر ف ا و ت م ر و ش ن م ل ا ا ذ ه

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.

Telephone: 0845 600 9527

Email: enquiries@scswis.com

Web: www.scswis.com