

# Dalmuir Out of School Care Group Day Care of Children

Dalmuir CE Centre  
Duntocher Road  
Dalmuir  
Clydebank  
G81 4RQ

Telephone: 0141 951 4499

Type of inspection: Unannounced  
Inspection completed on: 25 April 2018

**Service provided by:**  
Dalmuir Park Housing Association  
Limited

**Service provider number:**  
SP2004006161

**Care service number:**  
CS2007150826

## About the service

We carried out an unannounced inspection of Dalmuir Out of School Care Group on 16 April 2018. At the inspection we spoke with 14 children and 4 parents. We also observed practice and checked documentation relevant to the inspection. We visited the service's office and the provider's office on 25 April 2017, to view a sample of records and staff files and give feedback to the management team.

Dalmuir Out of School Care Group operates from Dalmuir Community Education Centre in Clydebank. The service has exclusive use of four rooms on the upper level of the accommodation, which they use as a base. In addition, children have access to the gym hall on the lower level for sporting activities and the outdoor area located to the rear of the premises. Current registration allows staff to care for a maximum of maximum of: 70 children of primary school age and includes one named child who attends secondary school.

The service aims to, 'provide a safe and stimulating environment for children with planned specialised and free play activities'.

A full copy of this statement can be obtained from the service.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

We spoke with 14 children and four parents during our visit. We gave the service 21 questionnaires to give to parents and eight parents provided us with feedback by completing our questionnaires.

We observed the children enjoying their play. We noticed that the children were happy, confident and took part in most activities on offer. We saw children reading books, playing games, using computers and doing their homework.

Children continued to co-operate well with the staff and with each other. We observed staff to be friendly and caring in their approach towards the children. Staff helped children to have fun and to take part in activities. All of the children we spoke with told us they were happy in the service.

One child told us about being on the pupil council and about a recent fund-raising event the children had organised. Other children joined our discussion and it was clear the children had contributed their ideas and had ownership of this event.

In addition to our discussions with parents and children, eight parents provided us with further feedback by completing our Care Standards questionnaires.

Parents we consulted indicated their overall satisfaction of the service provided. They commented positively on different aspects of the service including staff, activities, security, flexibility and relationships.

Comments made included:

- "I would not be able to work full-time if not for this service. In the summer months there are plenty of activities out in the fresh air".
- "The staff are always friendly and point out my child loves the after-school care this is a fantastic service for kids".
- "I have used the service for 17 years as I have three kids. The service has gone from strength to strength and staff are extremely pleasant to parents and now with the security of the doorway in place I would have no hesitation in recommending the service to friends".

One of the parents we spoke with commented: "this place is a life saver".

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed the planned improvement and quality assurance systems. These demonstrated the priorities for development and how the provider was monitoring of the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Staff were nurturing and sensitive in their approach and encouraged children to develop friendships. One child told us "it's great here you can make lots of friends from different schools". We heard staff praise and encourage children and celebrate their achievements. This respectful care helped to develop children's self-esteem.

Keyworkers knew the children and their families well and used this knowledge to respectfully care for the children. Staff worked well with parents and used handover times to talk about how best to care for the children and to share information. One of the parents we spoke with told us about how well staff promoted positive behaviour in the service.

Staff worked with children and parents to develop a personal plan for each child. The plans included information about children's health and wellbeing needs and children's personal preferences. In discussion it became clear that children could not freely access their plans to make amendments, should they wish to do this. We asked staff to look at ways of making parts of the plans more accessible to the children. This will help children feel more included and take ownership of their own plan.

Children knew about the importance of healthy eating and told us they enjoyed the snacks. One child told us about the fruit and vegetable box that is delivered each week. One child said "most of the snacks are healthy". In order to enhance the snack experience further, we asked the manager to look at ways of involving children more in making their own snacks and growing their own produce.

Children's medication was stored in an organised way which helped to avoid confusion. However, the reason for administering the medication was not consistently recorded. Management agreed to make sure the consent forms, including space for recording the reason for administering the medication, is used for all medication. This will help to make sure staff have all the relevant health information when supporting children.

Staff had an understanding of how to protect and safeguard children. They attended an annual child protection update and this helped to keep them up-to-date and refresh their understanding.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

Children independently moved between the four base playrooms, choosing their own activities. One child took us round and confidently told us about the activities on offer in each room. A recent initiative to encourage children to read more had been successful. We saw children reading books and children told us they liked reading in the play tent. One child told us this was helping with their reading at school.

Children spoke about how they shared their suggestions with staff through the "pupil council and the suggestion box". Some new resources had recently been purchased and staff confirmed children's suggestions had been included. Staff should continue to involve children in the selection of resources as this helps demonstrate to children that their opinions are valued and respected.

Wall displays gave children information about their rights and about the wellbeing indicators. Children had shared their views of the wellbeing indicators and their feedback was respectfully displayed. Staff should continue to involve and include children in this way.

The secure door entry system at the base rooms and signing in/out procedures helped staff manage the safety and wellbeing of children attending.

The gym hall security arrangements were still under review. A risk assessment had been recorded and staff spoke about the measures that had been taken to maximise safety. However, on the day of inspection staff could not access some of the risk assessments. Management agreed to make sure risk assessments are more easily accessible. This will help make sure staff, children and parents have clear information about how risks

are managed. The manager agreed to make sure chains for window blinds are consistently kept out of children's reach.

Some improvements had been made to the outdoor area and this was ongoing. Fencing was now in place and this helped to maximise children's safety. All children we spoke with told us they would like to play outside more. Staff acknowledged the outdoor area could be used more effectively. We discussed good practice documents, including My World Outdoors and a number of ways to help reduce barriers for children playing outside.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Children spoke highly of staff saying that they were "good and help with homework". One child told us about the fun they had with staff during the holiday club. The child commented: "children who forget their lunch don't need to worry because the staff will make them a sandwich".

Staff were enthusiastic and keen to make sure children had fun in the service. We again noted that staff encouraged children to be kind to each other. This continued to demonstrate the inclusive, nurturing and respectful relationships staff had developed with the children.

One parent commented:

- "All the staff are fantastic and my child just loves going".

Staff were qualified, working towards a qualification or about to start working towards a qualification. All staff were registered or registering with the SSSC. The manager and some staff needed to gain further qualifications to allow them to meet the conditions of their SSSC registration. The provider was aware of this and had plans in place to address this matter. Staff told us they had taken part in some training opportunities. Some staff spoke positively about the training they had taken part in. For example, staff spoke about benefitting from GIRFEC training and how this had improved their practice.

Staff confirmed that they were supported in their continuing professional development and had personal development reviews. Following the reviews the provider had put a training plan in place for each member of staff. We made some suggestions about further training that staff may benefit from, including outdoor play and creative play training.

Since the last inspection two new members of staff had been recruited. In the sample of staff files we looked at we found recruitment checks and references had been carried out for these staff before they started working

with the children. New systems had been put in place to monitor when staff applied for registration with the SSSC. This will help to make sure staff apply within the required timescales.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The manager and staff had made some important improvements since the last inspection. They had worked hard and made good progress in improving outcomes for the children and families using the service.

The provider had put effective support systems in place for the manager. Regular monitoring visits and feedback reports helped the provider make sure the service was operating well. The service's achievements were respectfully shared and celebrated in the provider's magazine. The provider continued to make sure we were notified of any changes.

As previously discussed children could influence some aspects of service delivery. The parents we spoke with said they could put forward suggestions for improvement. Staff told us about seeking parents' views through questionnaires and events. We saw a display of how staff had taken forward some of the parents' and children's suggestions. This showed that parents' and children's views were included and valued.

An action plan for improvement had been developed. We discussed ways the manager could share with staff, parents and children the impact of any changes that have improved outcomes for the children. The staff team continued to meet on a regular basis and we noted from the minutes that research was used to help give staff more information about how children learn and develop. We discussed how the manager could use the meetings to share further information with staff about supporting children.

We discussed the benefits of continuing to develop ways to help staff to be more involved in identifying the quality of the provision. Plans were in place for staff to discuss the Health and Social Care Standards. This will help staff become familiar with the standards and use them as a guideline for how to achieve high quality care and continue to improve outcomes for the children.

One parent commented:

- "I feel the service is invaluable, without this my husband and I would have not been able to continue to work full-time. We know when your child is at DOSCG then they are safe and happy".

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

Staff should make sure each child's personal plan is reviewed with the child and parents on a six monthly basis, or before if there are any changes. The review date and any updated information should be included in the plan.

National Care Standards early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

**This recommendation was made on 3 May 2017.**

#### Action taken on previous recommendation

The provider had taken action and now reviewed children's personal plans with parents at least six monthly.

#### Recommendation 2

The manager should review and update all of the children's medication arrangements. The manager and staff should familiarise themselves with the provider's medication procedure. This will help make sure they work in line with important information.

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

**This recommendation was made on 3 May 2017.**

### Action taken on previous recommendation

The manager had taken action and improved medication arrangements. We found there was scope for further improvement and commented on this under quality of care and support.

### Recommendation 3

The provider should arrange an annual child protection refresher training session for the manager and staff.

NCS early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

NCS early education and childcare up to the age of 16 years. Standard 12: Confidence in Staff.

**This recommendation was made on 3 May 2017.**

### Action taken on previous recommendation

Staff had taken part in child protection training and management confirmed this was now an annual event.

### Recommendation 4

The manager and staff should look at ways of providing more healthy choices in the tuck shop.

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

- Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2008 A guide to implementing the nutritional requirements for food and drink in schools (Scotland) regulations 2008. <http://www.gov.scot/Publications/2008/09/12090355/15>.

- Food Standards Agency - allergies. What you need to know about the new allergen information rules (EU FIC) and the FSA's work on food allergy and intolerance, including research, labelling and guidance - See more at: <https://www.food.gov.uk/science/allergy-intolerance#sthash.XzpXzyWR.dpuf>

**This recommendation was made on 3 May 2017.**

### Action taken on previous recommendation

The provider had taken action and met this recommendation.

### Recommendation 5

The provider and manager should continue with plans to review the gym hall security arrangements with the community centre management.

National Care Standards early education and childcare up to the age of 16 years. Standard 2: A safe environment.

**This recommendation was made on 3 May 2017.**

### Action taken on previous recommendation

Discussions had taken place and were ongoing.

**Recommendation 6**

The provider should seek confirmation from the local authority that damaged ceilings and walls are safe until repairs have been completed.

National Care Standards early education and childcare up to the age of 16 years. Standard 2: A safe environment.

**This recommendation was made on 3 May 2017.**

**Action taken on previous recommendation**

The manager had been given confirmation that all areas had been safety checked. The manager agreed to keep a record of this information.

**Recommendation 7**

The safer recruitment policy and procedure to be reviewed and updated to reflect best practice.

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

Safer Recruitment Through Better Recruitment. First published in November 2016. This can be accessed from our HUB.

**This recommendation was made on 3 May 2017.**

**Action taken on previous recommendation**

The recruitment procedure had been reviewed and updated and a further review was planned.

**Recommendation 8**

Management should continue to develop and implement quality assurance processes. These should be robust and manageable as this will lead to improvement. Where areas for improvement are identified, clear action plans should be developed and followed through.

NCS Early Education and Childcare up to the age of 16, Standard 14: Well managed Service and Standard 13: Improving the Service

**This recommendation was made on 3 May 2017.**

**Action taken on previous recommendation**

New quality assurance processes had been put in place and some action plans had developed.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
26 Apr 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
16 Jun 2016	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
15 Sep 2015	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
29 Aug 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good
24 Aug 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
30 Jun 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 2 - Weak Management and leadership 3 - Adequate

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