

# Care service inspection report

Full inspection

## Craiglockhart After School Club Day Care of Children

Craiglockhart Primary School  
90 Ashley Terrace  
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Craiglockhart After School Club

Service provider number: SP2003002895

Care service number: CS2003011990

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.

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## 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	5	Very Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

### What the service does well

Craiglockhart After School Club provides a welcoming and friendly service for children. Children had daily opportunities to be physically active both indoors and outdoors. Staff were very knowledgeable and ensured the service met children's needs.

### What the service could do better

The service should improve all aspects of quality assurance to continue to improve outcomes for children.

The manager should begin to formally monitor staff's practice and supervision should be carried out on a regular basis.

The service should ensure that all information held on children is reviewed on a regular basis. They could also consider ways to further develop children's care plans so that they are useful working documents.

### What the service has done since the last inspection

The service have continued to provide a good quality service. Staff absences and the recruitment of a new manager has had some impact on the service.

### Conclusion

Craiglockhart after school club provides a positive and fun environment where children can take part in a range of well planned experiences. Staff know children well and are responsive to their needs.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

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

The service is registered to provide daycare of children to a maximum of 82 children of primary school age. It operates between the hours of 2:45pm - 5:45pm Monday to Thursday and 1:00pm - 5:30pm on Fridays.

The service is provided by a voluntary committee of parents. It is situated within Craiglockhart Primary School, making use of :

- the clubroom
- art room
- baking room
- dining hall
- main hall
- gym hall
- craft room
- ICT suite(with specific permission from the school)
- library
- music room
- playground
- toilet facilities

The service has a separate secure entry system into the building.

The service has the following aims, which are displayed on their notice board and shared with parents in their handbook:-

To provide the pupils of Craiglockhart Primary School with a caring, safe, friendly, fun and stimulating environment.

To operate the club according to all relevant and appropriate legislation and childcare regulations, ensuring best practice at all times and subject to the

staffing ratio set down by the Care Inspectorate.

To promote equal opportunities for all staff, children, parents and carers.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are- safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

### **Recommendations**

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

### **Requirements**

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach

in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 5 - Very Good**

**Quality of staffing - Grade 4 - Good**

**Quality of management and leadership - Grade 4 - Good**

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.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 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 completed this report following an unannounced inspection on Thursday 19 November 2015. Feedback was provided throughout the inspection to the acting manager of the club. The inspection was carried out by an Inspector from the Care Inspectorate.

During this inspection we gathered evidence from a number of sources which supported us in reviewing the outcomes for children, including the following:

We spoke with:

The children.

The staff

The acting manager.

We looked at:

Evidence from the most recent self assessment.

Children's records.

Accident and incident records.

Observation and inspection of the environment, toys and equipment.

Observation of staff work practice.

Staff files and safer recruitment.

Information for parents.

Inspection of food preparation areas.

Questionnaires.

### 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.firescotland.gov.uk](http://www.firescotland.gov.uk)

## 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.

The service submitted a good self assessment. For future inspections the provider should consider demonstrating how they are improving outcomes for children, by linking the self-assessment to the SHANARRI well-being indicators, when they identify the strengths of the service they provide.

## Taking the views of people using the care service into account

Most children appeared happy and engaged in the activities on offer. They were confident and expressed their views very well.

## Taking carers' views into account

We issued care standard questionnaire's before our visit to the after school club. Eight were returned to us prior to the inspection. Comments from parents are included throughout our report.

### 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

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

This service was performing to a good standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff, children and the manager during the inspection.

We saw evidence of parent involvement in the way parents could enter directly into the main playroom when they came in to the club to pick up their children. We saw that staff were readily available to speak to parents so they knew what their child had done during the day.

The acting manager told us that questionnaires were used to gather more formal ideas and suggestions from parents and children who use the club. However, parental questionnaires had not been issued recently. Children's questionnaires had been recently completed. The acting manager told us these were yet to be collated. However, all suggestions would be gathered and discussed during team meetings and any improvements made.

The children enjoyed their time at the club because they had an input into the activities offered. Some activities in the main playroom had been set out for the children but they were also able to help themselves to other resources with

support. We saw that children clearly knew what was available to them and would ask for particular favourite activities.

The service was run by a committee of parents who were involved in decisions about the way the service would be provided. All parents were able to attend board meetings to find out what was being planned for the service.

### **Areas for improvement**

We saw that the service had registration details for the children. This included medical and allergy information. Care plans were in place for children who received medication.

We told the service information held on the children should be reviewed and updated every six months or before if required. The service could consider ways to further develop the children's care plans. This would allow them to become useful working documents for staff and demonstrate how the service plans to meet the changing needs of children. (See recommendation 1)

### **Grade**

4 - Good

**Number of requirements - 0**

### **Recommendations**

**Number of recommendations - 1**

1. Care plans should be developed and demonstrated how the service will support the changing needs of the children. All information held on the children should be updated every six months or when required.

National Care Standards 13 Early Education and Childcare up to the age of 16:  
Standard 3: Health and Wellbeing

## 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

This service was performing to a very good standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff, children and the manager during the inspection.

Children developed relationships and felt recognised and valued by others. We observed the staff to child interaction was positive and supportive and staff clearly knew the children well. The children themselves had groups of friends as most attended the same school. We noted that older children were encouraged help to younger children during some activities.

Children were protected from cross infection as appropriate steps were taken to reduce this risk. We saw that all children were encouraged to wash their hands prior to eating. Staff also washed their hands and wore aprons when preparing and serving food for snack.

Children benefitted from a healthy diet and attention to nutrition and hydration. Children enjoyed a healthy snack including freshly prepared fruit and crackers during the inspection, along with milk or water. Drinks were also available to children throughout the session.

### Areas for improvement

We saw that medication for the children was not stored appropriately. Medication should be stored in a sealed container or bag. An appropriate care plan for each child should be stored with the medication. This would ensure staff were aware of the signs and symptoms to look out for. We discussed the new best practice guidance available for medication.

Management of medication in daycare of children and childminding services:

Publication code: HCR-0514-087

(See recommendation 1)

Children were given diluting juice to drink where good practice would suggest water or milk. Best practice guidance "better eating-better learning" and "Setting the table" should be used as a guide for a more healthy balance of drinks.

### **Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 2

"We make sure that the environment is safe and service users are protected."

### Service Strengths

This service was performing to a very good standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff, children and the manager during the inspection.

On the day of the inspection we saw that the accommodation had suitable ventilation, heating and light and was in a good state of repair. The club now had its own door with a secure entry system this helped ensure the safety of the children. A parent commented that "the secure CASA only entrance is really welcome". The service expected visitors to sign in and out of the building. This provided additional protection for the children using the service as staff always knew who was in the building.

Staff gave children appropriate levels of responsibility. For example, we saw children were involved in tidying up and supporting one another. This meant that children were actively involved in caring for their environment and helping to care for others. A parent commented "activities such as charity fundraising helps foster social responsibility".

Safety of the children was paramount especially given the physicality's of the club and where the children choose to play. We saw that regular head counts took place and each staff member had a walkie-talkie. This meant that the children's continued safety was maintained.

## Areas for improvement

The service should continue to provide the children with a very good environment to ensure their safety.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

"The environment allows service users to have as positive a quality of life as possible."

#### Service Strengths

This service was performing to a very good standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff, children and the manager during the inspection.

The environment supported choice as most resources were available and accessible within the store cupboard or on tables and units within the room. Children therefore found it relatively easy to do things for themselves or with minimum support. We saw a range of toys and activities in the main play room that were appropriate for children attending the service. These promoted their development and entertained them, enabling them to relax after school. A parent commented that "the club has a relaxed and friendly atmosphere".

Children had access to various rooms within the school. A system was in place to allow the children to choose which room they wished to play in. The main room was comfortable and had sofas and soft furnishings to allow the children to relax after a day at school. We saw the children enjoying their time in the club. Snacks were provided in this room. The primary 7's had a 'den'. This was an area designated just for the older children. We saw that the boys were confident in this area. They particularly enjoyed preparing and helping themselves to snacks. We felt this gave them a sense of responsibility. A parent commented that "Staff make the best use of the space provided".

Children were able to access the outdoor area. They played on the outdoor equipment that was available in the playground. We saw that some of the children were involved in group games with the staff.

#### Areas for improvement

The service should continue to ensure the environment allows children to have as positive a quality of life as possible.

**Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

### Service Strengths

This service was performing to a very good standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff, children and the manager during the inspection.

review of staff files demonstrated all steps had been taken to ensure satisfactory recruitment. This included;

- \*A system to check staff were physically and mentally fit for work
- \*Two references received including previous employer reference
- \*PVG (protection of vulnerable groups) checks completed and satisfactory
- \*Start dates were clear
- \*Position held was recorded
- \*Record of skills, experience and qualifications was held and were appropriate to the post
- \*Letter of appointment and contract in place
- \*Copy of original application form held
- \*SSSC register check completed
- \*Standard checklist in place to ensure all checks completed.

Children were therefore kept safe and their needs met as staff were identified as fit and capable of providing appropriate care and support.

### Areas for improvement

We discussed with the acting manager to review the procedure for the storing the information held on a PVG and destroying copies of PVG's

**Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

#### Service Strengths

This service was performing to a very good standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff, children and the manager during the inspection.

Overall, staff were found to support children's needs and had created a relaxed environment to ensure the children were content.

Children benefitted from competent carers who had relevant qualifications. This ensured they had the correct skills and experience to meet the needs of the children. Most staff were registered with the SSSC (Scottish Social Services Council) and aware of their required amount of professional development. The newly recruited staff had been made aware that they are expected to join the SSSC and complete any relevant qualifications.

We acknowledge the difficulties that the service has had in recruiting staff and a manager. However, we saw that the long-term staff are providing continuity to the children and parents and working hard to ensure the club is a happy place for the children.

To maintain effective communication and meet children's needs, regular team meetings were held. Minutes showed that these looked at various items specific to the setting. These made sure that staff were aware of concerns or ideas regarding the service and were able to raise issues.

Parents were all complimentary about the staff in our returned questionnaires.

Comments included:

"Staff are kind and caring".

"Staff are approachable, open and honest. They foster positive relationships with both children and parents".

"The staff are very friendly and have been helpful with advice and assistance".

### Areas for improvement

We discussed with the acting manager that the manager should now begin to formally monitor staff's practice. These observations should be used in conjunction with regular supervision sessions. This would give the manager the chance to discuss staff's practice, any issues/concerns and also be used to support staff by ensuring they are provided with training that is specific to their professional development.

(See recommendation 1)

### Grade

4 - Good

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The service should now begin to monitor staff's practice. This should be supported by regular supervision sessions.

National Care Standards Early Education and Childcare up to the age of 16:

Standard 12: Confidence in staff.

Standard 14: Well-managed service.

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

### Service Strengths

This service was performing to a good standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff, children and the manager during the inspection.

Staff confirmed that there were opportunities for staff to take responsibility for areas of the club. For example if staff wanted to focus on a project or activity.

Staff meetings were held regularly. Staff confirmed that they were able to contribute to the agenda and that these meetings were helpful in giving them an overview of what was happening at the club.

### Areas for improvement

The service told us they were not aware of the SSSC 'step into leadership' programme. They told us they could access specific leadership training available to them through the local authority. Staff should familiarise themselves with this resource to support improved outcomes for children and their own professional practice. More information can be found at <http://www.stepintoleadership.info/>

Staff should begin to take on leadership roles to develop the service and their own profession development. Being responsible for one area would allow staff space and time to research thoroughly, attend training and read materials in order to develop their knowledge and skills. We discussed this further and made suggestions as to how this could be taken forward. This would contribute to

increased positive outcomes for children when staff shared their knowledge and the team continually improved their practice as a result.  
This should be part of the quality assurance system.  
(See recommendation 1)

### Grade

4 - Good

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. Staff should be given the opportunity to develop leadership roles in order to drive improvement in practice and enhance children's experiences.  
National Care Standard for Early Education and Childcare up to the age of 16:  
Standard 14 - Well-managed service.

## Statement 4

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

### Service Strengths

This service was performing to a good standard in this area. We concluded this after observing the children present, looking at relevant records and speaking with staff, children and the manager during the inspection.

Children experienced a consistent service which was flexible to their needs. We saw a clear system was in place to ensure planning was balanced and reflecting all children's needs and interests.

We saw that staff worked well as a team in order to meet the best outcomes for children. We also saw that they took a lot of pride in the service they provided. We felt the manager had a positive effect on the club and the children who attended. The manager told us that she felt supported by the committee who employed her.

A parent commented "My child really enjoys going to after school club. The staff are very friendly and have been helpful with advice and assistance".

### Areas for improvement

Although the families using the service were satisfied, there were no formal quality assurance systems in place. We discussed with the senior management team that a formal audit of the service should be carried out.

We discussed with the service that good practice guidelines should be used to inform the process. For example using the SHANARRI indicators, national care standards or the SSSC codes of practice. An action plan should be devised if any areas for improvement are identified.

(See recommendation 1)

## Grade

4 - Good

Number of requirements - 0

## Recommendations

Number of recommendations - 1

1. It is recommended that the manager develop a system to audit all aspects of the club.

National Care Standards Early Education and Childcare up to the age of 16:

Standard 13: Improving the service.

Standard 14: Well-managed service

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## 6 Complaints

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

## 7 Enforcements

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

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings
23 Nov 2012	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 4 - Good
9 Oct 2009	Unannounced	Care and support 5 - Very Good

		Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good
22 Sep 2008	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate

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