



Care service inspection report

Full inspection

Oakbank Kids Club Day Care of Children

Oakbank Primary School
Viewlands Road West
Perth



Service provided by: Perth & Kinross Council

Service provider number: SP2003003370

Care service number: CS2003051103

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)

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	6	Excellent
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

Oakbank Kids Club employs an enthusiastic team of staff each of whom bring a variety of experiences which complement each other to provide a rich, stimulating, welcoming service for the children. Staff know each child well and work hard to ensure that individual needs are met. Staff interact well with the children and with each other, ensuring that each child feels happy and included during their time at the club.

What the service could do better

The management team must ensure that protocols for the administration of medication are clearly logged and that accidents are detailed enough to give a clear record of what has happened. Care plans should be reviewed six monthly with parents and a record of this should be maintained.

What the service has done since the last inspection

The service had moved into new premises since the last inspection. Much work had been undertaken by staff and children to ensure that the children felt safe, healthy, achieving, nurtured, active, respected, responsible and included.

We saw that much had been done with the children on Floor books to evidence this and they were available for the parents to enjoy and to help them see what had been happening in the Kids Club.

Conclusion

The service provides a happy, welcoming atmosphere where the staff team works well together, interacts well with children and communicates well with their families and the school. Very good methods are in place to monitor and evaluate the service to ensure that the activities are meeting the children's needs. Management and staff are committed to the further development of the service and are open to new ideas and to further improvement of the service.

1 About the service we inspected

The club can provide care to a maximum of 40 children, at any one time, from an age to attend primary school to 14 years.

The club is managed by Perth and Kinross Council, Childcare Strategy Team, which operate a network of childcare facilities throughout Perth and Kinross.

There were 23 children present during the inspection. They were being cared for by three staff. These staff were the manager who was a childcare supervisor, a play assistant and a supply play assistant. They were joined during the inspection by the senior childcare supervisor who supports this club and three other clubs in the cluster.

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 6 - Excellent

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very 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 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 wrote this report after an unannounced inspection which took place on 22 January 2016 between 2.45pm and 5.45pm. We gave feedback on findings from the inspection at the end of the inspection visit, to the manager and the senior childcare supervisor.

As requested by us, the service completed and sent us an annual return. The service also sent us a completed self-assessment form highlighting what they identified as their strengths and what they felt they could do better.

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

- newsletters
- displayed information on noticeboards, photographs and children's artwork
- floor books
- certificate of registration
- medication records
- children's care plans
- SHANARRI board
- Early Education and Childcare Strategy Strategic Improvement Plan 2015-2016
- Annual Development Action Plan April 2015.

We spoke with all staff on duty and approximately twelve children who told us what they enjoyed about the club. We also observed the children at play and we observed each one to be confident and happy within the service. We also observed how the staff interacted with the children and saw that the children were happy in their care. We examined the equipment and the environment indoors and outside.

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

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.

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. We received a completed self assessment document from the service prior to the inspection. In this the service indicated where they thought they were doing well, and where they thought they could make some improvements.

Taking the views of people using the care service into account

"There's a sheet over there that we get to write on what we want for snack. No one likes fruit."

"Yes, lots of us like fruit."

"I love everything about Kids Club"

"I wish we could come every day."

"We loved sledging best."

"I love going to the gym best, gymnastics."

"Hamma beads are best."

"I get to play with my friends."

"The staff are the best ever."

Taking carers' views into account

We sent out twenty questionnaires and received back seven questionnaires before the writing of this report.

Most were very positive. Comments included:

"I particularly appreciate that at the end of the day the staff always find the time for a quick chat to let me know any news - and give me the opportunity to make enquiries or pass on information."

"The holiday programme is very imaginative for the budget!"

"It's a shame it's a bit pricey compared with non registered holiday clubs / camps."

"Not enough information, if any, about what my child has been up to all day at the club."

"Staff are excellent and put a lot of thought into activities."

Comments to the inspector during the inspection included:

"There's a lovely partnership going on between us and the club. It supports us and more importantly it supports the children."

"Very good. They're excited to come and don't want to go home."

"My child is allergic and they are very careful."

"It is a very good place and I can recommend it."

"Everything is good. She has no fuss coming. She loves coming."

"I'm very pleased with the staff."

"It's all fun. He'd come here every day if he could, even Saturday and Sunday."

"Staff are great. He has a good bond with lots of friends here and that relaxes me."

"The things they make like the Hamma beads are great."

"The kids love it. It's flexible. I work shifts so if I have to change shifts it's a godsend if I need to change my hours."

"Staff are super. She loves to come. They've never ending patience. I've no concerns at all. I know she's safe here."

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: 6 - Excellent

Statement 3

"We ensure that service users' health and wellbeing needs are met."

Service Strengths

We found that the Kids Club was performing to an excellent standard in the area we looked at under this Quality statement. We concluded this after talking to the children, all staff on duty during the inspection and talking to the manager and the senior childcare supervisor.

We saw staff interacting very well with the children throughout the inspection. They chatted to them and they had fun and took time to listen to what the children had to say. This meant that staff were very approachable and available to the children at all times.

The records we reviewed included children's care plans and a range of records associated with health and safety, including medication records. We examined the protocols for medication as well as reviewing its storage.

We saw that care plans included a small snapshot about each child including their interests and what was important to them. As a result staff could refer back to this information at any time, seeing how they could include the children in what they were doing, how they could encourage them to be responsible and how they could keep them active and safe.

We saw that photographs were used within the children's care plans and these provided a useful reflective tool for children. We saw that the care plans were linked to the SHANARRI Indicators in line with GIRFEC (Getting it Right for Every Child). We found a wealth of evidence to demonstrate that the service was working hard to keep children safe, healthy, achieving, nurtured, active, respected, responsible and included.

We saw evidence of all of this happening within the club during the inspection which showed that children's rights were being respected and that their health and wellbeing was of paramount importance to staff.

Children were involved in the running of the club. One child chose to call out the names at registration and we heard that children could help take in the fees and write the receipts with adult supervision. This had followed on from a suggestion from a parent who felt that the older children wanted to be more involved in activities appropriate for their age group. This helped provide opportunities to develop office skills, responsibility and interpersonal skills with adults. We saw many opportunities for children to exercise free choice throughout the afternoon and staff were respectful of this.

During registration we heard that staff had listened to the children. As a result they knew that some children wanted to do an experiment and some wanted to do paper mache. Staff wanted to meet the children's needs so suggested combining both ideas and asked if they would like to make a "paper mache exploding volcano". The roar of excitement from the children made it very clear to us all that they were thrilled with this idea and they planned together how they would achieve this, involving all who wanted to take part.

We heard of the children's involvement in the wider community, which helped improve their confidence and self esteem, contributing to their overall health and well-being. Examples of this included geocaching on Kinnoull Hill. Children's comments in the floor books included "I enjoyed finding jeochashis" and "We had fun building dens in the woods." Other trips into the community had included Elcho Castle and the ice rink.

We saw good evidence that the service was committed to promoting healthy eating. We saw staff prepared a nutritious snack which contributed towards a balanced diet.

Snack menus contained items such as a selection of fruit and we saw that children selected items of their choice. Staff had all undertaken elementary food hygiene training and as a result knew to follow good practice guidelines.

All regular staff were trained in first aid so the parents could be reassured that staff should know how to deal with minor accidents.

Through speaking with the manager and one of the teachers we saw that there were excellent professional relationships and links with the school. This meant that individual children were provided with excellent support which contributed to their health and wellbeing in the kids club. As a result we saw staff encouraging children and meeting their individual needs. A parent said to us, "The teachers, head teacher and deputy and all the staff here are like one big team which is great."

We also saw that there were very good links with other agencies such as speech and language and that discussions were recorded in order to help ensure that everyone used the same strategies to help the children within the club.

The service had a real focus on active lifestyles. We saw, from photographs, that the children had fun as they got fresh air outside. In addition, we saw that they liked to play in the sun as staff had recorded in the floor book, "We had fun in the sun playing with water but we were responsible and wore sun cream."

During the inspection we saw the children make good use of the gym hall. They kept safe with the use of safety mats and enjoyed gymnastics and football. We saw that the older children had had opportunities to keep active, for example, when they had gone ice skating in town. The Crazy Sports Day provided the children with opportunities to enjoy active play on wheels using bikes and scooters.

We saw that the floor books included children's own written comments about their favourite ways to keep active such as:

"I liked when I did dodge ball."

"I loved the curling but I missed every time."

Staff also ensured that children could enjoy spontaneous opportunities for active play and children told us:

"We got outside in the snow on the big sledge. It was great fun."

We saw that the service celebrated the children's achievements with regular praise given throughout the session as the children attempted or completed tasks, and when they scored goals playing football or did well at gymnastics. We saw "My Achievement" certificates which children had been awarded. Such encouragement helped children's self esteem and show that they were succeeding and achieving well.

The children told us that they wanted to put on a show at Christmas. One child told us, "We done a performance to all of the teachers, the head teacher and all of that and we did Chrismassy songs." We heard that one child was responsible for the music and one for the jokes throughout which meant that all children could be involved. Teachers were asked for their views afterwards and they included:

"I liked the show so much."

"Thoroughly enjoyed the energy, talent and fantastic entertainment. Utterly awesome."

"I was so impressed by your confidence and your talents."

"Your enthusiasm, smiles and huge effort showed the real spirit of Christmas."

We saw that the children were helped to feel nurtured by having a "take me home buddy" such as Fredward, Winnie or Fern the Frog. Children took them home then shared news of what they had been doing with the buddies at registration to promote language, literacy, self confidence and socialisation. This helped the younger children feel included and the older ones to feel responsible when they also acted as buddies to the younger children.

We found that the service had very clear and practical guidance in relation to child protection. All staff had been involved in training on child protection and in regular updates. As a result we found that the staff we spoke to were clear about what was expected of them in relation to these matters which reflected the policy and procedures.

Areas for improvement

We saw that if staff ensured that parents and children were more involved in regular updates of the care plans they could log more clearly what the children would like to do and learn in the next few months.

Management were aware of the medication needs of each child in their care and during the inspection procedures were tightened to give further details on the protocols to help ensure everyone else was equally alert.

Grade

6 - Excellent

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

We found that the Kids Club was performing very well in the area we looked at under this Quality statement. We concluded this after talking to the children, all staff on duty during the inspection and talking to the manager and the senior childcare supervisor and examining the environment. We saw some elements of excellent practice.

We heard that one of the parents had been involved in the architecture of the new school and she had ensured that the after school club's needs had been considered and incorporated into the new building.

We saw that the building was in an excellent state of repair and decorative order and that the rooms were clean, attractive, spacious and the environment was calm but fun throughout the inspection.

The kids club was located within the newly built Oakbank Primary School. The premises were all on one level, the entrances being securely locked with a buzzer and entry phone system for the safety of those attending the service. Children and staff had access to the dining area where they could eat and play as well as to the gym throughout the inspection. The facility was very well equipped with a variety of equipment, electronic devices and equipment for active play. The children also made regular use of the outdoor area.

We saw that risk assessments were in place for outings, the indoor and for the outdoor environment. As a result staff aimed to ensure that the environment was safe for the children on an ongoing basis.

The children were encouraged to move around freely and to undertake their own risk assessments to ensure the environment was safe. We saw from the floor books that children's comments about toasting marshmallows included, "Don't get too close to the fire and have the fire away from the trees."

We saw that the environment was well set out prior to the children's arrival with an attractive selection of activities for the children to choose from. The children benefitted from additional resources stored within a huge store room which doubled up as an office to provide space for staff to have a quiet or confidential conversation with parents or children if necessary. The additional resources meant that staff could change the environment for the children if children wanted and to meet their ever changing needs.

We saw the parents' noticeboard gave a very good range of information to ensure that parents were kept well informed. They were also kept informed with displays of children's work which we saw on the store cupboard door and children's notice boards and it was noticeable that it involved many of the children who attended. Parents were also kept up to date with the additional use of photographs on the Parent's Information Board.

We saw examples of the children's work on the SHANARRI board. For example, Achieving:

"Staff help you do things that you can't do but they don't help you fly to the moon."

"They encourage people to do things they can't do."

Healthy:

"You are allowed as much fruit as you want."

"They take you to the gym and do some activities."

Included:

"If someone is left out go and play with them."

We saw a range of floor books which the children had made, with staff depicting many of the fun activities which they had enjoyed at the Kids Club. These included comments from the children and were laid out for parents to enjoy when they came to collect their children.

We looked at photographs of the children taking part in Diwali and they told us how they had celebrated the Festival of Light. Then they explained about the photographs showing their friends visiting from other clubs when they had a "Stay and Play" day. They told us that they had been responsible for looking after their visitors and how they had included them all in the arts and crafts activities which were available that day.

We saw that parents and carers were encouraged to spend time in the club watching their children in the play environment and hearing about their progress.

We saw from the annual survey that the staff were keen to improve the environment for the children. One parent stated:

"My 10 year old would like a new board game. All that are there are old."

The club responded by saying:

"We will consult the children and purchase new board games in the near future."

Areas for improvement

The children would benefit from a quiet, cosy area to chill out, chat and enjoy a range of books and reading materials.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 3

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

Service Strengths

We found that the Kids Club was performing very well in the area we looked at under this Quality statement. We concluded this after talking to the children, all staff on duty during the inspection and talking to the manager and the senior childcare supervisor and examining the environment.

We discussed or observed a range of records to support our findings, including staff annual reviews, staff meetings, management meetings and staff training. We saw that all staff shared their learning from courses at quarterly network meetings when they met with staff from the other clubs.

All staff held appropriate qualifications for the work they were doing or were working towards a qualification. The Manager and all practitioners were registered with the Scottish Social Services Council (SSSC). We saw evidence that they had attended a variety of relevant training demonstrating a commitment to ongoing professional development in line with their obligation to the SSSC. We saw that there were good training opportunities for staff reflecting their needs and the needs of the organisation. All staff had participated in first aid, food hygiene, child protection, infection control and several had selected further training on issues which interested them.

We found that staff were clear about what was expected of them and that management were helpful and provided guidance and direction to the team. We saw staff following the policies and procedures during the inspection.

We found the staff who worked at Oakbank Kids Club to be committed and enthusiastic. We realised that they were very clear about what was expected of them and how they needed to work together to achieve this. We saw that staff were motivated and cheerful throughout the inspection as they interacted with the children. We saw that they provided good role models to the children and treated them with respect.

Regular staff and management meetings were held which provided staff with opportunities to undertake planning, discuss operational matters, share best practice and receive training updates. We heard that there were sufficient opportunities for information to be shared with members of the staff. Meetings provided a forum for issues and concerns to be raised and discussed.

Staff received supervision/reviews annually which supported them to identify any practice issues in relation to their job role.

Areas for improvement

The service should continue to encourage a range of training opportunities to support staff in their work to further improve learning outcomes for the children in their care.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

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

We found that the Kids Club was performing very well in the area we looked at under this Quality Statement. We concluded this after talking to the children, all staff on duty during the inspection and talking to the manager and the senior childcare supervisor and examining the environment. We looked at a sample of records and documents associated with the service's auditing and evaluation systems. We saw some elements of excellent practice.

Staff consultation included their participation at meetings which meant that there was very good communication and the integrated approach encouraged good outcomes for the children.

During the inspection it became clear that everyone working in the kids club was clearly committed to the ongoing improvement of the service for the benefit of the children and their families. The manager, senior childcare supervisor and staff demonstrated a commitment to working with the children and parents to achieve ongoing improvements. Discussion throughout inspection and at feedback showed that they were keen to seek new opportunities and ways to further develop the service and take on board new ideas for improvement.

The manager showed us the latest annual questionnaires which were undertaken in order to evaluate the effectiveness of what the staff had been offering. These were included in the newsletter and had been emailed to parents along with the responses from the club as to how staff were responding to make improvements. Comments included:

"Always friendly when dropping/collecting. Always happy to discuss anything I would like to. My son loves spending time there."

"I have just started using Oakbank Kids Club but my child loves going. Staff are friendly and approachable and my child has the activities to keep her occupied and having fun whilst she is there."

We saw that additional questionnaires were sent out after the holiday sessions and feedback used to help create or alter how the next holiday sessions were run.

We saw that an extensive audit had been recorded termly by the senior childcare supervisor. This followed on from her weekly visits. At that time she completed a site visit form on most occasions. This provided a record showing which areas needed improvements.

In addition, we saw that the area childcare co ordinator visited regularly and that termly she completed a Quality Assurance audit. This provided a further opportunity for the service to review where it was doing well and which areas needed further developing.

We saw from the self assessment that Perth and Kinross Council employed a mystery shopper to phone the Kids Club to look for information on the service. This was to ensure that the questions were answered fully and competently to provide a good level of service to the public. We also read that the Finance department visited sporadically to ensure that the correct procedures were being followed with regard to financial payments and accounting procedures. This contributed to the quality assurance procedures.

We saw that the club were working towards their yearly Improvement Action Plan and we could see that improvements were being made.

In addition to the quality assurance measures stated the Area Childcare Coordinators met with the Care Inspectorate quarterly to ensure good communication and this contributed to the quality assurance processes.

Areas for improvement

The kids club should continue to review the processes in place particularly for the children to contribute to the quality assurance of the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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
12 Feb 2013	Unannounced	Care and support 5 - Very Good
		Environment 5 - Very Good
		Staffing 5 - Very Good
		Management and Leadership 5 - Very Good
8 Jul 2010	Unannounced	Care and support 5 - Very Good

		Environment Staffing Management and Leadership	Not Assessed 5 - Very Good Not Assessed
1 Aug 2008	Announced (short notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 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

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 iartras.

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۔

ਬੇਨਤੀ '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.