

Care service inspection report

Full inspection

Livingston Village Out of School Club Day Care of Children

Livingston Village Primary School
Kirkton North
Livingston Village
Livingston



HAPPY TO TRANSLATE

Service provided by: Livingston Village Out of School Club

Service provider number: SP2010010809

Care service number: CS2004061193

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	5	Very Good
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

Livingston Village out of School Club (Little Villagers) provided a warm and welcoming club for children.

The interactions between staff and children were very good and remained professional while being fun and friendly.

Parents told us that the club were good at keeping them informed and provided a flexible and professional service.

What the service could do better

- We have asked the club to improve the medication policy to make sure that administration procedures are clear to parents and staff.
- Provide allergen information for parents where snacks are given.
- We have asked the club to re-organise staff files so that information is presented clearly.

What the service has done since the last inspection

Little Villagers had continued to provide a very good service which was continually evaluated to improve outcomes for children.

Conclusion

Children were happy and enthusiastic about being at the club. Staff knew and supported children well during their time at the club. Parents told us that they were very happy with the professional service provided.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred registration to the Care Inspectorate on 01 April 2012.

Livingston Village Out of School Club is better known as Little Villagers and is referred to as the club in this report. The club operates an Out of School Club for breakfast, after school and holidays. It is a self funding club which is also a registered Scottish Charity. The club takes place in the community wing of Livingston Village Primary School and has regular use of the school's gym hall and outdoor area. Indoors the children have access to two community rooms and a parent's room. There are toilets adjacent to the playrooms.

The service is registered to provide Out of School Care for a maximum of 58 children of primary school age.

The operating hours during term time are:

- Monday - Thursday 8.00 am - 8.55 am and 2.45 pm - 6.00pm.
- Friday 8.00 am - 8.55 am and 12.10 pm - 6.00 pm.

During school holidays:

- Monday - Friday 8.00 am - 6.00 pm.

On the day of the inspection there were 23 children and six staff members present.

The service had aims for parents where they stated they would:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed about our opening times, fees and programme of activities through regular newsletters.
- Be consistent and reliable to enable you to plan for your child's out-of-school care with confidence and peace of mind.
- Share and discuss your child's achievements, experiences and friendships.
- Invite you to join our committee to enable you to be involved in decisions about the running of the Club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

The service aims to promote the care and education of children requiring care out of school hours. The main objective of the club is to assure the social welfare and interests of the children in the club by providing;

- A caring and stimulating environment for children whilst in the care of the club.
- A varied activity programme which will broaden the experience of the child involved.
- A wide range of activities, including arts, crafts, drama, sports, project work and outings.
- An emphasis on fun, constructive play and enjoyment.
- An opportunity for parents to provide constructive feedback to staff.
- Programmes that use a wide assortment of materials and equipment to cater for all the different ages of children being cared for.
- A professional and reliable service for parents and guardians wishing childcare before and after school.

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 5 - Very Good

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 completed this report following an unannounced inspection on 03 May 2015. We gave feedback to the manager of the club on the day of our inspection. The inspection was carried out by two Inspectors from the Care Inspectorate.

We chose to inspect Quality Statements 1.1, 1.2, 2.2, 2.5, 3.2, 3.3, 4.2 and 4.4 to give a broad overview of the service.

As requested by us the service sent us a completed annual return. The self-assessment form was also completed prior to the inspection.

We issued 25 care standard questionnaires to families using the service. Sixteen parents using the service returned the questionnaire. We spoke to four parents on the day of our visit and e-mailed three parents who had given us contact details.

In this inspection we gathered evidence from various sources, including the following:

We spoke with:

- Staff present on the day of our visits.
- Children.
- Parents.
- Members of the committee.

We looked at:

- Some relevant policies and procedures.
- Recruitment procedures.
- Observed how staff worked with children.
- The club website.
- We examined the suitability of resources available to children and the suitability of the environment.

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.

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the information they gave us for each statement that we grade them under.

Taking the views of people using the care service into account

We spoke to a large number of children during our visit to the club. Children were very helpful and keen to tell us all the good things they felt about the club. We have included all children's comments in the body of this report and thank them for talking so openly to us as part of the inspection.

Taking carers' views into account

We issued 25 care standard questionnaires to parents using the club. Sixteen completed questionnaires were returned prior to the inspection. We also e-mailed five parents to ask for additional information. Comments from parents are included through this report. Additional comments included:

- 'Happy with all aspects of the club and the care my child got while using the holiday club. A wide range of exciting and stimulating activities with good all round care from the staff who get involved and that's lovely to see. My child can't wait to return in the summer holidays.'

- 'All my children love going to LV's. They enjoy the activities and they think very highly of the members of staff. There is a range of staff which allows the child to make a choice of the person they feel comfortable with. This is a fantastic service which allows me to enjoy my work knowing my children are safe and having fun.'
- 'My daughter is very happy at this club. She enjoys every day spent there.'

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: 5 - Very 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

The club provided children and parents with very good opportunities to take part in the assessing and improving the quality of care and support provided by the club. We assessed this through:

- Looking at the questionnaires used by the club.
- Looking at the club web site.
- Talking to parents.
- Talking to children.

The club was managed by an active committee made up from parents who use the club for their children. We spoke to several committee members who confirmed that there were very regular meetings to which parents using the club were invited to. Parents we e-mailed confirmed that they knew who the committee were, how to reach them and how to access committee minutes.

The club had a comprehensive website which was the main method used to give parents access to information about the club. The website was well maintained and password protected to promote confidentiality. To promote information sharing the club also used:

- Notices in the club.
- Notices on the main door.
- Regular e-mails.
- Parent handbook.
- Termly newsletter.

In the parent handbook, policies and procedures and in the newsletter parents were reminded that they could make comments and suggestions at any time. The way that staff spoke to parents indicated that parents felt confident and relaxed with staff and could raise issues with them at any time. Parents we spoke to said that they were often encouraged by staff to give verbal feedback in conjunction with the questionnaire which was issued regularly to gauge satisfaction with the club.

Children told us that they felt included in the life of the club and that they felt it was 'their club'. Children said that there was a questionnaire they could make comments on. When we asked if it was OK to say they didn't like something they said:

- 'We are asked all the time what we think and sometimes I don't like stuff and can say.'
- 'I have said I don't like some things but they never make you do something you really don't want to.'
- 'You can tell them (staff) anything.'

The way that staff worked with children and the ethos of the play principles used were inclusive and sought children's views and suggestions. Children had access to a range of information about the club through the children's handbook and the website had a children's section with pictures and information on some of the activities they had taken part in.

Comments from children about choices and being consulted included:

- 'They ask us with questionnaires what we think. Like 'do you like Little Villagers' and 'do you think we're fair?'
- 'We have circle time to share things. If we have it today I'm going to talk about my new lip balm.'
- 'We get to choose what to do.'
- 'We help choose where to go in the summer. They ask us at circle time.'
- 'If you want to do something and it's not there they (staff) will get it for you.'
- 'Staff make you feel more grown up. They trust us.'

Areas for improvement

The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

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

Children had very good opportunities to make individual choices and were well supported to achieve their potential. We assessed this through:

- Looking at registration information which made up a child's care plan.
- Observing interactions between staff and children.
- Speaking to staff.
- Speaking to children.
- Policies to support staff in working with children.

Registration forms had been completed for each child. This included a range of information which would enable staff to meet that child's care and support needs. This information was used in conjunction with talking to parents about their child and talking to children to form an overview of each child.

A settling in policy was in place for the club. Staff used this alongside the Children's Handbook to familiarise children with the club before they started to attend. Staff confirmed that if a parent wanted a child to come for a visit before starting this could be easily arranged. Children could also have a look on the website and see photos and examples of activities which children took part in. This approach helped to ensure that children felt included and safe in the club environment.

The club had developed policies and procedures to make it clear to parents and staff what steps were taken to nurture adult/child and child/child relationships. We fed back to the manager that although the snack process took quite a long time children chose that length of time as they sat and chatted to each other and were genuinely interested in what each other had to say. Throughout the session we observed that children got on very well with each other and were respectful of each other while having good fun.

Interactions between staff and children were very good in promoting confidence, having fun and being active. Staff worked in ways that made

children feel secure in the knowledge that their contributions would be valued and respected. Children told us:

- 'The staff are so fun and really fair. They keep us safe.'
- 'They (staff) really listen, not like my dad!'
- 'It is safe here and we have loads of fun. If there is a problem we all fix it.'

The club had a play policy which was based around the theory of Psycholudics. Which could be described in the simplest terms as how children and adults play to develop their physical and spiritual identity, their cultures and their understanding of their world around them. Staff allowed children to make play choices and decide to include them, or not, in their play activities. This form of play had not stopped staff arranging play activities for children to take part in but planning was mostly child led. Children told us that they had lots to do at the club. Comments included:

- 'It's really fun, I love coming here.'
- 'We use the gym and go outside. There's loads of toys.'
- 'We have a day in the woods. We build dens and have fake little wars and try to sneak into their den.'
- 'We go to the beach. We told the staff not to go into the rock pool and she got nipped by a crab.'
- 'We got to make cards for mothers' day.'
- 'You can change into your own clothes on Fridays.'
- 'We get to watch movies.'
- 'We get pancakes for breakfast.'
- 'We get cake if it's our birthday.'

There was a strong emphasis on encouraging children to be responsible for their own behaviour and make choices which respected others opinions and

views. The behaviour management policy was shared on the website and parents and children were given information in the handbook and through the detailed behaviour management policy. To back up the behaviour management policy there was a procedure for staff to follow. Children were familiar with club rules, had been consulted on their development and could follow them easily. This approach to behaviour management encouraged children to be responsible, respectful and included in what happened in the club.

Areas for improvement

The registration form which formed part of the care plan did not include the date on which children started to use the service. Although parents were reminded to update information on the registration form there was no evidence of review. (See recommendation 1.)

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. To ensure that all information is gathered and reviewed within the regulatory timescales the service should ensure that all registration forms have a date when the child first received a service and evidence that information has been checked and updated at least once every six months. National Care Standards for Early Education and Childcare up to the age of 16. Standard 7.6 - A caring environment.

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

The club provided a very good environment to ensure that children were safe and protected. We assessed this through:

- Speaking to staff.
- Looking at policies and procedures which referred to safety and protection.
- Looking at the environment used by children.

Entry and exit into the club was safe and secure. Visitors to the club signed in at the school reception desk. A children's register was in place to make sure that all children were present. Staff had very good procedures for checking with parents if their child did not arrive at the club, which was in the school building.

There were a range of policies and procedures which had been developed to ensure children's safety and protection when in the club. Policies and procedures were available on the club website and included:

- Child protection.
- Complaints.

- Administration and recording of medication.
- Recording of accidents.
- Infection control.

A child protection policy was in place. The manager of the club was identified as the child protection co-ordinator. The policy contained all key information necessary for families and other professionals. This was underpinned by an additional policy and procedure for staff. Speaking to staff highlighted that they had very good knowledge in this area and they understood their responsibility for protecting the children in their care. We found that staff's knowledge and practice contributed to children's safety.

To enhance the child protection procedure the club had a policy which outlined a code of conduct for staff in relation to child protection. This policy included examples of good practice and practice which should be avoided.

To minimise risks staff did assessments of trips and outings and main areas of the club. Children were encouraged to take assessed risks in their play which was part of keeping them safe and healthy.

We talked to children about the policy of allowing older children to play on the grassy park area just outside of the main outdoor play space. Children told us: 'We have to say we are going up there and we are not allowed just to go home. We have to come and say to staff.'

'If other kids come to play that's OK but not if there's lots of them.'

On the day of our visit children had a substantial and healthy snack. Snack had been prepared for children before they came into the club so that they could have snack and a drink before deciding what they wanted to do for the session. Children chose to sit for a long time at snack and chatted to staff, us and each other. This was a well managed time which enabled children to re-fuel before the start of play activities. We asked children about snack time:

'Snacks good, we get to choose.'

'We just sit and have a chat to staff and our pals.'

'I'm always thirsty at snack so it's good.'

Areas for improvement

There was a medication policy in place. We have asked the club to review this taking account of the guidance on medication administration produced by the Care Inspectorate. The review should also include a process for asking parents to confirm on a regular basis that their child still needs a long term medication for ailments such as asthma. (See recommendation 1.)

The registration forms had a small section for medical information and allergies. This needed to be completed more fully in the instances where there were medical or allergy conditions. (See recommendation 2.)

As an area for improvement we asked the club to display allergen information for each of the snacks they give children and consider the amount of processed meat, for example ham, given to children.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. To ensure that medication procedures are robust the club should review the medication policy in line with new guidance issued by the Care Inspectorate. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3.6 - Health and wellbeing.

2. To ensure that the club have enough information to meet children's needs where an allergy or medical condition is noted on the registration form. More detailed information about the child's condition and how it affects them should be collected. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing.

Statement 5

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

Service Strengths

The club provided very good accommodation and resources which were suitable for the needs of children. We assess this through:

- Asking children about the club.
- Comments from parents.
- Looking at the environment and how it was used by children.

The club used the community wing of Livingston Village Primary School. This comprised of two rooms, parent's room, school gym hall and the playground. Children used the school toilets which staff checked to ensure that they were clean and suitable for use.

The club shared the community wing with several other groups so it was not a dedicated club room. Staff and children had tried to have ownership of the room by displaying photos and art work. Information for parents was also displayed in the hallway.

The club had an aim to ensure that children were healthy and active. To achieve this outdoor play was offered every day with the exception of really bad weather. The outdoor area was large and provided opportunities for a range of activities. On the day we visited children were playing tennis and making dens. They also had space hoppers, balls, ropes and balancing equipment.

Parents commented very positively about the range of activities which took place in the club, especially at the time of the holiday club. Comments included:

- 'The service provided is great and my child loves going to the club and tells everyone about the fun activities and now my nieces and nephews want to go too.'

- 'It's a brilliant place and I love that weather permitting they are outside. The kids are always busy, laughing and enjoying themselves.'
- 'Fantastic activities. My child is really active when he's there.'
- 'Happy with all aspects of the club and the care my child got while using the holiday club. A wide range of exciting and stimulating activities with good all round care from the staff who get involved and that's lovely to see. My child can't wait to return in the summer holidays.'

On the day we visited all the children were asked if they wanted to go outside. Staff confirmed that if children wanted to play indoors this could be easily accommodated but that it would be unusual. As we didn't see the indoor activities set up we asked children about them. They told us:

- 'We get loads to do. I like outside best but we go to the gym hall too.'
- 'They (staff) play with us or referee. It's good fun.'
- 'Loads to do and I really like it.'
- 'We go on trips in the summer and we play team games.'
- 'Loads to do and play with!'
- 'Some of the board games are boring but the rest is good.'
- 'Our friend doesn't like it much but we don't know why. We love it!'

Areas for improvement

The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

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 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

The club had very good processes for recruiting and inducting staff. We assessed this through:

- Looking at the service provider recruitment policy.
- Auditing staff files for newer employees to the club.
- Looking at the induction process.
- Talking to staff about induction.

There was a recruitment policy in place which we have asked the provider to review. However the recruitment policy did give managers information on the providers expectation in the recruitment process and included the need to carry out appropriate checks such as references and Protection of Vulnerable Group (PVG) scheme membership check.

The provider had developed job descriptions and contracts of employment for each staff member.

Scottish Social Services Council membership was checked at the recruitment stage and copies of qualifications sought, copied and kept on file.

Each new member of staff underwent an induction process. Information on this

was kept in each employees file. We spoke to new staff about induction and were told that they had found it useful in defining their roles and responsibilities in the club. The induction process was in sufficient depth to give staff good basic knowledge of what procedures and policies were and what the expectation of the service provider was in relation to their work performance.

Areas for improvement

We asked the provider to review the recruitment procedure to take account of the good practice guide: Safer Recruitment through Better Recruitment. This will ensure that there are clear guidelines for recruitment and information about the checks which must be carried out before a member of staff starts in the club. (See recommendation 1.)

As an area for improvement the club business manager should develop a method to:

- Arrange staff files so information can be easily found.
- Develop a procedure for the storing the information held on a PVG and destroying copies of PVG's.
- Amend the application form to comply with equal opportunities legislation.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. To make sure that the recruitment process is comprehensive the club should review and update the recruitment procedure using the good practice guide: 'Safer Recruitment through Better Recruitment.' published by the Scottish Executive in 2007. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

Statement 3

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

Service Strengths

The club provided a very good workforce which was professional, trained and motivated. Staff operated in line with National Care Standards, legislation and best practice. We assessed this through:

- Speaking with staff.
- Looking at training opportunities and the training plan.
- Checking evidence of SSSC registration.
- Appraisals and one to one meetings.

There were policies and procedures in place to ensure that good quality staff were developed and professional practice maintained in the service. There were policies for appraisal and professional development and staffing policies regarding professional conduct. Policies were found to reflect good practice and current legislation.

All staff were registered with an appropriate body to enable them to work with children. Staff were registered with the Scottish Social Services Council (SSSC) in accordance with their role. The SSSC is the body responsible for care sector workforce development.

Staff confirmed that a range of training opportunities, both in house and externally, had been made available to them. The manager and committee had an expectation that staff would share information with each other if they went on a training course and the provider was proactive about the need for continual professional development.

Staff were familiar with current childcare issues and information such as Getting it Right for Every Child (GIRFEC) and the wellbeing indicators of SHANARRI.

Parents who responded to the care standard questionnaire stated that staff were professional and agreed with the statement: 'I am confident that staff have the skills and experience to care for my child and support their learning and development.' Comments included:

- 'Good team of staff that make an effort to ensure that activities are great fun for all children.'
- 'The staff are a great group and are pleasant and easy to talk to if any issues. If there are issues they are dealt with quickly.'
- 'The staff are excellent and are focussed on the kids.'
- 'Staff are always happy and pleasant and communicate well with me and my child.'
- 'Staff are really good.'

Areas for improvement

The business manager for the club was going to have responsibility for part of the appraisal procedure for the manager. We spoke to the chair person about this who assured us that this would include information from staff on the managers practice. The chair would still be responsible for the appraisal and the business manager would complete the one to one meetings.

Due to a change in policy the courses managers were expected to complete to gain registration with the SSSC had changed. The manager had a condition on her SSSC registration which states she must do another childcare course to maintain her manager registration. She should now progress finding a course to meet this condition within the timescale.

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 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

The club provided staff with very good opportunities to determine the direction and objectives of the service. We assessed this through:

- Speaking with staff about working for the club.
- Staff consultations.
- Progression through the club.
- Continual professional development offered to meet the objectives of the service provider.

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 committee level.

The committee members we spoke to confirmed that staff could attend the committee meetings if they wished. Staff said that they knew this but felt that the feedback they received from the manager was sufficient.

Areas for improvement

The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

The club had very good quality assurance systems and processes in place. We assessed this through:

- Talking to staff.
- Talking to parents.
- Improvement plans.
- Evidence of monitoring and improvement.

It was apparent from our discussions with the manager and chair person that they had a clear understanding of the strengths and areas for development in the club and had a clear vision of where they wanted and expected the club to be in the future. These expectations had been shared with staff and staff said that they felt able to contribute to the evaluation processes carried out in the club.

Systems and processes were in place to make sure there was a systematic approach to evaluation, reflection and assessment of quality. This included:

- Regular questionnaire to parents which changed annually to reflect the improvements from the previous year.
- Improvement plan which was an on going tool to evidence improvement.
- Seeking the views and comments of children and using these to make changes or improvements.
- Monitoring of staff performance through one to one and appraisal.
- Involvement of the committee in overseeing work done in the club.

In our questionnaire, all parents/carers confirmed that the service had involved them and their child in developing the service, for example asking for ideas and feedback.

The self- assessment document which is requested for the Care Inspectorate inspection process was completed in conjunction with the staff group. This ensured that staff were included in the evaluation of the whole service.

Areas for improvement

We discussed the self-assessment with the manager and identified that it could include in more depth to include how what the club was doing impacted on positive outcomes for children and their families.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

5 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

1. We made one recommendation at our last inspection.

Recommendation

The service should ensure that all policies and procedures are up to date and accurate. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

Progress

Policies were now accurate but we have asked that the service update two of them in line with changing guidance. We deem this recommendation to be met.

This recommendation was made on

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.

9 Additional Information

No additional information was collected as a part of this inspection.

10 Inspection and grading history

Date	Type	Gradings	
22 Feb 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
29 Jul 2011	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
10 Aug 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
12 Aug 2008	Unannounced	Care and support	4 - Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

To find out more

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

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