

# North Kessock Out of School Club Day Care of Children

North Kessock Primary School  
Ferry Brae  
North Kessock  
Inverness  
IV1 3WX

Telephone: 07765 255945

Type of inspection: Unannounced  
Inspection completed on: 15 June 2017

**Service provided by:**  
CALA Out of School Care

**Service provider number:**  
SP2010011111

**Care service number:**  
CS2010278932

## About the service

The Care Inspectorate regulates care services in Scotland. Information about 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.

North Kessock Out of School Club is registered to provide a service to a maximum of 26 children of primary school age. The service operates between 7:45am and 9:15am and 2:45pm and 6pm during term time and between the times of 8am and 6pm outwith term time. The service is provided in a classroom in the primary school which has ready access to a large outside area. The service is also able to access the school gym hall for active indoor play. Staffing levels meet recommended ratios.

We compiled this report following an unannounced inspection, which took place between 2:45pm and 6:10pm on 13 June 2017 and between 7:45am and 9:15am on 15 June 2017. Feedback was given to staff on both of these days. The inspection was carried out by one Care Inspectorate inspector.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

## What people told us

We sent 10 care standards questionnaires to parents of children who attended the service. We received four completed questionnaires before the inspection took place. These indicated that parents were very satisfied with the quality of care provided. Comments shared through the returned questionnaires and through speaking to the inspector during the inspection process included some of the following:

"Anne and Sam are excellent and treat children with respect and dignity, plus have fun and are fully involved with the children."

"I do think more emphasis needs to be placed on outdoor play. Allowing children to choose to stay indoors and watch DVDs should be discouraged."

A subsequent two care standards questionnaires were submitted after the inspection took place. One of these respondents once more complimented individual staff who "stand out". We also noted that there had

been issues linked to the transport arrangements for children coming from outwith the local area. Staff had raised these issues with us during the inspection and we believe the staff and manager will continue to monitor to see that improvements are sustained.

We also took the opportunity to speak with parents and carers directly during the inspection. These discussions confirmed that parents were very happy with how the service was progressing following recent staff changes.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We sought information linked to their own improvement plan and discussion with staff on the days of the inspection visit. These helped us to identify their priorities for development and how they were monitoring of the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The Out of School Club was led by an enthusiastic team. Some of the team were relatively new to the service, however it was apparent that they were fully committed to the children and the families who used this flexible service. Staff had a robust procedure in place to ensure children failing to attend were quickly identified and steps taken to clarify their whereabouts. This ensured children were safe and if not in attendance in the care of a responsible adult.

Throughout the inspection we noted respectful interactions between staff and children. There were very good relationships between the parents and the current staff team and we saw good verbal communication between them at the end of the day.

Children chose what they wanted to do and we saw that the activities on offer met their needs. Staff discussed with the inspector plans in place to support up and coming holiday activities to ensure they were varied and interesting. The children had some good experiences of outdoor play including den making and active team games. It was evident that children's views are taken into account when planning the days activities. During the inspection we discussed the improvement plan for the service. We agreed that the ongoing development of the outdoor area will further improve the quality of experience for the children. All staff, parents and children were involved in evaluating the service and this contributed to improving the experiences and outcomes for the children.

## What the service could do better

The service shared the resource classroom with the primary school. As a result a safe shelter had been installed into the room. This reduced the floor space available for those children using the service and subsequently placed restrictions on how the room is organised to support a flexible resource.

We would agree with the staff team that there are opportunities to further develop the outside environment and we discussed opportunities to develop the use of 'Loose Parts' (the provision of open ended resources) to support creativity, problem solving, collaboration and decision making as they begin to develop their outdoor area.

We noted information held on children was not always complete. We particularly noted incomplete information linked to a potential health issue regarding allergies. **(See Recommendation)**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. It is recommended that the service ensures that information held on children remains up to date and includes information linked to potential health issues. This will ensure staff have information which will support them to appropriately care for the children.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 2 - A safe environment, Standard 3 - Health and wellbeing and Standard 14 - Well-managed service.

## Complaints

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

## Inspection and grading history

Date	Type	Gradings
31 May 2014	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 5 - Very good 5 - Very good

Date	Type	Gradings	
24 Jun 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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