

Shortroods O.S.C Day Care of Children

c/o Beechwood Community Centre
Shortroods Road
Paisley
PA3 2NT

Telephone: 0141 887 9554

Type of inspection:

Unannounced

Completed on:

31 October 2019

Service provided by:

Renfrewshire Council

Service provider number:

SP2003003388

Service no:

CS2004066822

About the service

The service was registered with the Care Commission in 2002 and transferred its registration to the Care Inspectorate on 1 April 2011.

Shortroods out of school care is provided by Renfrewshire Council to provide after school care for children attending Mossvale Primary school and St James Primary School. The service is registered to provide a care service to a maximum of 55 children attending primary school only, and of primary school age only. One named secondary school aged child can attend the service also. The service will operate throughout the year.

The service is provided from Beachwood community centre, a short walk away from the school campus. Children have access to the main playroom and other side rooms the large hall and outdoor space.

Aims and objectives include:

'To provide a friendly, caring environment where parents, children and staff are valued and work together'. A full copy of the aims and objectives can be obtained from the service.

What people told us

Forty-five children were present during the inspection visit. Most children presented as happy and settled in the out of school care (O.S.C.); they were engaged in a variety of play experiences. Children told us that they enjoyed going to the O.S.C. and were keen to share their experiences with us.

We sent out 30 questionnaires and seven were completed and returned to us before our inspection. We also spoke with eight parents during the inspection. All parents confirmed that they were happy with the care and support their child received at the service. Included in comments were:

"Very lucky to get a caring, special group to look after my son"

"My son is extremely happy at aftercare and has positive relationships with all staff...activities are changed regularly and children are consulted at all points"

"The Aftercare service is great, staff are amazing, they always go above and beyond for the children"

"All staff work hard and are extremely pleasant. My son thoroughly enjoys his time at Aftercare and I believe this is down to a great environment with multiple activities. It is clear the staff work well together and their interaction with the children is fantastic"

"The service does not ask my ideas for fundraising. When you try to say and do things, it is not listened to by management. Staff are great, overall this service is excellent"

All comments were shared with management and staff.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring 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	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Children had developed friendships within the service, and they were seen to be happy, settled, and having fun. They spoke positively about the service and were keen to share their experiences with us. Staff were warm, friendly and respectful in their interactions with children, making them feel valued and secure.

Children freely chose and accessed the resources they wanted. They engaged in a variety of activities that encouraged imagination, creativity and decision-making. Overall, staff supported children well, intervening when necessary while encouraging independent play and building confidence. Children could influence planned activities through consultation sheets which increased their choices.

The service provided good opportunities for children to be active both indoors and outdoors. We saw children participating in a range of activities which they were observed to be enjoying. On the second day of inspection, staff had organised a party to celebrate Halloween. We found that they had carefully planned additional activities and resources for children who did not want to celebrate Halloween, or preferred quieter spaces. This meant that children's needs and wishes were fully respected.

We found that systems were in place to keep children safe. Staff were trained and knowledgeable in their roles of safeguarding and protecting children. Effective systems were in place to report, record and refer when they had concerns. This meant that staff were well placed to take the appropriate action to keep children safe, supporting their health and wellbeing. Staff communicated well with each other, for example when moving areas, to ensure that children's safety was maintained.

Management and staff engaged well during the inspection process, taking on advice and support. They were keen to provide positive outcomes for children and expressed a commitment to improvement. On the second day of inspection, we found that they had already begun to implement the changes suggested on the first day of inspection.

What the service could do better

The manager told us about challenges in recruiting staff to the service. During the first day of inspection, staff had been deployed from other services to provide temporary cover. This meant that some staff were not as familiar with children and their needs and wishes. It also put additional pressure on core, permanent staff that children were more familiar with. We discussed how the service could provide a more consistent approach to

children's care and support. This included regular meetings to discuss children's needs and reviewing staffing arrangements to ensure, where possible, that children receive care from people who knew them well. This should be supported by personal plans that clearly identify how staff will support children's health, welfare and safety needs.

We found that staff had not had regular opportunities to meet with the manager to discuss their roles and how they could be supported to make improvements. Staff would benefit from regular opportunities to meet with the manager for feedback. This would allow them to identify their strengths, areas for development and any training required to support positive outcomes for children (see recommendation 1).

Children were offered snack during their time at the out of school care but, to allow staff to supervise other activities, this was offered over a very short period of time. The snack routine should be reviewed to ensure that children enjoy snack as a relaxed, unhurried and sociable experience that allows them to develop their independence skills.

Monitoring of records should be carried out to allow management and staff to identify any errors in recording systems or patterns of events, for example medication and accident/incident records.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should support staff to access training around best practice guidance that will enable them to meet children's care needs and provide an improved quality of play and learning.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a service user, 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
22 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Aug 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 Oct 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
14 Aug 2008	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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