

Spring Oscars @ St.John's Day Care of Children

St.John's RC Primary School
18 Duddingston Road
Edinburgh
EH15 1NF

Telephone: 07971 095179

Type of inspection:
Unannounced

Completed on:
14 March 2024

Service provided by:
Out of School Scotland Limited

Service provider number:
SP2007009266

Service no:
CS2010279825

About the service

Spring Oscars @ St. John's is based in a local primary school, situated on the outskirts of Portobello, Edinburgh. The school building is close to local transport links, parks and other amenities.

Children have use of a large dining hall and gym hall. They also have access to the playground. Toilet facilities are available within the school.

The service is registered to provide a care service to a maximum of 40 primary school aged children during term time only.

About the inspection

This was an unannounced follow-up inspection which took place on Tuesday 12 March 2024 between 14:30 and 18:10. We returned announced to the service on Wednesday 13 March 2024 between 14:00 and 16:30 to complete the inspection. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, complaints information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with many children using the service
- spoke with staff and the management team
- observed practice, documents and daily routines in relation to the two requirements and seven areas for improvement from the last inspection.

Feedback was given to the manager and a representative from the provider Out of School Scotland on Thursday 14 March 2024.

Key messages

A requirement from the last inspection was fully met. This meant that children were nurtured through kind and compassionate interactions with staff.

A second requirement was also met however some elements of it were still being progressed. We have set an area for improvement to support continued improvement in children's personal planning.

Three areas for improvement were met. This resulted in improved outcomes for children through positive connections with families, enhanced areas to rest and reduced risk of infection spread.

Four areas for improvement were not yet met. Further work was needed to ensure improvements for children. They will remain in this report.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	3 - Adequate
How good is our leadership?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

3 - Adequate

Quality indicator 1.1: Nurturing care and support

A requirement relating to improving children's personal planning had been met. This meant that information held about children was current and relevant. While the requirement had been met, some elements needed further work and so an area for improvement has been added (see area for improvement 1). Further information can be found in the section, 'what the service has done to meet any requirements made at or since the last inspection'.

Areas for improvement

1.

To ensure all children reach their full potential, the provider should ensure:

- personal plans show the detail of how children's health, welfare and safety needs will be met
- support strategies are monitored to track progress and inform further care
- personal plans are quality assured so that they continue to be up to date, relevant and consistently used to plan and track children's care and support.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state, 'My personal plan (sometimes referred to as a care plan) is right for me as it sets out how my needs will be met as well as my wishes and choices' (HSCS 1.15)

How good is our leadership?

3 - Adequate

At the previous inspection we evaluated this key question as weak. However, improvements made to the service has resulted in a re-evaluation to adequate.

Quality indicator 3.1: Quality assurance and improvements are well led

Sufficient progress had been made to improve outcomes for children across the service. Further information can be found in the sections, 'what the service has done to meet any requirements made at or since the last inspection' and 'what the service has done to meet any areas for improvement made at or since the last inspection'.

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

Requirements

Requirement 1

By 22 December 2023, the provider must ensure children experience interactions and support that promotes their emotional wellbeing.

To do this, the provider must, at a minimum, ensure:

- a) Staff display a good understanding of nurturing care, responsive, emotionally supportive, and developmentally enriching relationships;
- b) Access training/professional development on nurturing care and trauma-informed practices. Staff must display a good working knowledge of this.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state, 'As a child or young person I feel valued, loved and secure' (HSCS, 3.10).

This requirement was made on 27 September 2023.

Action taken on previous requirement

Improvements had been made to the quality of interactions children were having in the service. This had a positive impact on their emotional wellbeing.

Overall, staff had developed good relationships with children and parents. A consistent staff team was contributing to this and so familiar connections were being made. Children had fun with staff through play and chats about their day. Staff noticed quieter children and checked-in with them, sensitively resolving tensions, conflict or discomfort. This supported children's wellbeing and helped them feel nurtured.

The team had completed training relating to children's health and wellbeing needs. Team discussions had followed to identify their learning and reflect on practice. Children's non-verbal communication was being responded to more. This enabled children to be empowered in managing their own situations with support rather than direction from staff.

This requirement has been met.

Met - within timescales

Requirement 2

Children's needs and wellbeing must be effectively supported through meaningful personal plans. The provider must ensure individual personal plans have the appropriate information and strategies of support,

to ensure children experience care and support that is right for them.

To do this, the provider must, at a minimum, ensure:

- a) Personal plans must include key information relating to the child and their personal circumstances;
- b) Personal plans must clearly set out how children's needs, preferences, and care will be met, and include any individual strategies of support to be implemented;
- c) Personal plans must be reviewed at least every six months, or sooner, if required;
- d) The manager must have an overview of children's personal plans, and establish a systematic quality assurance process, to ensure personal plans are effective and that children's needs are being met, in line with the information set out within their personal plan.

To be completed by: 25 August 2023

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This is in order to comply with:

Regulation 5(2)(b)(ii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement has not been met. As a result, we have restated the requirement with a new timescale of 1 December 2023.

This requirement was made on 27 September 2023.

Action taken on previous requirement

Some action had been taken to improve personal plans for children, however further work was needed to make them meaningful in ensuring consistent care.

All children had key information relating to their personal circumstances such as contacts and permissions. Significant changes or conversations with parents were recorded and were beginning to be used to plan consistent care for some children.

Personal plans were not being used fully to aid consistent and planned care of all children. Support strategies were being used for some children, however these were not recorded or monitored for effectiveness.

Personal plans were being completed in August and reviewed around January with parents. This kept information up to date and relevant for children. The manager had created a sign sheet for parents to record their review rather than complete a whole new form.

The personal plans were not being quality assured and so had gaps relating to children's specific care needs. While the team understood the importance of personal planning, they lacked confidence in using them and so needed further support with this.

Due to progress made this requirement has been met. To support ongoing improvement and address

gaps we have made a new area for improvement in 'key question 1: How good is our care, play and learning?'.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure children experience challenge and depth in their play, the service should improve the range of resources and experiences taking account of children's needs and interests.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state: 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1.31).

This area for improvement was made on 27 September 2023.

Action taken since then

Some improvements had been made to the resources and experiences on offer for children. Examples of this were:

- the use of loose parts such as material and crates offered opportunities to be creative
- more variety was available at the craft table for children to use freely
- a new process for gathering ideas from children had been developed and was beginning to inform activities.

However, further improvements were needed to:

- ensure play spaces are consistently interesting and inviting
- ensure resources are reflective and suitable for the age and stage of play, for example the right height for school age children
- continue to increase the loose parts so there are endless possibilities of play for children
- extend children's interests to add further challenge and intrigue.

This area for improvement has not been met and will remain in place.

Previous area for improvement 2

To promote positive hand hygiene and limit the spread of germs, the service should ensure children are supported to engage in effective handwashing in line with good practice guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS, 4.11).

This is to ensure the environment is consistent with 'Infection prevention and control in Childcare settings (daycare and childminding) (Health Protection Scotland, 2018).

This area for improvement was made on 27 September 2023.

Action taken since then

Staff and children confirmed improvements to handwashing at the breakfast club. They were able to talk through the morning routine of handwashing on arrival and before food. Infection prevention and control measures were demonstrated in the setting during the inspection. Staff were observed prompting children about handwashing when needed. As a result, the spread of germs was being limited, helping to support children's health and wellbeing.

This area for improvement has been met.

Previous area for improvement 3

To promote children's comfort and emotional wellbeing, the service should develop comfortable and inviting spaces for children to rest and relax.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: If I experience care and support in a group, I experience a homely environment and can use a comfortable area with soft furnishings to relax (HSCS, 5.6).

This area for improvement was made on 27 September 2023.

Action taken since then

The existing rest area had been enhanced with additional cushions and books. Children were observed at various points, relaxing in that area looking at books and chatting with each other. Staff reset the rest space throughout the session so it remained usable for children. To further support children's comfort and wellbeing, the service should continue to be creative about how to enhance rest opportunities.

This area for improvement has been met.

Previous area for improvement 4

To enable the service to make meaningful improvements, the provider should support the management team and staff in consultation with children and families, to develop a clear, focused and effective improvement plan that addresses the needs of the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 27 September 2023.

Action taken since then

An improvement plan was created following the last inspection, which had aided some improvements. Due to the timescales set for improvement, this plan was created by management. The new manager should now review and update the plan alongside the team, children and parents. Further work was needed to ensure improvement planning supported children to experience consistently positive outcomes. The provider should ensure a culture of continuous improvement is developed and embedded.

This area for improvement has not been met and will remain in place.

Previous area for improvement 5

To improve the quality of the service, the provider should develop effective systems for quality assurance in order to monitor all areas of practice and improve outcomes for children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 27 September 2023.

Action taken since then

Some action had been taken to improve aspects of the service for children through quality assurance:

- an action plan was created and monitored by senior management which aided initial improvements
- regular visits from senior management supported some embedding of improvements through guidance and feedback.

However further developments were still needed to ensure quality assurance was effective in promoting continuous improvement:

- the service had an acting manager who was new to leadership in early learning and childcare and would benefit from further support in quality assurance and self-evaluation processes
- whilst staff attended training, they would benefit from further support to use their learning consistently to enhance outcomes for children
- personal plans should be monitored to ensure they are being used to help children flourish
- work had been done to improve the play spaces for children but this was not fully embedded or monitored by management
- best practice documents should be used to benchmark and guide quality, in particular 'Health and Social Care Standards' (Scottish Government 2017), 'A Guide for Providers on Personal Planning: Early Learning and Childcare' (Care Inspectorate 2021) and 'A Quality Framework for Daycare of Children, Childminding and School Age Childcare' (Care Inspectorate 2022).

This area for improvement has not been met and will remain in place.

Previous area for improvement 6

The provider should ensure that staff recognise the importance of engaging with families, through respectful communication and collaboration.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state: 'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS, 3.1).

This area for improvement was made on 27 September 2023.

Action taken since then

The team recognised the importance of working together with families and had made some changes to improve this. An enhanced daily handover for parents now took place so both staff and parents could share information relating to children's care. A online app was being used to share information with parents about children's daily activities in the service. Parents had been invited to a 'stay and play' in the service which was being developed with further dates. Staff had generally enhanced their communication with parents, welcoming them into the service each day. As a result, there was greater engagement with families and communication was supporting parents to be more informed about their children's care and experiences.

This area for improvement has been met.

Previous area for improvement 7

To improve the quality of care and support children experience, all staff should be supported to develop their skills and practice through a range of learning and support opportunities, including tailored training and learning opportunities and effective monitoring arrangements.

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

This area for improvement was made on 27 September 2023.

Action taken since then

Some actions were taken to support staff in their professional development, such as:

- a focus on enhancing staff morale through support and recognition
- a range of training opportunities have been attended such as nurturing care and food hygiene
- a range of online and in-person training opportunities are made available for staff to access.

However, further improvements were needed to ensure the teams professional development is consistently having a positive impact on outcomes for children. For example, staff need support to reflect on their learning and consistently use it to improve the day to day service for children.

This area for improvement has not been met and will remain in place.

Complaints

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

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

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