

Mobile Play in Action Day Care of Children

One Wellwynd
35 Wellwynd
Airdrie
ML6 0BN

Telephone: 01236 767 767

Type of inspection:
Unannounced

Completed on:
14 June 2024

Service provided by:
Mobile Play In Action

Service provider number:
SP2003000945

Service no:
CS2003004558

About the service

Mobile Play in Action is registered to provide care for children from 0 to 16 years of age. The maximum number of children cared for within each venue is dependent on the space available and the age range of children attending. The service provides creche facilities and afterschool/holiday care for school age children.

At the time of this inspection no creche facilities were being provided, resulting in the inspection being carried out focusing on the afterschool care service.

The main base for the service is located in the town of Airdrie and operates within part of a converted church building in the town centre. The afterschool service and creche, can be provided at the main base. They can also provide services in a number of approved venues in Airdrie and in other nearby towns across North and South Lanarkshire. The service operates Sunday to Saturday year round as required.

A voluntary organisation with a voluntary management committee provides the service. The provider employs a full-time Manager who has day-to-day responsibility for the running of the service.

About the inspection

This was an unannounced inspection which took place on 12,13 and 14 June 2024. 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with a small number of children using the service
- gathered the feedback from 12 family members of children using the service
- spoke with staff and management present on the days we visited the service
- gathered feedback from five staff using a questionnaire
- observed staff practice and children's experiences
- reviewed documents.

Key messages

- Children's voices were listened to and their views and ideas were used to influence the type of service provided, meeting their expectations.
- Children took part in a wide range of community events. They enjoyed learning in the local community and supporting various projects.
- Staff worked hard to ensure that children's mental health and wellbeing was supported and that they had access to the right support materials.
- The provider and staff needed to ensure they were fully aware of the Scottish Social Services Council (SSSC) registration requirements.
- The provider must ensure they submit the required information to the Care Inspectorate before using new premises, as stated on the service certificate of registration.

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?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

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

How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality indicator 1.1 Nurturing care and support

Children were happy to see the staff at the school, at collection time. Some children gave staff a welcome cuddle and some children talked to staff about their day at school. They were also keen to start planning what they wanted to do that day in afterschool care.

Children confirmed that the same staff collected them each day from school, giving them a sense of security. On arrival at the service children were familiar with the routine. Children selected where they wanted to be. For example, to visit the church hall or stay at the base.

Children's start to the afterschool care session was relaxed, unhurried and well organised. We discussed with the service to reconsider the length of time children waited at the school for collection. Children could have walked to service by the time the bus arrived and dropped them back at the service.

Snacks were provided in a very relaxed and unhurried manner. Children sat for snack time, chatting. This created a good social time and a good opportunity for staff to chat with children. However, it did take over an hour, with some children having to wait a while for their snack and others had to wait for seconds. Children could be more involved in preparations or be permitted to make their own snack. Children confirmed they were happy with choices and they had been asked for ideas. They told us they liked the cereal and pasta days best. In addition, there was a water station available however, very few children had a drink. We discussed with staff to encourage children to have a drink, as it is very important for children to keep hydrated.

The service recognised and placed a strong emphasis on children's mental health. To support children's awareness, they celebrated mental health week. However, throughout the year children were given access to a variety of mediums to help express and recognise their feelings. This included 'Burst our worries', 'TheraPet sessions' and 'The Worry Monster. Staff and children shared the positive impacts of TheraPet, with one member of staff sharing how children had become more confident reading stories, through reading stories to the visiting dog. Staff had made and provided each child and some parents with a worry worm to take home. Children told us that they hold their worry worms if feeling sad and it helps them to smile.

The service held the required information on each child to ensure they provided the right care and support. For example, if a child required medication, a consent form was completed. Children completed a personal plan, this helped staff learn what mattered to the child. For example, what makes them feel safe and happy. These were updated regularly by the children to ensure the information contained was current and up to date. We did discuss how these could be further enhanced. If staff analysed the information they knew about each child, identified their needs and then used this to plan how best to support them. For example, to plan how they take account of children's preferences whilst at the service.

Quality indicator 1.3 Play and learning

Parents told us they were happy with the care and support their child received. They told us that the children regularly participated in varied play and learning experiences that met their needs. They told us that their children really enjoyed the visits to the local allotments and the opportunities for physical play.

Children were provided with information on daily activities and got to choose what they want to participate in. Children confirmed telling us they can choose to go to allotments, church hall or if they prefer to stay at the base. Children discussed their experiences at the service, whilst looking at floor books. They had very good recall and were incredibly positive about the daily activities and holiday care events. For example, this week was a Euro theme to support and keep track of the current football tournament.

In consultation with the children, staff had made changes to the daily experiences on offer. They had increased children's opportunity to learn new things and participate in physical play. Recently they had a space theme and science week to further enhance children's learning from school. The TheraPet sessions and young writers competitions, supported their interests and reading and writing, with some children's stories being published.

All children were engaged in a wide range of play. There was lots of positive discussions and learning. We observed staff and child interactions to be respectful, caring, and friendly. Children were having fun, their voices were being heard and used to influence the type of service they received.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality Indicator 2.2 Children experience high quality facilities

The service was being provided from the base at One Wellwynd. The children had access to two playrooms and a small outdoor space. This provided ample space to care for up to 40 children. If they provided care to more than 40 children, they accessed other facilities. For example, they used a local church hall which provided a large open space for varied physical play, all year round. On request, the service submitted the required confirmation, as part of their conditions to use the church hall. The manager, if using other facilities in the future, must notify the Care Inspectorate in advance.

The service had sole use of the two playrooms in One Wellwynd. We found these areas to be secure and well maintained. Children were supervised when using the toilets. Children had designed each playroom. They had chosen to have one room for watching videos, playing games and the other for art and crafts and imaginary play. Children told us how they wanted a 'tech' room and the other for art. Children talked positively about the imaginary area, they liked it when it was a hairdressers and dentist. Most children liked art, as a result, an area had been designated to provide children with access to various art materials.

Staff had recognised the need and benefit to children spending time outside and being more active. The service had increased children's opportunities to take part in physical play and access fresh air. The regular visits to a local allotment provided a wide range of benefits to children, including their health and wellbeing. Access to the spacious church hall, promoted an all year round opportunities to take part in physical play, including team games. A small designated outdoor space was now in use, accessible from one of the playrooms. It was small, but allowed children direct access to play in the fresh air.

The service had a wide range of materials and ensured that they kept these refreshed to ensure they met the children's needs. Staff told us they kept the play spaces under review, this was to ensure they made best use of the space and materials available to them. Parents were happy with the quality of the facilities. One parent shared with us that 'A lot of effort goes into organising play experience and outings from the staff. I feel they go above and beyond to accommodate the children's interests and provide them with high quality experiences.'

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 3.1 Quality assurance and improvement are led well

The manager, along with staff were included in the adult to child ratio, caring for children. They were recruiting for more staff, however they were finding it difficult to find suitable candidates. The manager was a very experienced leader and worked hard to ensure they maintained a high quality service. They were well informed about school age childcare and were in close contact with other services in the sector. However, we did find an area where the manager could be better informed. This was in relation to the Scottish Social Service (SSSC) registration requirements. The manager agreed to address this.

Part of the service conditions of registration is that they can provide care from various facilities. However, they must notify the Care Inspectorate in advance. The service was using another facility, which they had not submitted the required notification. The manager addressed this immediately. The provider must ensure that they follow the service conditions of registration. We did discuss they should review the conditions to ensure reflect the service they provide. We advised them they may want to apply for a variation to update conditions.

The service had quality assurance systems in place. We found areas where more meaningful quality assurance could improve the outcomes. For example, in the monitoring and support for staff when completing personal plans. This is to ensure the personal plans meet legislative requirements. The manager needed to allocate specific time to complete quality assurance tasks.

The service regularly consulted with the parents and children. Feedback had been positive. The service ensured they provided a service that met the children and families expectations. The children's voices could be heard throughout the service. The children told us what they liked about the service. Their comments included 'The ladies are nice and do lots of fun things with us.', 'The staff and being able to join in with activities I love going to the new allotments.', 'Everything, I like doing colouring in and making things.', 'I like to play games with all my friends at the service' and 'I love seeing the dog.'

The service used feedback from staff, children and families to identify areas for further development to improve the outcomes for children. The staff met regularly to reflect on the quality of service and identify where improvements could be made. Recently this had led to the children's increased access to physical play and learning in the community.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 4.3 Staff deployment

There had been some changes within the staff team. Most of the staff were new to the service since the last inspection. Most being new to working in school age childcare. However, we found the staff team to be well informed about the children and the service. Staff were of mixed skill and experience, they worked well together, supported each other and shared their knowledge and skills well.

Adult to child ratios were risk assessed and were adapted to support the needs of the children and activity on offer. When in the base, two staff were designated to each playroom and at least two when they were out in the community. In addition, during holiday care the adult to child ratios were risk assessed to ensure the safety of children depending on the trip and outing location and experience.

Staff interactions were respectful and caring towards the children and each other. Staff met regularly to discuss and agree how the service should be delivered. They kept each other informed and agreed tasks during the sessions. All staff were respectful towards the children, they interactions were caring and kind.

Staff told us they were happy in their roles and felt supported and confident talking to colleagues and management. Parents told us they had formed positive bonds with staff. One parent told us 'Staff are approachable, treat my child with dignity and respect at all times. Staff will chat at collection times and keep me informed as the parent, reassuring me my child is well cared for.' and other parent told us 'The staff are approachable we have a good relationship with all the staff. Staff are always very professional and approachable and share relevant information with me in relation to my child. It is evident that they know my child very well and are able to meet their needs and interests. Staff are always very helpful and go above and beyond to ensure myself and my child are happy with the service provided.'

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?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good
How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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