

Fast@Auchinloch Day Care of Children

Auchinloch Community Centre
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GLASGOW
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Telephone: 07824884601

Type of inspection:
Unannounced

Completed on:
11 September 2024

Service provided by:
Reid, Rhonda

Service provider number:
SP2006008353

Service no:
CS2021000165

About the service

The service is registered to provide care to a maximum of 30 school age children. This service is one of five school age childcare services, provided by Rhonda Reid.

The service is provided from Auchinloch Community Centre, in the Auchinloch area of North Lanarkshire. The service is close to the local school and play parks.

About the inspection

This was an unannounced inspection which took place on 10 and 11 September 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 group of children using the service
- gathered the views of three members of staff and the provider
- observed staff practice and children's experiences
- reviewed documents
- gathered the views of six families of children using the service.

Key messages

- Children had fun playing with friends and staff both outdoors, in local school grounds and inside in the community hall.
- Children were confident making decisions and self selecting what they wanted to play and staff responded to provide appropriate resources, if needed.
- Staff were confident in implementing safety measures when they collected children from school, to keep them safe.
- The service was welcoming and created a friendly atmosphere for all. There was a real community feel within the service and strong bonds between staff and families.
- Staff skills and knowledge of self-evaluation and planning for improvement had improved. However, further developed could still be made.

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?	4 - Good
How good is our setting?	4 - 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?

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 1.1 Nurturing care and support

There was a strong community feel within the service. Children and families were at the heart of this service. Staff knew the children well and provided good quality care and support to meet their needs. Children told us they enjoyed attending the service and that the staff were nice. Staff were sensitive and respectful when they discussed examples of how they supported children's needs. Parents, all agreed they had strong bonds with the staff and that they were welcomed into the service to collect children. The service provided a nurturing and caring environment for children to play and have fun.

All the children came from the local school. When staff arrived at school to collect them, one of the teachers brought the children to them and informed them of any relevant information such as a child not attending. This was a good system to ensure the children's safety.

On arrival at the service, children all washed their hands and went straight to select materials and equipment from the cupboard or to materials set up by staff. Children were eager to play and chat to friends and staff. Children were laughing and smiling throughout the inspection visits. Children were happy in the care of the staff and confident making decisions about their play. Children told us that they liked going to the park, seeing their friends and having snacks and making things.

Snacks were relaxed and unhurried. Children were more involved in preparing and serving snack. The older children were learning to cut up the fruit and vegetables and helping the younger children to self serve. We discussed that some children would benefit from closer support from staff until they become confident in cutting different types of food. The manager agreed to review this.

Children along with staff completed 'all about me' booklets. These included, for example what made the child feel safe and what they would like staff to support them with. Staff knew the children well and talked with them daily. The section within the forms for staff to complete was not completed as intended by the provider. We discussed this with management and they agreed to address this. This section should be the plan of how staff will support children's needs, including medical and wellbeing. The service can find more information about personal planning for providers, this can be found on the Care Inspectorate hub.

Quality indicator 1.3 Play and learning

Children choose, most days to play outside, once collected from school, before returning to the building for snack time. This allowed them to access fresh air and to take part in more physical activities and play games, such as football and play on large apparatus.

Through consultations with the children, staff provided materials and equipment to support their needs and interests. Most play was led by the children and they could choose each day from a wide range of materials. We were informed that only activities that required specific materials would be planned, such as baking. Staff told us that the move towards increased child led play had been a positive experience. They had found children to be more engaged and wanting to learn and be creative. The week of the inspection, children were having great fun being creative, using various materials such as cardboard boxes, tubes and other recyclable items.

The pace of the day was relaxed and responsive to the needs of the children. The service had a positive energy, children were all busy at play. Some pretending to play schools extending learning from school, others drawing and making junk models. When asked, parents provided positive feedback about the play experiences offered. One parent shared 'The toys and activities are regularly adapted to suit the needs and interests of the children.' and another parent shared 'My child enjoys activities with other friends and is always enthusiastically tells about there day in the service.'

How good is our setting?

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 2.2 Children experience high quality facilities

The service premises were secure, we were informed only staff can open the door. They had sole use of the hall. When outside in the community, staff were vigilant supervising children at play to ensure they were safe. We discussed with management to ensure that staff supervised the school gates when children played there after school, to reduce the possibility of a child leaving without staffs knowledge. The manager agreed.

The premises were well maintained, clean and with suitable heating and ventilation. The service resources were stored in a secure cupboard within the community hall. Staff set up the play areas each day, this was managed well.

Good hand hygiene was being followed to reduce the likelihood of spreading germs. Staff and children washed their hands on arrival at the service and before and after food.

We discussed the possibility of snacks being made with children in the main hall. This would mean, children could be served hot toast. The manager agreed to review this.

The premises had access to an outdoor space, however the children preferred to play in the local parks and access local facilities. Children played outdoors daily, active play was encouraged and children told us they liked being able to play football and visit the local parks

The children had access to a good range of resources and we found them to be engaged in their play and having fun.

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

Since the last inspection they had an improvement plan in place to help them drive forward positive changes, such as increased child led play. They were at the early stages of self-evaluation and planning for improvement, however heading in the right direction.

The provider overseen the service improvement plan however, it was the service staff that implemented the changes. We discussed how the improvement plan could be further enhanced using more evidence based self evaluations and evaluating practice and outcomes for children using good practice documents. They can find more information on planning for improvement on the care inspectorate hub, under the improvement programme.

The staff had worked hard to create a positive environment. They had worked hard and to ensure children's voices were being heard and being used to influence the type of service being provided. Staff told us they had plans to introduce more opportunities for children to share their views. As staff continue to gain more confidence in consultation with children, the children's voice will continue to grow to shape the type of service they receive.

Parents views were gathered to assess how well the service was doing. Feedback to date had been positive. Parents were very happy with how the service was managed, when asked the told us 'We have regular newsletters and staff make us aware of day to day activities and plans.', 'I regularly touch base with the staff to find out what my child has been doing during his time.' and 'The service is very responsive and welcoming, making time to update on the kids afternoon with them.'

We did identify some areas where more robust quality assurance methods were needed. Although, some areas had improved since the last inspection, some improvements were still needed. For example, administration of medication forms and some other records kept. The manager agreed to action these points. More information on medication and records services must keep can be found on the care inspectorate hub.

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

The service had appropriate staff levels to meet the needs of the children and service. Staff were established working within service. They were well organised and familiar with good practice and safety measures. Effective communications ensured that they were deployed appropriately when completing tasks. For example, making snacks and supervising children.

This was a staff team that had bonded well. They shared tasks and made decisions together. Staff had either gained qualifications in child care or were working towards them. Staff recognised the need to work together and demonstrated a willingness to learn and improve their practice.

If staff were absent, the provider had effective systems in place to access staff cover if needed. This ensured children's needs were met.

Staff were happy in their roles and felt supported by each other and management. Being a small team, and part of the local community, they worked hard to create a welcoming and friendly environment for children and families.

When asked about staff, parents told us they were 'Friendly, caring and trusted', 'It is a relationship of friendship and trust.', 'they are brilliant, they always let us know what our child has been doing and are great and communicating with us.' and 'All lovely and very friendly'

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 support children's health and wellbeing, the provider should ensure robust quality assurance systems are in place. This should include, but not be limited to:

- monitoring good practice guidance for administration of medication is followed
- appropriate safety measures are in place for children play outdoors
- required information is stored securely and accessible when needed
- incident and accidents records are audited to reduce possible hazards.

This is to ensure that the care and support is consistent with the Health and Social Care Standards (HSCS) which states that 'I experience high quality care and support based on relevant guidance and best practice' (HSCS 4.11) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 23 June 2023.

Action taken since then

The service had taken action to improve the areas suggested. For example, medication was stored securely in the premises and appropriate safety measures were in place whilst playing in school grounds.

We discussed that improvement was needed in relation to some paperwork that supported these areas. This was to ensure records provided clear and accurate information for staff. The manager agreed to address this.

As a result, this area of improvement had been addressed.

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?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - 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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