

Craigend OSC Day Care of Children

St. Dominics Presbytery
247 Mossvale Road
GLASGOW
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Telephone: 07946 605 728

Type of inspection:
Unannounced

Completed on:
26 September 2024

Service provided by:
Karen Cullen

Service provider number:
SP2018013111

Service no:
CS2018366146

About the service

Craigend OSC is provided by Karen Cullen who is also the manager of the service. The service is registered to provide a care service to a maximum of 40 school children aged from 4 to 16 years.

The care service operates Monday to Friday between the times of 15:00 hours and 18:00 hours term-time and 08:00 hours to 18:00 hours during the school holidays.

The service is provided from St. Dominic's Presbytery, in the Craigend area of Glasgow. Children are cared for in the main hall and have access to an outdoor space, pitches and playgrounds of the local schools and parks. Children are escorted by staff from their primary school which are within walking distance of the service. The service is close to main roads and public transport links.

About the inspection

This was an unannounced inspection which took place between the 25 and 26 September 2024. The inspection was carried out by one inspector from the Care Inspectorate. A second inspector was present at the inspection as part of the care inspectorate quality assurance process.

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.

Key messages

- Children had fun playing with friends and staff.
- Children were confident making decisions and self selecting what they wanted to play and staff responded to provide appropriate resources.
- Staff were confident in implementing safety measures when they collected children from school, to keep them safe.
- The service was welcoming and created a warm, friendly atmosphere. Staff and children had formed really close bonds.
- Staff skills and knowledge of self-evaluation and planning for improvement had improved. However, further development 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

Children were extremely happy attending the service, they were pleased to see staff at school and staff gave children a warm welcome. Children were keen to tell staff about their day at school and get back to the service to play.

Children had close bonds with each other and helped support each other on the walk to the service. For example, the older children helping the younger children, some children helped to carry other children's bags and water bottles.

Staff interactions with children were respectful and caring. They showed compassion and love when discussing the children and when providing comfort and support. The staff were fully aware of the children's needs and personal preferences. Children told us that they had close bonds with staff and that they looked after them.

Children's needs and wishes were recorded within their personal plans. These plans were well maintained and kept up to date by staff to ensure they reflected the children's needs. For children that required additional support such as, for medical or wellbeing needs, staff ensured they provided the right care and support. We discussed the benefits of having an easy read plan for each child. The provider agreed to consider this.

Children were provided with healthy snacks. Snack time was a sociable event, with children and staff sitting around the table. Children were given the opportunity to be involved in the menu planning, food preparation and to self serve. Children told us they were happy with the food choices. We discussed for staff not to cut fruit too early before serving, reducing the likelihood of fruit turning brown.

The service had worked hard to ensure children had a voice, and staff listened to children and used information they shared to influence the service they received. This included the daily play experiences, snacks and if they wanted to play inside or outside.

Quality indicator 1.3 play and learning

Staff set up the main hall with a selection of materials. This included table top games, a house corner, physical toys and art and crafts. These options provided different types of play for children to choose from, and a space where children were excited to be and play with their friends. Children spoke positively about the types of play and how they loved being able to be creative, draw and making things.

Children chose, most days to play outside. They could choose from a variety of outdoor activities from team games to chilling with friends. The service had a good supply of outdoor materials and were able to access the local school grounds. Children had fun playing in the fresh air and playing football and on the trim trail.

We discussed with the manager how children's play could be further enhanced by providing more challenging experiences to learn new things and more child led play. To achieve this, staff need to consider their role and impact on children's play. They should consider how they can create a space where play is directed more by the children, giving them the freedom to follow their own instincts. More information on play can be found on the Play Scotland website.

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. The service had sole use of the building during operational hours and they had access to the grounds around the building. To provided more access to fresh air and active play, children regularly visited the two local school grounds to use the pitches and trim trails. Staff were vigilant supervising children at play to ensure they were safe when they were inside and outside of the building.

The premises were well maintained, clean and with suitable heating and ventilation. The service resources and files were stored in cabinets in a secure room, as other services had access to the building out with the service hours. The service had a good supply of materials and resources which had been collected over the years. They regularly had to replenish the more popular ones.

Staff set up the play areas each day and this was managed well. We discussed for the service to consider using less tables and chairs when setting up, as they took up a lot of the space. Children would benefit from more relaxed, cosy areas with softer furnishings and being able to play on the floor.

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. Children had direct access to the toilets and good hand hygiene facilities. We discussed the use of toilets including those for staff. The provider confirmed they continued to risk assess and use the toilets as agreed during the variation that was granted to use this building. The service should ensure that they maintain the use of the toilets using the most recent guidance for school age childcare.

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 developed an improvement plan to help them drive forward positive changes, such as improving the children's access to play materials. They were at the early stages of self-evaluation and planning for improvement, however heading in the right direction. 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 were keen to ensure children's voices were being heard and used to influence the type of service being provided. As staff continued 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 were welcomed into the service, enabling them to see the type of service being provided. The service regularly asked parents views to assess how well the service was doing. Feedback to date had been positive.

Staff worked well together to assess how well the service met the needs of the children and agreed on areas that could be further enhanced. The service was responsive to any suggestions discussed at the inspection on how to do this. The service continues to provide a quality service for children and families.

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 well established working within the service. They were well organised and familiar with good practice and safety measures. They shared tasks and made decisions together. Daily discussions ensured they were all kept informed about the daily plans and needs of the children. Effective communications ensured that they were deployed appropriately when completing tasks. For example, making snacks and supervising children.

Staff were working towards gaining qualifications in child care. They recognised the need to work together and demonstrated a willingness to learn and improve their practice. Staff were happy in their roles and felt supported by each other and management. Being a small team, they worked hard to create a welcoming and friendly environment for children and families.

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 interactions were polite, respectful, responsive and attentive to the children. Staff knew children well and confidently discussed how they were supporting individual children's needs. Where children had additional support needs, they were fully informed and knowledgeable of their needs and the care they required. As a result children were well cared for and supported.

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 receive high quality care, support and learning experiences, the provider should ensure that staff access targeted training and development opportunities, that support them to develop their own skills and knowledge, in delivering high quality learning experiences and care; and that staff are supported to implement their knowledge learned effectively, to further support improved outcomes for children.

This ensures care and support is consistent with the Health and Social Care Standards which state that: 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 16 September 2020.

Action taken since then

Staff working in the service were working towards a child care qualification or due to start. Also, some staff had attended various training and development opportunities through other positions they held. We discussed the need for staff to continue to be kept up to date with good practice guidance. **However, at this time this area for improvement has been met.**

Previous area for improvement 2

To ensure children's safety and wellbeing needs are not compromised. The provider should ensure that systems are in place for the required number of adults to safely transition children from school to club.

This is in order to comply with:

Health and Social Care Standard 4.11: I experience high quality care and support based on relevant evidence, guidance and best practice.

This area for improvement was made on 21 September 2023.

Action taken since then

During the inspection process we reviewed the staffing levels and staff deployment. We attended a school collection, outing in local area and observed staff practice inside the building. We found no areas of concern. **This area for improvement had been met.**

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	5 - Very 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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