

Bearsden Primary After School Club Day Care of Children

1st Bearsden BB Hall
New Kirk Road
Bearsden
G61 3RG

Telephone: 01419 420 047

Type of inspection:
Unannounced

Completed on:
11 October 2024

Service provided by:
Bearsden Primary After School Club
Committee

Service provider number:
SP2003000766

Service no:
CS2003003809

About the service

Bearsden Primary After School Club provides an out of school and holiday care service from three premises - The 1st Bearsden Boys' Brigade Hall, Bearsden Primary School and Westerton Primary School.

The provider is Bearsden Primary After School Club Committee. This is a voluntary committee made up of the parents of children attending the service.

Bearsden Primary After School Club is registered to provide a care service to a maximum of 135 primary and secondary school aged children at any one time. No more than 52 children may be cared for in the 1st Bearsden Boys' Brigade Hall. The care service operates during term time, from Bearsden Primary School and from 1st Bearsden Boys' Brigade Hall, from 08:00 to 09:00 and 15:00 to 18:00. During the February, Easter and October school holidays the service operates from 1st Bearsden Boys' Brigade Hall only.

Within Bearsden Primary School, the children have the use of the gym hall and dining hall. They have access to a cloakroom, toilet facilities and the school playground. Within the Boys' Brigade hall, children have the use of the large hall, additional rooms within the building, kitchen and toilet facilities. All the children use the school playground, as the Boys' Brigade hall does not have an outdoor area.

During school summer holidays, the service operates from Westerton Primary School between 08:00 and 18:00. Children have the use of the gym/dining hall, toilet, kitchen facilities and playground.

About the inspection

This was an unannounced inspection. The inspection was carried out by one inspector from the Care Inspectorate. We visited Bearsden Primary School and as the weather was nice, the children spent most of their time outdoors in the playground. We visited the service over three afternoons. Wednesday 2 October 2024, when 118 children were attending the service. Thursday 3 October 2024, when 89 children were attending the service and Wednesday 9 October 2024 when 119 were attending the service. We also visited the head office on Friday 4 October 2024 to speak with the manager and look at documentation. Feedback was given on Friday 11 October 2024.

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. During our inspection we undertook the following:

- spoke with children using the service
- spoke with six parents
- received feedback from 29 parents and 11 staff who completed our questionnaires
- spoke with childcare staff and the manager
- observed practice and daily life
- reviewed documents.

Throughout this report, any reference to parents also includes carers and guardians.

Key messages

- The children really liked coming to the service. They were very happy, relaxed and had fun as they took part in a range of enjoyable activities that challenged and excited them.
- Staff were kind and caring towards the children and had built loving and nurturing relationships with them.
- There were nice, relaxed interactions between the parents and staff. Parents spoke highly of the service and the staff working there.
- Staff enjoyed working at the service. There was a very good team ethos.
- The provider must ensure that the staff are registered with the appropriate body within the required timescale.
- The provider must develop an action plan to address the issues found at this inspection in relation to the cleanliness and fabric of the building. This should be done in conjunction with the local authority.
- The provider should improve the range of toys and equipment available to the children.
- Management and staff should continue to develop the service's formal quality assurance procedures and systems.

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?	3 - Adequate
How good is our leadership?	3 - Adequate
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, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a positive impact on children's experiences.

Quality indicator 1.1: Nurturing care and support

We found that staff had good procedures in place which helped them get to know the children and their families. This approach helped the children settle well into the service and build positive relationships with staff and the other children. Through discussion and observation, we found that staff were warm, kind, caring and nurturing towards the children. They understood them and were able to meet the children's individual needs by putting in place appropriate care and play routines. These were flexible and supported the children's wellbeing, wishes and choices.

We saw that the children were very happy and had lots of fun. They told us they enjoyed being at the after school service, being with their friends and taking part in a good range of activities. Children really liked the staff and told us that the staff were nice and kind to them.

Staff were aware of the children's individual dietary needs, and this was considered when planning snacks and food experiences. The children told us they liked the snacks and they shared with us how the range of snacks could be improved. Children suggested a better choice of fruit "Grapes, mango, melon, and strawberries" and "waffles". They also told us: "We get apples all the time" and "Would like to choose [what we eat]". We found that the choice of foods was limited and the snack experience could be improved to make it a more inclusive and relaxed activity for both children and staff (see area for improvement 1).

Staff and children washed their hands before preparing and eating the snacks. This approach helped support good infection prevention and control procedures. Fresh water was available for the children throughout the session. This helped keep children hydrated.

There was good communication between the parents and staff. We found that there were detailed plans and training in place to support staff to administer medication and other support safely to children as needed. Staff had set up individual grab bags for children who needed additional support so they could respond and meet their needs effectively. This approach helped staff to deliver continuity of care and respond quickly and sensitively to changes in a child's life. A parent told us of how supportive and caring the staff were towards their child and the family and how this inclusive approach positively benefited their child. "They could not do more ... BPASC (Bearsden Primary After School Club) had been nothing short of fantastic in catering for their needs."

We found that some of the information within the medication recording systems needed to be improved. The manager agreed to address this to bring it into line with the Care Inspectorate guidance, Management of medication in daycare of children and childminding services.

We acknowledged that staff knew the children very well and good personal plans were in place to support children who had an identified need. On sampling documents that made up a child's personal plan, we found that some improvements had been made since the previous inspection to how staff gathered, recorded, updated, and used the information which related to the child's wellbeing needs.

We found further work needed to be done to make the information robust. We discussed this with the manager. She confirmed that they had introduced an app to help them gather information but this was now under review by the committee, who were evaluating how effective this was in recording and updating children's individual needs and general information. As discussed at the previous inspection, robust procedures should be put in place to help support staff to ensure that every child's individual personal plan is updated every six months or before to reflect the changing needs of the children. Please refer to - What the service has done to meet any areas for improvement we made at the last inspection.

Quality indicator 1.3: Play and learning

Staff listened to the children and responded keenly to their requests and ideas. This underpinned future plans. The planned and spontaneous activities available were child-centred and linked to the children's interests. This meant that processes were in place to ensure that children were actively involved in leading their own play. However, we did see that a lot of toys and games were in a poor state and needed to be replaced. Discussion with the manager confirmed that she was aware of this and it was her intention to replace and update the toys and equipment available to the children (see area for improvement 2).

Staff interacted warmly with the children as they played and were on hand to support them as needed. This approach helped to enrich the children's play and learning and encouraged their imagination, creativity and curiosity. It helped the children to feel valued for the ideas they had to improve the club.

Parents told us: "They [children] love it; happy. Great service. Lovely staff, so nice" and "Children take part in arts and crafts, football, drawing. We use the summer club which is great. Good care, entertained and educated. Fun, children want to come. The staff make it. Very happy".

The children were very happy, confident and content. They played very well together, and it was clear to us that they were having lots of fun and they were joyful. The children had a good range of activities to take part in. This included arts and crafts, playing games, opportunities to play outdoors in the fresh air, making up their own games as well as just running around. Children particularly enjoyed the Halloween crafts; making ghosts and lanterns.

The children told us about some of the activities they enjoyed taking part in:

"At the summer club I made a cape."

"I like making stuff."

"I like doing handstands. It's fun to meet my friends."

"I like being outside, having fun and playing with my friends."

"I like the dolls house and scooters."

"I like rolling the tyres."

The staff members' approach to play helped the children to be active, have fun, develop their skills and confidence, build friendships and celebrate and share their successes.

Areas for improvement

1. The manager and staff should look at how they can improve the snack experiences for children to make it more relaxed and fun. The manager and staff should consider how to present the snacks to encourage the children's independence and choice. Should they wish, children should have more opportunities to be involved in the snack activity and planning the menu.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning" (HSCS 1.33) and "I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible" (HSCS 1.35).

2. The manager and staff, with input from the children, should improve the range of toys and equipment available to the children. This will help to enrich and enhance the children's play and learning experiences while attending the club.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child, I can direct my own play and activities in a way that I choose, and freely access a wide range of experiences and resources suitable to my age and stage, which stimulate my natural curiosity learning and creativity" (HSCS 2.27)

How good is our setting?

3 - Adequate

We evaluated this key question as adequate, where strengths just outweighed weaknesses.

Quality indicator 2.2: Children experience high quality facilities

At this inspection, we visited the service at Bearsden Primary School. The children had the use of the toilet facilities, gym and dining halls. Staff had set up the space in the gym hall to enable the children to have the freedom to run about, use their imagination, enjoy physical play, and take part in activities that reflected their current interests. The dining hall was used for snacks and quiet activities. Prior to children attending the service, staff undertook daily checks of the buildings and outdoor areas to help keep the children safe. However, while we acknowledged that risk assessment procedures were in place. And that the manager had formally raised maintenance issues with the school including attending the health and safety group meetings with representatives from the local authority. We found that within the school building, the areas used by the children attending the after school club, were in a poor state of internal repair and decoration. And had not been maintained to an adequate standard in order to keep the children safe while attending the service (see requirement 1).

Children had direct access to the school playgrounds. We saw that the children had lots of fun as they played outdoors. They enjoyed running around, playing games and chatting with the staff and friends. This approach enabled the children to be physically active, get fresh air, enhanced their wellbeing, stimulated their curiosity, and encouraged them to explore the outdoor environment.

Parents' comments included: "Children enjoy the variety of activities and enthusiasm of the staff. The staff will often encourage the children to play outside as much as possible which I feel is very beneficial to the wellbeing of the children" and "My child is happy, the staff are friendly and clearly care about all the children, there is variety of activities and they are encouraged to play outside".

Most staff had undertaken training on infection prevention and control and food hygiene. Staff understood their cleaning arrangements within the service. However, we did note that the general cleanliness of the building, toilets and halls needed to be improved. This should be addressed as part of the planned improvements detailed within requirement 1.

We saw that staff communicated and worked very well together to keep children safe and secure while attending the service. Appropriate ratios of staff to children were in place. Staff monitored who was entering and leaving the building. This approach ensured that the children were accounted for at all times.

To ensure that children's personal information was kept safe, the service had procedures in place to comply with general data protection requirements. The service was registered with the Information Commissioner's Office (ICO).

Requirements

1. By 10 February 2025, the provider must produce an action plan to show how they will keep the areas used by the after school club, within Bearsden Primary School, in a good state of repair, decorated and maintained to a standard in order to meet the children's health, safety and care needs while attending the service.

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

- a) Address the poor state of internal repair and decoration in the areas used by Bearsden Primary After School Club.
- b) Ensure the areas used by the service are cleaned and maintained to an adequate standard in order to keep the children safe while attending the club.
- c) Provide evidence to the Care Inspectorate to show that an action plan has been put in place to ensure that the requirement will be actioned.

This is in order to comply with Regulation 10(1) and (2)(a)(b)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.24).

We evaluated this key question as adequate, where strengths just outweighed weaknesses.

Quality indicator 3.1: Quality assurance and improvement are led well

We found that the manager was motivated and caring. They offered the staff good support and leadership. Staff enjoyed working at the service and felt supported by the manager. The manager encouraged an ethos where staff felt empowered and confident to share responsibility to support the day-to-day running of the service. Although there had been changes within the staff team, staff worked very well together to support the ongoing needs of the children, parents and the service. The manager and staff put the children and families at the heart of the club. And ensured that the service provided was inclusive.

Bearsden Primary After School Club is run by a voluntary committee that was made up of parents of children attending the service. A welcome pack and other information gave details on how parents could become involved in the development and running of the club.

Management and staff sought parents' feedback through regular discussions, emails, texts and committee meetings. This approach helped share the vision the parents, management and staff had for the service to support the children in their care.

Staff were flexible, kind and responsive to the children's needs and wishes, forming warm, nurturing bonds. They understood the importance of play, and the children enjoyed attending the club. Children liked the staff, had made friends and enjoyed the activities. We saw that the staff actively sought and encouraged children to voice their opinions on the types of play and activities they took part in. For example, through one-to-one and group discussions and recording children's ideas on mind maps. This feedback helped staff plan future activities and ensured that children were involved in, and influenced, what happened within the service.

The returned questionnaires showed that most parents felt they and their children were meaningfully involved in the club, while some did not. We found that the management and staff needed to improve the formal quality assurance processes, self-evaluation and improvement plans. The committee should help the manager and staff formalise and monitor these. This should help measure the outcomes for children and their families using the service and support the ongoing planning and improvement of the club. Please see the following section - What the service has done to meet any areas for improvement we made at the last inspection.

Parents comments included: "Staff will often ask for feedback", "We are not involved in the development of the service" and "We are asked for feedback often, and they are very approachable, so if I had any ideas or concerns, it would be easy to raise them".

We viewed recruitment documentation and noted that two staff had not been registered with the Scottish Social Services Council (SSSC) within the agreed timescale. The provider must ensure this is implemented and monitored as part of the service's quality assurance procedures linked to recruitment (see requirement 1).

As discussed with the manager, the provider should notify us of any changes to the committee that are in line with our current guidance - Records that all registered care services (except childminding) must keep and guidance on notification reporting.

Requirements

1. By 31 January 2025, the provider must ensure that all staff who are required to be registered with the Scottish Social Services Council (SSSC) are so registered. To do this, the provider must, at a minimum:

a) Put procedures in place to ensure that staff who must be registered with Scottish Social Services Council (SSSC) or other professional bodies do this within the timescales required.

This is in order to comply with Regulation 9(1)(2)(c) Fitness of employees of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled" (HSCS 3.14).

How good is our staff team?

4 - Good

We evaluated this key question as good, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a positive impact on children's experiences.

Quality indicator 4.3: Staff deployment

We found that the service was staffed to meet the needs of the children. The effective deployment of staff ensured that the children had continuity of care and support. This approach helped staff keep the children safe while attending the after school club. Staff kept parents and children informed of staff changes. For example, when new staff started at the service, the children were introduced to them. This approach helped staff and children to build positive relationships with each other.

Staff were committed to their roles within the service. We observed that the staff were kind and respectful of each other. They worked together as a team to sensitively support the individual and group needs of the children. They were very good at communicating with each other, enjoyed working with the children and offered kind, loving and nurturing care. Staff had built very good relationships with the families. They were enthusiastic and provided the children with play experiences and activities that were fun and linked to the children's current interests. These approaches ensured that there was a positive team ethos which benefited the children and helped them settle and enjoy their time at the service.

The parents we talked to, and the questionnaires we viewed, confirmed that parents held their children's experiences and the manager and staff in high regard. Comments included:

"The caring nature and enthusiasm of the staff and the wide variety of activities ... children will often ask to stay as long as possible due to the level of enjoyment."

"Brilliant staff who respect and are respected by my child, and who my child has strong relationships with."

"The staff and manager do a great job that has helped my child flourish."

Staff were skilled in their roles and utilised each other's strengths to support play and learning for the children in their care. They were keen to continue to develop their practice and shared with us the recent training they had attended and how they used this information to develop their skills and knowledge and enhance the children's play experiences.

As part of the inspection feedback, we shared with the manager the responses from the questionnaires and discussions we had. This included areas to improve the service.

Overall, we found that parents valued the manager, staff and the care, support and fun activities they provided to their children.

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

The provider, manager and staff should ensure that personal plans for all children attending the service are reviewed and updated every six months or before dependent on the needs of the child.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "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" (HSCS 1.15) and "My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected" (HSCS 1.23).

This area for improvement was made on 3 October 2023.

Action taken since then

We found that some improvements had been made since the previous inspection to how staff gathered, recorded, updated and used the information which related to the child's wellbeing needs. However, further work needed to be done to make the information robust. Procedures should be put in place to help support staff ensure that every child's individual personal plan is updated every six months or before to reflect the changing needs of the children.

This area for improvement has not been met.

Previous area for improvement 2

The manager and staff need to improve and formalise their quality assurance processes and make them more robust.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "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 3 October 2023.

Action taken since then

We found that the management and staff need to improve the formal quality assurance processes, self-evaluation and improvement plans.

This area for improvement has not been met.

Previous area for improvement 3

The provider should review and update the service recruitment policy and procedures to bring them into line with Safer Recruitment Through Better Recruitment, a Scottish Social Services Council and Care Inspectorate document.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24).

This area for improvement was made on 29 October 2019.

Action taken since then

We found that improvements had been made in relation to recruitment. However, the policy and procedures still needed to be updated.

This area for improvement has not been met.

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?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.