

Cumbernauld YMCA- Kildrum Farm (POMP) Day Care of Children

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Type of inspection:
Unannounced

Completed on:
19 February 2025

Service provided by:
Cumbernauld YMCA-YWCA

Service provider number:
SP2003000977

Service no:
CS2003004688

About the service

The service is part of the Peace of Mind for Parents (POMP) childcare service, provided by Cumbernauld YMCA/YWCA. This service is one of seven services currently operating across three local authorities.

This service is provided from Kildrum Farm in Cumbernauld, North Lanarkshire. The service benefits from having the sole use of several playrooms and a large outdoor play area. This base is used for a holiday club, which includes staff and children from the other services.

The service is registered to provide out of school care for a maximum of 94 children who attend primary school and up to the age of 16-years. Twenty of these children will attend the TK2 building and up to a maximum of five young adults with additional needs aged between 16 and 18-years can be included in these numbers, if required. New entrants to primary school in the August intake may be accommodated during the school holiday in July and August, until the children attend primary school full-time.

The service operates Monday to Friday between 07.30 to 09:00 and 15:00 to 18:00 term time, and 07:30 until 18:00 during school holidays.

The manager of this service is also the manager of Cumbernauld YMCA - Condorrat ASC (POMP) (CS2003015519).

About the inspection

This was an unannounced inspection which took place on 18 and 19 February 2025. The inspection was carried out by one inspector. This inspection took place during holiday club days, which meant children and staff from some of the other services, provided by this provider, were present.

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 the children present on the two days of the inspection
- gathered views from 12 families of children using the service
- gathered views from seven staff and management
- observed practice and children's experiences
- reviewed documents.

Key messages

- Children were engaged in the activities offered and were enjoying playing with friends.
- Staff interactions with children were caring and kind.
- New personal plans records were in place, however, those viewed had not been fully completed, as intended. Staff needed further support to meet the service expectations of the new process.
- The play spaces could be further developed to provide better access to materials that inspire children's natural curiosity and creativity to play and learn.
- Staff caring for children should be fully aware of their needs and personal preferences. To achieve this better, communication strategies need to be put in place.
- Leaders need to continue to enhance the monitoring and support provided to ensure better continuity and consistency in providing high quality care and support.

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

Staff welcomed children into the holiday club with a smile. Staff spoke with families each morning to ensure they had the information they needed to care for the children. For some children, this was the first time meeting some of the staff. However, children knew at least one staff member caring for them, as they attended one of the other services provided by Cumbernauld YMCA-YWCA. Staff interactions were calm and kind, when talking to children they did so with interest and respect. As a result, we found the children and staff had formed positive bonds and the children received comfort and support from staff when needed.

Children were confident and had fun playing with friends they had made. Most parents and children told us getting time to play with friends was the most positive aspect of the service. The staff had created a warm, caring and nurturing environment for children where their wellbeing needs were being supported. Children were encouraged to play and meet new friends, which the children responded to well. We saw some nice friendships being formed over the two holiday club days. When asked, the children told us they had made some friends and were happy and having fun.

Children were relaxed and we could see they made good use of the soft furnishings, for example, by relaxing on cushions, sitting chatting with friends and making dens. Some children asked staff to chillout and watch a movie, which staff responded to and set up in a timely manner. Staff recognised the need for children to have relaxation time during the holiday club days. In addition, a few staff and children participated in some relaxation activities, playing at being at the spa. Overall, children were able to freely choose if and when they wanted to chill out, be on their own or take a rest.

Mealtimes provided children with a social time to come together and meet new friends and staff. There were agreed times for meals within the daily routine but these were flexible. We found staff responded to children when they started to ask about snack and lunch, meeting their needs. Snacks were served buffet style, with children being able to select what they wanted from a good range of foods. We found children were learning to be more independent through serving themselves. Lunch was packed lunches brought in from home. Some staff sat with the children at mealtimes. They promoted positive conversations within the group which, on occasion, led to children participating in some fun games, which they enjoyed. We heard lots of laughter as children were making up rhymes whilst eating their meals.

A new personal plan procedure and paperwork system had been introduced. Although new personal plans records were now in place, not all children's plans were fully completed. Most parents agreed, but a few parents shared they were not aware of their child's personal plan. When asked, a few staff told us they would like more support in how to use and complete the personal plans. The personal plans needed closer monitoring to ensure they met the service's intentions. Those viewed did not include a clear plan for staff to support children's wellbeing needs. As a result, the area for improvement made at the last inspection remains, however, we have reworded it to give clearer guidance of next steps needed. (See Area for Improvement 1). The service can find more information in the 'Guide for Providers on Personal Planning' which can be found on the Care Inspectorate Hub.

The service had reviewed the management of medication procedures and made improvements. We found good practice procedures were being followed and staff were confident about the medical needs of the children being cared for. However, the medication was stored in a locked box and the key to open it was not close by. We discussed the service should consider the storage of medication to ensure, if needed in an emergency, staff could access this without delay.

Quality Indicator 1.3: Play and Learning

The holiday club activity plan had been agreed with children in advance, however, it was flexible. We observed staff regularly asking children what they wanted to do and responding appropriately. Children were able to ask or select resources from around the playrooms and move between the different play areas. Children were engaged in play, had fun doing art and craft activities, watching movies and playing computer games. The children told us they were enjoying the holiday club and the activities on offer.

Children had daily access to the outside area which allowed them to have regular access to fresh air and participate in more risky active play. We heard the children ask to go outside and staff making an agreed plan on when they would go outdoors. We discussed children having more freedom to access the outdoors, as on both inspection days, children did not go outside during the morning session. The leaders agreed they would reflect on the children's access to the outdoors.

The pace of the day and daily routine reflected children needs and choices. The play spaces were designed to offer specific play and learning experiences. We discussed how some areas could be better designed to support children's natural curiosity to learn and be creative. For example, the art area having more materials easily accessible, such as paint, a variety of paper and cardboards and art displayed to inspire children.

The main playroom had a variety of small world and construction materials stored, we were told that not all were used. To improve children's play and learning experience, they should consult with the children to ensure the material on offer meets their needs and interests. This may include more loose parts, materials that are open-ended, materials children may use in many ways.

Areas for improvement

1. The provider needs to ensure children receive the right care and support to meet their wellbeing needs.

To achieve this, they should include, but not be limited to, each child having a personal plan in place which includes details of the agreed care and support needed to meet their needs, wishes and choices.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, as a child:

'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).

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 main entrance to the premises was secure and monitored by staff. Only those with permission were able to enter the premises. Children were signed in and out of the building, this helped staff to know which children they were caring for. Staff monitored the entrance hall and observed children in this area to ensure their safety, as children accessed this space to go to the toilets and when they moved between play rooms.

The children had access to a large outdoor space. This space was secure and offered a variety of physical play experiences. The children told us they liked to play outside with their friends. As previously mentioned, we didn't see children playing outdoors but we did hear them ask and staff agreeing to go out after lunch. Children would benefit from increased access to outdoors, especially when attending full days during the holiday club.

Inside the building, children had access to the large gym hall which provided a good space to play games, either in small or larger groups. Other areas provided opportunities for children to take part in, for example, imaginary, creative play and social play.

We discussed how materials displayed could be improved, for example, story books were kept in large baskets on the floor. As a result, children were not able to clearly see the types of books on offer or be visually inspired to pick up and read the books. Only the art materials placed on the table were accessible, there were no other resources visible or accessible for children to inspire their creativity. However, if children asked for material, staff did source these from cupboards. Having easily accessible materials reduces barriers to children's natural creativity and inspiration.

The main playroom had a wide variety of materials and many functions. This resulted in some materials not being easily accessible. Large pieces of equipment, when in use, blocked access to other materials. We discussed reducing the amount of furniture to create more rich play spaces with better access to materials that would meet children's needs. The playrooms could be further enhanced by having a better layout to support children's natural curiosity to play and learn.

Overall, the premises were found to be clean and well maintained. To further enhance children's play experiences, the service should consider the design and layout of the playrooms to ensure they make best use of the space and materials available.

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 provider's vision and aims for the service included, to provide peace of mind for parents to go to work, know children are in safe hands, and children are kept safe, warm and welcome.

As part of the Peace of Mind for Parents (POMP) childcare service provided by Cumbernauld YMCA/YWCA, this service is managed by a peripatetic manager. This means, as well as this service, the manager oversees the management of one other service owned by this provider. The manager of this service is supported by a management team with designated roles, such as human resources. The service had taken positive actions to evaluate how well the service was doing and had started to develop a service improvement plan. This included making improvements on how the service planned to meet children's needs and to support staff training and development needs.

The staff employed within the service, to deliver direct care and support to the children, were registered with the Scottish Social Service Council (SSSC), or undergoing registration. We found on one occasion, a member of staff had not maintained their registration as required, and as a result, their registration had lapsed. This was a concern, as it affects the member of staff's ability to carry on working. The service had taken appropriate action to address this, and agreed to ensure better monitoring going forward.

The organisation had some systems in place to monitor how well the service was doing. We discussed some further ideas that could be used to further improve outcomes for children. For example, more opportunities for children to share their views and opinions, and using good practice guidance to evaluate how well the play spaces and materials ensure high quality outcomes for children. This will help them further identify what they do well and what they could do better.

All parents told us they were happy with the service their child received. Almost all told us they had been involved in a meaningful way to help develop the service. This included providing feedback through the use of surveys and being involved in agreeing their child's personal plan. One parent shared, "My child tells me regularly that he gets to help make decisions in pomp." The children we spoke with told us they get to make choices and decisions about their experiences. The service could further enhance how children's voices influence the type of service they receive. To do this, staff would benefit from further training and development on consultation with children.

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 staff team provided a mixed range of skills and experience of working with school age children. The service had core staff that worked in the service during school term in the out of school care. Staff working within the the holiday club usually worked in other out of school care services provided by Cumbernauld YMCA-YWCA. However, they mostly all knew each other and had worked together before.

Staff told us they enjoyed working in the holiday club and the out of school care. We found they deployed themselves well during our visit, opening the different play areas to meet the needs of the children, ensuring their safety and wellbeing. Parents told us that there was always enough staff to care for the children. One parent told us there was always staff nearby their child, and another said there always seems to be sufficient staff.

We discussed with leaders the need to ensure staff were given clear and accurate information about the children's care needs. This is to ensure all staff are well informed about children's needs, for example, if they attended the out of school care or the holiday club. We identified a few occasions where staff were not informed of children's personal needs. It was agreed that a better system was needed. Leaders agreed to reflect and make improvements to ensure all staff caring for children were fully aware of their needs and how best to support these.

Staff told us they held meetings to reflect on what worked well and identify where positive changes could be made. Staff were working hard to provide a quality service following good practice guidance including healthy eating and promoting a more child led service.

The communication between staff working in the holiday club could have been better. We found that, as a result of staff shifts, sharing of information to ensure continuity of care needed to be improved. We saw the depending on staff working children's choices and experiences change. Some staff promoted more child led ethos, where other staff a more adult directed ethos. In addition, when staff changed over, limited information was shared to ensure continuity of care. We heard one member of staff agree and the other disagree for children to go outdoors, children were disappointed. Staff did address this and children did get to go outdoors, however, more effective communication would have removed the impact on children.

We saw staff and children had formed positive relationships. All parents gave positive feedback about staff and their relationships with children. Comments included:

"They care deeply for my child's wellbeing."

"Staff are very friendly and understanding of my child."

"They are always friendly, knowing things about my child."

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 needs to ensure children receive the right care and support to meet their wellbeing needs.

To achieve this, they should include, but not be limited to, staff having a good knowledge of child development to provide the agreed care and support, meeting children's needs, wishes and choices.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, as a child:

'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 14 February 2024.

Action taken since then

The service had taken action to support staff's knowledge and understanding of child development and introduced a new personal plan procedure. We found most plans reviewed had identified or included details of children's wellbeing needs. However, they did not include clear strategies on how the service had agreed to support them. Sections including the child, parent and staff expectations were not completed, and the plans had not been signed by parent or child to indicate they had been agreed.

Although the new plans were in place and staff had received training on how to implement these, further improvements were needed. Leaders need to consult with staff to see where further support is needed and monitor these giving meaningful support and guidance.

As a result of our findings, this area for improvement will remain. We have reworded to reflect the progress made.

Previous area for improvement 2

To ensure the health and wellbeing of children, the provider should ensure the service management of medication policy and procedure follows good practice guidance.

To achieve this, they should include, but not be limited to, medication being administered following the prescription instructions and accurate information to be recorded on the medication records for the staff to follow.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, as a child:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 14 February 2024.

Action taken since then

The service had improved the management of medication. We found that good practice guidance had been followed. We discussed some further areas to consider including the use of a locked box to store medication, and to ensure if giving 'when required' medication, to record if this medication had been effective or if further steps were taken to ensure the child's safety. The leaders agreed.

As a result of our finding, this area for improvement had 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?	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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