

# Prestwick After School Care Service

## Day Care of Children

Prestwick Community Centre  
Caerlaverock Road  
Prestwick  
KA9 2LD

Telephone: 07394 099 826

**Type of inspection:**  
Unannounced

**Completed on:**  
20 February 2025

**Service provided by:**  
Prestwick After School Care Service

**Service provider number:**  
SP2003001100

**Service no:**  
CS2003005125

## About the service

Prestwick After School Care is a day care of children's service which provide breakfast club provision from Glenburn Primary School and an after school care provision from Prestwick Community Centre. The service is registered to provide a care service to a maximum of 65 children aged 3 years to those attending primary school in Prestwick Community Centre, Caerlaverock Road, Prestwick, KA9 2LD. The service will operate Monday to Friday between the times of 2.30pm and 6.00pm during school term time and 8.00am and 6.00pm during school holidays in rooms 9, 10, 11 and 12.

They are also registered to provide a care service to a maximum of 30 children aged 4 years to those attending primary school in Prestwick North Educational Campus, 11 Sherwood Road, Prestwick, KA9 1EY. The service will operate Monday to Friday between the times of 7.30am and 9:00am during school term time in the meeting room and atrium.

There are 125 children registered with the service. There were 38 children present on day and 40 children present on day two of the follow up inspection within the after school care provision. There were 27 children present during the follow up inspection of the breakfast club provision.

## About the inspection

This was an unannounced follow-up inspection which took place on 19 February between 14:30 and 18:00 and 20 February between 14:40 and 18:30. The inspection was carried out by two inspectors 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 staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The service had made improvements since the last inspection to support positive outcomes for children.
- Some policies and procedures had been reviewed and updated since the last inspection to keep children safe.
- Staff had started to meet regularly and this should continue to support positive changes to the service.
- The service would benefit from creating a shared vision in consultation with parents, carers, staff and children to support sustained improvement.

## 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 leadership?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our leadership?

## 3 - Adequate

At the previous inspection, we evaluated the quality of leadership as weak. At this follow-up inspection, we saw that improvements had been made. Therefore, we have re-evaluated this quality indicator as adequate.

### Quality Indicator 3.1: Quality Assurance and improvements are led well

During the last inspection we made a requirement that children have access to sufficient space to meet their care and wellbeing needs. We found that improvements had been made to support more positive outcomes for children. For example, children had access to additional space to play and relax during the morning session and staff were deployed appropriately to support the needs of children.

Since the last inspection the service had started to meet regularly as a team and used these opportunities to reflect on their practice, to identify what was going well and what needed to be improved. The service should continue with this to support positive changes to the service. We signposted the service to the Care Inspectorate's document's titled 'A quality framework for daycare of children, childminding and school-aged childcare' and 'Self-evaluation for improvement - your guide' to support them with this (see area for improvement 3 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

Some consultations with children had led to improvements within the service. For example, there was an established children's committee and children had wanted to create a space to relax and a homework table to complete their homework tasks while attending the service. The staff had implemented this and children had created a sign for it. This supported children to feel valued and listened to. Although staff had consulted with children they had yet to foster meaningful engagement with parents. The service would benefit from creating a shared vision in consultation with parents, carers, staff and children. This would support sustained improvement.

During the last inspection we made a requirement to ensure safer recruitment of staff and staff awareness of child protection policy and procedures. Improvements had been made since the last inspection and the service had prioritised training and the review of policies and procedures relating to the areas for improvements and requirements made. For example, staff were able to demonstrate the action they should take to report any concerns about a child's wellbeing and, management were aware of their role in the safer recruitment of staff. This meant that staff were aware of their roles and responsibilities and supported consistency in their approach to caring for children ensuring children were kept safe.

The service were at the early stages of monitoring and quality assurance processes. Since the last inspection templates had been created to support staff to monitor aspects of practice. Implementing these should support the staff to identify and address areas for improvement, supporting more positive outcomes for children.

Following the last inspection the service had implemented auditing of some aspects of practice such as Medication. However, some of the information recorded did not support staff to highlight discrepancies and remedy these. For example, the medication audit had not identified discrepancies between medication prescription labels and what was recorded on medication forms. Effective auditing would support staff to highlight any discrepancies and make the required improvements (see area for improvement 3 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 18 November 2024, the provider must ensure that children have access to sufficient space to meet their care and wellbeing needs. To do this, the provider must, at a minimum:

Comply with the conditions set out on their certificate of registration.

This is to comply with Regulation 4(1)(a) (Welfare of users) of the 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 high quality care and support because people have the necessary information and resources' (HSCS 4.27); and 'My care and support meets my needs and is right for me' (HSCS 1.19).

**This requirement was made on 6 November 2024.**

#### Action taken on previous requirement

The staff and children were using the meeting room and atrium within Glenburn Primary School to support the breakfast club provision. Staff worked on a rota basis and appropriate ratios were adhered to which supported children's safety and wellbeing. Children had space to move around the areas and fire exits and entrance areas were kept clear with children's jackets and bags hung up. This provided better outcomes for children and ensured they were kept safe. Therefore, this requirement has been met.

#### Met - outwith timescales

#### Requirement 2

By 9 December 2024, the provider must ensure that children are kept safe and protected from harm.

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

- Ensure that staff are safely recruited.
- Ensure that management and staff are confident in identifying, responding and reporting child protection concerns.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010) and Section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

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), 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20); and 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

**This requirement was made on 6 November 2024.**

## Action taken on previous requirement

Following on from the last inspection policies and procedures for recruitment had been reviewed and improved. Individuals responsible for the recruitment of staff were aware of their role in the safe recruitment of staff and had familiarised themselves with the safer recruitment guidance. This ensured children were kept safe.

Staff had recently completed Child Protection training and staff we spoke to had more knowledge and understanding of their roles and responsibilities to safeguard children. Therefore, this requirement has been met.

**Met - within timescales**

## 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's individual health and wellbeing needs are met, the provider should further develop children's personal plans. This should include, but not be limited to, using recorded information that identifies how they will meet a child's needs and ensuring personal plans are reviewed at least once in every six month period.

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

'My personal 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).

**This area for improvement was made on 8 November 2024.**

### Action taken since then

The service had devised a new format for personal plans, but this had not yet been implemented. Improvements were required to the new format to include strategies for how staff would be supporting children. Therefore, we were unable to measure the impact this would have on outcomes for children. Therefore, this area for improvement has not been met.

### Previous area for improvement 2

To support children's health and wellbeing, the provider should improve snack and mealtime experiences. This should include but not be limited to:

- a) ensuring adequate supervision while children are eating;
- b) ensuring mealtimes are relaxed, unhurried and sociable; and
- c) providing children with opportunities to develop their independence, for example by serving their own snacks and pouring their own drinks.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

**This area for improvement was made on 8 November 2024.**

#### Action taken since then

There have been no improvements in the mealtime experience for children since the last inspection. Children were still walking around while eating and there was no designated area for snack with children eating at a table used for creative experiences. The mealtime experience should be improved to support a safe, sociable mealtime experience for children. Therefore, this area for improvement has not been met.

### Previous area for improvement 3

To ensure positive outcomes for children the provider, manager and staff should ensure effective quality assurance systems are developed and implemented. To do this, they should at a minimum:

- a) implement a monitoring calendar to outline when specific tasks will be undertaken and any impact on practice. Monitoring should include observations of staff practice and documentation, including but not limited to; children's personal plans, infection prevents control procedures, medication records, accidents and incidents;
- b) monitoring of staff practice should routinely carried out and embedded to identify strengths and any areas for further improvement;
- c) the manager should organise regular, formal staff meetings to facilitate review of quality in the service with staff; and
- d) the manager should give staff time to plan and develop areas and skills and knowledge.

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); and 'My environment is secure and safe' (HSCS 5.17).

**This area for improvement was made on 8 November 2024.**

#### Action taken since then

Staff had started to meet regularly to discuss aspects of practice. Continuing with this approach and engaging in meaningful meetings should support improvements. Formats had been created to support monitoring of aspects of the service such as staff practice, personal plans and medication however, these had not yet been implemented. Some audits had been completed but these did not record information or

highlight discrepancies and not all of these had been implemented. Implementing consistent quality assurance processes should support meaningful improvements within the service and promote positive outcomes for children. Therefore, this area for improvement has not been met.

## Previous area for improvement 4

To ensure children have opportunities for high-quality interactions with staff, the provider should ensure staff are deployed effectively to engage more meaningfully with children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'People have time to support and care for me and to speak with me' (HSCS 3.16).

**This area for improvement was made on 8 November 2024.**

### Action taken since then

All staff consulted with children and created mind maps of these consultations detailing children's ideas and interests. Staff were responsive to children and moved around the environment to support their needs and interests. For example, if more children wanted to go outdoors staff were responsive to this and moved to the outdoor area to support with this. Therefore, this area for improvement has been met.

## Previous area for improvement 5

To support children's wellbeing and keep them safe the service should review their administration of medication policy and procedures to ensure they are following best practice guidance. This should include, but not limited to, written consent from parent permission to administer medication, ensuring medication is easily accessible for all staff and ensuring forms accurately reflect the medication prescription label.

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

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

**This area for improvement was made on 8 November 2024.**

### Action taken since then

Medication was stored safely; however, the medication paperwork did not accurately reflect the prescription labels. Additionally, a recent audit conducted did not find these errors. We discussed what should be included in administrative paperwork for monitoring and auditing the safe administration of medication. Therefore, this area for improvement has not been met.

## Previous area for improvement 6

To keep children safe the service should ensure they reflect current risks and update risk assessments to reflect these involving children in the process.

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

'My environment is secure and safe.' (HSCS 5.17).

**This area for improvement was made on 8 November 2024.**



**Action taken since then**

The risk assessments for the breakfast club provision had been reviewed and updated to support children to stay safe while accessing the breakfast club. However other aspects of risk had not been identified in risk assessments to support current practice. The service should continue to prioritise risk assessments for review and involve children in the process. Therefore, this area for improvement has not been met.

**Previous area for improvement 7**

To ensure positive outcomes for children the service should ensure all policies are up to date, have clear procedures and are reviewed regularly to reflect current best practice and guidance.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

**This area for improvement was made on 8 November 2024.**

**Action taken since then**

Policies and procedures had been prioritised for review following feedback and areas highlighted for improvement from the last inspection. This had supported the development of procedures such as Child Protection, Recruitment and Medication which supported staff to keep children safe. Therefore, this area for improvement has been met.

**Previous area for improvement 8**

To promote positive outcomes for children the service should ensure staff have designated roles and responsibilities to support them to take ownership and make improvements.

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

My care and support is consistent and stable because people work together well (HSCS 3.19)

**This area for improvement was made on 8 November 2024.**

**Action taken since then**

Staff were allocated areas within the playrooms and rotated weekly and consulted with children regarding what experiences they would like. The management structure had been reviewed to support consistency and continuity for the service. Therefore, this area for improvement has been met.

**Previous area for improvement 9**

To support children's wellbeing, care, play and learning, the provider should ensure staff are skilled and competent to support meeting the needs of the children. This should include but not be limited to ensuring staff receive relevant training to support them in their role.

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

'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 8 November 2024.**

## Action taken since then

Staff have engaged in some further training which had supported them to develop their knowledge and skills. Some staff were in the process of completing a qualification relevant to their role and were relating this to practice which supported positive outcomes for children. Therefore, this area for improvement has 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](http://www.careinspectorate.com).

## Detailed evaluations

How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

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