

YMCA Bellshill & Mossend Day Care of Children

YMCA
294 Main Street
BELLSHILL
ML4 1AB

Telephone: 01698747483

Type of inspection:
Unannounced

Completed on:
4 March 2025

Service provided by:
Bellshill & Mossend YMCA

Service provider number:
SP2003000910

Service no:
CS2003004453

About the service

Bellshill & Mossend Out of School service is operated by the Bellshill & Mossend YMCA.

This service is registered to operate Monday to Friday between 15:00 to 18:00 during term time and 08:00 to 18:00 during school holidays and in service days. They can provide a care service to a maximum of 40 school aged children, at any one time of whom a maximum of one is attending secondary school.

The service is provided from the Bellshill and Mossend YMCA building in the main street in Bellshill, North Lanarkshire. The service has sole use of the community hall during operational hours.

The service did not have a designated outdoor space. However, the service encouraged children to walk back from school and, on occasion, visited local outside areas after school. When the service operated for full days, they ensured children had time outdoors to play and get fresh air. This included visits to local parks and other local amenities.

About the inspection

This was an inspection which took place on 3 and 4 February 2025. 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.
- We gathered the views from two families, of children using the service.
- Spoke with staff and management.
- Observed practice and children's experiences.
- Reviewed documents.

Key messages

- The children were extremely relaxed and confident within the setting. They were familiar with the daily routine and move freely between the play experiences on offer, they were particularly keen to participate in art activities.
- As the service had no designated outdoor play area, the provider ensured they made good use of local outdoors amenities, especially when children attended full day care. This was to allow children the opportunity to access fresh air.
- To further support the service improve the quality of the service provided, they should use good practice guidance to help them self evaluate and plan for improvements.
- Staff were respectful and compassionate towards the children. Staff were experienced childcare workers and were committed to 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?	5 - Very 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 comfortable with the setting, as they arrived at the service they quickly took their shoes off and went into the new seating area to have snack and chat with friends. Snack was a buffet style, where children could self select what they wanted. It was very relaxed and sociable time of day. Children were provided a range of healthy food choices and drinks. Food and drinks were available throughout the afternoon.

The children were familiar with the daily routine and they had formed positive bonds with staff and peers. When asked, children told us they liked attending the service, staff were kind and they liked all the activities, especially the art and crafts and the special projects such as learning about the titanic. When asked what could make the service better, the children told us they just wanted more of the same.

The service was lively and had a positive atmosphere. Children were very chatty and keen to play with their friends. We heard children to be confident talking with staff about their experiences at school and home. Interactions between the children and staff were extremely relaxed, respectful and caring. The atmosphere within the setting was one of lots of fun, with happy children and staff.

Parents shared that they agreed staff knew the children well and they had strong relationships with them. When asked about staff one parent told us "They're great to chat to, and are super accommodating! If I have concerns about my child they always listen and help where they can!" and another told us "Super friendly and they know my child really well".

Staff knew the children and families well and kept informed of their needs to ensure they provided the right care and support. Children had personal plans in place that reflected what was important to them. These plans had been redesigned since the last inspection, they included more of the child's voice. However, we discussed how these could be further enhanced to include more detailed information of children needs and strategies agreed to support these. The service can find out more about planning to meet children's needs on the Care Inspectorate Hub.

Children were routinely provided the opportunity to share their views and make suggestions. They were encouraged to make choices in the day, for example suggesting snack ideas and what they wanted to play with. Some of the children talked to us about being involved in the planning and organising of activities such as quizzes, as they like being the service quiz master. Children had more input into making decisions about the type of service they received, which ensured the service met their needs.

The management of medication procedure followed most elements of the good practice guidance. We advised that the medication consent forms needed to include additional information such as, the name of medication and details if medication was to be given, when required. The manager agreed and had made the improvements to the consent forms before the end of the inspection. They agreed to update all children's medications records.

Quality indicator 1.3: Play and learning

The daily routine started with the children being collected from school, the children either walked or were driven to the service. This was well organised and children arrived ready to have their snack and were keen to play.

Staff had set up play experiences for the children on arrival, these had been planned in consultation with the children, but were flexible. The children were keen to get the art and crafts and daily quiz started. The daily quiz was a great opportunity for children to have fun whilst learning and challenging themselves. Children were laughing and chatting throughout the quiz, there was a real buzz around the quiz table. Children were engaged in their play and they told us they were very happy with the choices offered.

Children had access to a large gym hall room where they could participate in physical play and games. Children shared with us experiences playing at local parks and trips during full day care. They told us they got outside to play often and were happy with the time they get outdoors.

Children spent majority of the time in the main hall and some in the reception area and chill out spaces. At times, we found the main hall could be noisy. We discussed with the service to consider the room layout, to consider adding some soft furnishings, to reduce the noise levels. The manager agreed in consultation with children and staff on how the spaces could be further enhanced.

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 is provided from the community hall in the Bellshill and Mossend YMCA building. The main hall was spacious, well lit and appropriately heated. We have made an area for improvement that the radiators and covers are made safe, to reduce the likelihood of children hurting themselves (see area for improvement one). Children should not be able to have access to the hot surfaces, that could cause them harm.

The main entrance to the building was secure and monitored by staff. Children had to pass by the main entrance to go the toilets, staff were vigilant and observed children within this area to ensure their safety.

There was a shared kitchen for the community centre off the main hall used by the service. We were informed the service did not use the kitchen, to prepare foods but did store some resources in this area. The manager reassured us children did not access the kitchen. We discussed the items stored in this area such as the portable sink for hand washing, we asked them to ensure such items were kept clean and ready for use. The manager agreed to review the use of the kitchen for storage and if needed they would ensure they followed good practice safety and infection control procedures.

We discussed that they should consider better storage solutions for children's belongings. At present children stacked bags and jackets in the hall. The manager agreed to consider alternative ways to store children's bags and jackets.

The service had a good supply of materials for children to play with.

These included various materials to support children's imaginations, creativity and technology, to let children play games and research information to make quizzes. Children spoke positively about the materials. The service should continue to review the materials offered and ensure they present materials in ways that inspire children to play and learn.

Areas for improvement

1. To ensure children's safety the provider should ensure all heating sources are safe and appropriate safety measures are in place, to reduce the likelihood of children coming to any harm.

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 environment is secure and safe (HSCS, 5.19)

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 services last inspection, the quality assurance systems had become more established and effective in enhancing the service provided. The leaders within the organisation had worked hard to put more meaningful monitoring in place, and had a better understanding of Care Inspectorate expectations.

No new staff had been employed since the last inspection, however we discussed changes in safer recruitment guidance. The leaders were aware of the changes and had made improvements to records held for staff and volunteers. We were confident the provider was aware of the responsibilities to undertake checks, to ensure staff and volunteers were suitable to work within a childcare setting.

The leaders had the list of information the Care Inspectorate required to be notified of. This included the annual return and changes to relevant individuals on the services management board. The provider had kept us informed of changes within the service, as required.

Staff had regular chats with management to discuss how well the service was doing and their professional development needs. Staff told us about ongoing training offered and some about further qualifications they were undertaken. The provider valued and respected the staff views and opinions, they listened to and used these to enhance the service provided.

The service had policies and procedures in place to keep children safe. This included protection and safeguarding. Staff were trained in protection procedures and were confident discussing their roles and responsibilities to keep children safe. One example staff shared was that the children had access to technology and online materials, that were age appropriate, in which the content had been assessed following online safety guidance. The service regularly reviewed safety measure to ensure they kept up to date with current thinking.

Self evaluation was at the early stages of development. The leaders had attended recent webinars on the use of the quality improvement framework.

We discussed the need for the service to consider the quality framework for school age childcare and how they should use this to help the assess and identify improvements. Further information can be found on the Care Inspectorate website.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality Indicator 4.3 staff deployment

The staff were experienced and skilled working with school age children. They had varied qualifications and many years experience working in school age services. They worked extremely well as a team, to provide a high quality service. Staff told us they were very happy in their roles and through shared leadership they provide a service that met the needs of the children and families.

Parents told us the staff were the most positive aspect of the service, one parent commented "Friendly staff that my child feels comfortable around." And another that "Relationship based practice, my child loves attending".

Regular meetings and daily discussions provided staff the opportunity to reflect on what worked well and discussed where positive changes could be made. Staff knew the children well, they listened to their comments to ensure the service they received reflected what was important to them. Staff were skilled at providing care and support to meet the children's needs and interests.

The service had ample staff to meet the recommended adult to child ratio. The ratio had been adapted to meet the needs of the children. For example, a higher ratio during school collection time. Staff were positioned well throughout the service and were able to appropriately respond to children's needs and provide high quality care and support. They communicated well to ensure daily tasks were undertaken without interrupting children's play.

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 children can choose from healthy and nutritious snacks and have access to drinking water at all times.

This is to ensure the quality of the 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'.

This area for improvement was made on 20 December 2023.

Action taken since then

Children had been consulted for ideas for snacks. They had more fruit and fresh foods provided that were bought daily.

Water and juice was available throughout the sessions. We discussed only providing water.

As a result, we found this area for improvement had been met.

Previous area for improvement 2

To ensure children receive high quality care and support, the provider should ensure the service has robust quality assurance systems. This should include, but not be limited to:

- Evidence-based evaluations, well thought out plans to manage change and to ensure all involved have the necessary information and resources.
- Safer recruitment guidance is followed and all safety measures are recorded.
- Good practice for administration of medication is implemented.
- Ensuring the care inspectorate is notified of significant events, when required to.

This is to ensure the quality of the environment is consistent with the Health and Social Care Standards (HSCS), which states: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19) and 'I experience high quality care and support because people have the necessary information and resources'(HCSC 4.27).

This area for improvement was made on 20 December 2023.

Action taken since then

The service had taken appropriate action to improve the monitoring of the service provided, to ensure it met the needs of children and good practice guidance. We discussed were further developments could be made and directed the service to consider using the quality improvement framework. The service manager agreed.

As a result of the progress made, we have agreed 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.

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?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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