

## Calderwood After School & Holiday Club Day Care of Children

Calderwood Primary School  
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**Type of inspection:**  
Unannounced

**Completed on:**  
4 March 2025

**Service provided by:**  
I CARE.COM LTD, a Private Limited  
Company

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## About the service

Calderwood After School & Holiday Club is located in Rutherglen, South Lanarkshire. The service is registered to provide a care service to a maximum of 50 children aged between four and 13 years who attend primary school or first year of high school. There are currently 101 children registered with the service who attend on a flexible basis within the conditions of registration.

Children are cared for in Calderwood Primary School during term time and Stonelaw Parish Church when schools are closed. This includes weekends. The service is close to shops, parks and public transport links. Children have direct access to outdoor play areas within the school grounds during term time and outings and trips are planned, both locally and further afield when schools are closed.

## About the inspection

This was an unannounced inspection which took place on 3 and 4 March 2025 between 15:00 and 18:00. Two inspectors from the Care Inspectorate carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This inspection was part of a pilot to test the 'Quality improvement framework for early learning and childcare sectors' developed jointly with Education Scotland. Because this inspection was part of a pilot, no new evaluations (grades) have been awarded.

During the inspection we:

- spoke with children using the service
- received 13 completed questionnaires / survey responses
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Children were cared for in bright, welcoming and clean play spaces.
- Play areas were spacious and children chose between a variety of play materials and opportunities that met their interests.
- Children benefited from regular access to outdoors, which supported their overall wellbeing.
- Children had formed friendship with other children and chose to play in small groups or on their own, which supported their wellbeing.
- Staff should continue to build on opportunities to play alongside children, to help extend their ideas.
- Staff should develop approaches to using observations and reflections to help plan meaningful opportunities and next steps for children.

## Children thrive and develop in quality spaces

**Quality indicator: Children experience high quality spaces.**

Children were cared for in bright, well-organised and clean play spaces. Staff worked well together to ensure play areas were set up and welcoming for children as they arrived at the setting. This helped children feel like they mattered.

Children chose from a variety of toys and materials that met their interest. Favourites included dolls, small figures, magnetic tiles and drawing. Some children were involved in choosing play equipment and helping set up, which supported their sense of responsibility. We discussed where the service could develop this approach to help ensure all children were informed about choices available. We acknowledged challenges for storing play materials and discussed ways to improve access to resources that were not set out that day. The manager agreed and was considering ways to improve this. Children told us, "teachers chose what goes out every day" and "sometimes we can ask for other things to play with if they aren't out. Staff have all the toys out for us before we come. The other toys are in that cupboard."

Children benefited from regular access to outdoors. This included the school playground, multi-purpose games area (Muga) and trim trail. This promoted children's overall wellbeing and social skills. One parent told us their child "enjoyed playing with the skipping ropes and the balls. They often talk about playing football with a member of staff." Children were involved in risk assessing activities and weather conditions, which helped promote a risk benefit approach to play, supporting their confidence. One child told us the Muga pitch was very popular and they felt the service had good facilities.

The service had considered a variety of risks and measures were in place to help ensure children were kept safe. This included good supervision, reminders to children about safety and alarms on fire doors.

Staff communicated with children to help ensure they knew what experiences were on offer, for example, when snack was ready and when outdoors was open. However, on some occasions staff rang a bell or used their voice to announce this. We discussed with the manager possibly considering alternative ways to let

children know what was on offer. This would help reduce unnecessary background noise, as this can be overwhelming for some children. Staff had taken this forward by the second day of inspection.

We were satisfied that steps were in place to promote infection prevention and control. This included hand washing before eating and cleaning of surfaces. Whilst staff did not have direct access to kitchen facilities, there were measures in place to ensure effective cleaning could take place. This included using cleaning spray and disposable paper on tables before and after eating and ensuring utensils and plates were thoroughly cleaned between use. Staff ensured the space available to prepare snack was clean and well organised.

Children independently accessed toilet facilities, helping promote their dignity. At the previous inspection we discussed concerns about fire exits in this area, as children could potentially leave the premises unnoticed. The service actioned this by installing an alarm, which helped ensure children did not exit the premises via these doors.

The service were registered with the Information Commissioner's Office (ICO) and staff were aware of their responsibility to protect children's personal information. In addition, staff and children stored their mobile phones in a dedicated area whilst attending the service. This helped ensure children did not access the internet without supervision, helping ensure they were kept safe.

## Children play and learn

### Quality Indicator: Play, learning and development.

Children were happy, settled and comfortable in the setting. They had formed friendships with other children and chose to play in small groups or on their own, which supported their wellbeing. Children told us "I like doing the same thing as my friend. I like playing with barbies." and "it's fun, I like playing with my friends and making dens." One parent told us their child liked "making new friends, being in a safe environment and having loads of fun."

Children were engaged with the variety of play experiences which included drawing, outdoor play and joining friends for snack. The creative area was very popular and we suggested increasing the variety of drawing materials to make this area more interesting and stimulating for children. This would help promote children's engagement and spark their creativity. One child told us "I like to draw and there's always paper and pens to draw with. I bring my own too." One older child told us there were "lots of fun things to do for the wee ones."

Children benefited from regular access to outdoor play supporting their physical skills and overall wellbeing. Many children told us they liked playing football, tig and tennis. Children excitedly explored the new mud kitchen with water and containers. One child commented "we are making flash floods". The mud had recently been introduced and the service had not yet gathered materials to support play. Staff had contacted families to help resource the area with utensils, pots and pans. One child told us, "we are going to get things to add to it like more pots and spoons and can mix things up." We agreed that this would help enhance children's imagination and exploratory play.

Children who did not wish to play outdoors knew they could stay inside which supported their choices. Some children enjoyed playing with friends in quieter areas. Children told us, "everyone can go outside but if you don't want to you can stay in" and "I don't want to go out today. It's too cold. I'm just staying in."

Staff recognised children's interests and were responsive to their likes and dislikes. Some staff joined in with children during activities, for example, drawing and construction. Staff should continue to build on opportunities to play alongside children, to help extend their ideas. Many parents told us that staff were friendly, approachable and one commented "the staff are very friendly and professional, you can tell they are very attentive to the children" and another told us "sometimes I have noticed that staff don't have time to talk or play with the children as much as they have other tasks to do."

We discussed with the manager how careful observations and reflections would support staff to plan meaningful opportunities and next steps for children. Staff should reflect on how children's interests can be further supported and develop play opportunities to extend children's thinking skills and imagination.

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

### Requirements

#### Requirement 1

By 30 September 2024, the provider must ensure there are robust medication procedures in place to support children's health, safety and wellbeing.

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

- (a) ensure all required medication is stored in the premises at all times the child is in attendance
- (b) ensure a medical protocol is in place to support all children who have allergies or identified health conditions
- (c) ensure all staff are aware of the medical and health needs of all children and where medication is stored
- (d) ensure there are more robust medication monitoring systems in place.

This is to comply with Regulation 4(1)(a)(Welfare of users) 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 high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

**This requirement was made on 10 October 2024.**

#### Action taken on previous requirement

The service had improved the systems in place to support the safe administration of medication. This included safe storage of medicines and ensuring up to date paperwork, which reflected medical needs of children.

**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 support children's safety, the provider should ensure there are more effective and robust systems in place for children accessing the toilets and potentially accessing the nearby fire door.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "My environment is secure and safe" (HSCS 5.19).

**This area for improvement was made on 10 October 2024.**

#### Action taken since then

The service had installed an alarm on the fire exit door, which helped ensure children could not leave the premises unaccompanied. Children were involved in creating posters to help remind them and understand the potential risk. We observed this working well during the inspection. Therefore, this area for improvement has been met.

#### Previous area for improvement 2

To ensure children receive high quality care and support, the provider should ensure robust monitoring and self-evaluation systems are re-established and maintained.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 10 October 2024.**

#### Action taken since then

The service were in the early stages of developing monitoring and self-evaluation processes. This included monitoring of accidents and incidents. We shared suggestions on how monitoring of accidents and incidents could be developed further. We discussed that whilst they had informal plans in place for developing the service they should consider how to record and evaluate this process more formally. We signposted the manager to information available on our website to support them. Therefore, this area for improvement has not been met and will be followed up at the next inspection.

### 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).

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