

Calderwood After School & Holiday Club Day Care of Children

Calderwood Primary School
Buchanan Drive
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Telephone: 07818 498 904

Type of inspection:
Unannounced

Completed on:
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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 60 children aged between four and 13 years attending primary school and first year of high school. There are currently 95 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 regular 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 5 and 6 August 2025 between the hours of 08:45 and 17:45. The service was provided from the church premises over the school summer holidays. We communicated with the manager each day to accommodate the service's planned outings. 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 10 children using the service and five of their families. We received feedback from 27 families through our online questionnaires
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

As part of this inspection we undertook a focus area. We gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

- staff deployment
- safety of the physical environment, indoors and outdoors
- the quality of personal plans and how children's needs are being met
- children's engagement with the experiences provided in their setting.

This information will be anonymised and analysed to help inform our future work with services.

Key messages

- The manager and staff knew the care and support needs of all children well. Personal plans supported this.
- Children were happy and settled and having fun. Staff should continue to build on opportunities to play alongside children and extend their ideas.
- The holiday club ensured children could access a wide range of experiences and outings over the school holidays. These were planned in consultation with children and families.
- Some monitoring systems had been developed since the last inspection. Self-evaluation processes and monitoring of medication should be re-established. We emailed information to assist the provider/manager with this development.

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 were kind and caring in their interactions with children. They knew children well and ensured they felt happy, settled and included in planning fun experiences over the school holiday period. Children had formed friendships with others and played in small groups or individually. This supported their individual choices. One child told us, "Staff are all nice to us."

Personal plans were in place for all children with up-to-date information shared between families and the service prior to going on outings each day. This ensured children's individual care and support needs were planned for and the relevant emergency contact details recorded for each session. The majority of parents told us they were fully involved in their child's care, including developing and reviewing their personal plan. One parent added, "I am fully aware of the reviews of plans that the service provide and carry out" whereas another told us "There are no personal plans, but that's ok." Ensuring all parents were aware of and included in the review and update of their child's personal plan would contribute to children's care, needs and interests being fully supported at the service.

We sampled the storage, procedures and documentation for medication, which may be required for some children while attending the service. We highlighted where further discussions with parents were required to ensure all information was current and up-to-date. This was actioned over the course of the inspection. We advised regular monitoring of medication would contribute towards maintaining up-to-date records and information for each child. This development is noted within the outstanding areas for improvement section at the end of this report.

Children had access to their individual water bottles during the session at the holiday club. This supported children to remain hydrated. Breakfast was provided by the service and children chose when to have this over the course of the morning. Staff prepared and served each child's breakfast. We suggested children could select their own breakfast or snack more independently. This would assist them in making choices and promote their independence. Children told us, "Waffles are my favourite" and "I am having waffles today with honey on it."

Staff were vigilant as to the types of food and snacks brought from home to ensure children who had allergies were safe. Some children accessed their own snacks from their bag during the session. Although most children sat down at the snack table to eat this, some did not. Children should be encouraged to sit when eating to ensure their safety from choking and be part of a sociable eating experience.

The manager and staff were clear about their roles and responsibilities in keeping children safe. Additional staff were in place over the summer holiday period to ensure there were sufficient numbers of staff to support children on outings. Staff told us, "Before we let the children go and play at after-school and holiday club, we have a meeting about safety, playing safe with other children, knowing your surroundings, notifying the staff if there's any issues and stranger danger. The children all know the rules when we're out, but it's always good to go over them before letting them play."

Both staff who completed our questionnaires had received child protection training within the last year. They told us, "This training has helped establish trust between staff and children and how to communicate with the children if they need a safe place or person to speak to." Systems were in place to ensure new and temporary staff received child protection training at induction. This contributed to ensuring children's safety, health and wellbeing.

Quality indicator 1.3: Play and learning

The service ensured children and families were consulted in devising an itinerary for the summer holidays. This was shared with families prior to the holidays and displayed within the hall. This included those who used the service and enabled them to make informed choices about the days and event they wished to access. Contingency plans were in place in case of adverse weather. On the day of inspection, children were due to have a barbecue within the church grounds. Due to the windy and wet weather, this was changed to a visit to a store and cafe, following discussions with children and families. This meant children could choose resources for the service from their wish list and have lunch similar to foods planned for the barbecue, if wanted.

Parents told us children were always or very often involved in a range of opportunities and fun experiences. They told us, "There is good communication, which keeps you informed. Lots of fun activities. We love it", "They do things with the holiday club that I don't have the opportunity to do with them. They love it", "They're always going to parks, animal sanctuaries, outdoors, doing different things daily to make it enjoyable" and "The holiday club outings have been varied and fun."

We observed children having fun and engaged in play within the church hall, with staff joining in before and after their outing. Badminton and basketball were favourite activities. Staff ensured these activities were set up when children arrived, along with a variety of table top and floor games. Activities were children's choice and child-led. This supported children's interests.

Staff told us, "Planning is based on children's interests and choice of resources. We have recently implemented a 'resources book' for the children to look through and tell the staff what toys they would like to play with or what activity they would like to do. As we have recently implemented it into our daily practice, staff are still adjusting and being reminded to allow the children to set up their space."

We advised creating cosy and comfortable spaces with cushions and rugs within the hall. This would offer places for rest, relaxation and a quiet space, particularly for early mornings, when children returned from their daily outings and to support children who had additional support needs.

A large 'Memory Book' displayed photographs and children's artwork of past activities and events. This enabled children and families to discuss and re-visit previous play and learning experiences. As discussed at the last inspection, staff should continue to explore the use of observations and the use of more in-depth questioning and reflections. This would support staff when planning meaningful opportunities and discussing next steps in play and learning for children, extending children's skills, knowledge and imagination.

We observed some children using their own mobile phones in the service. We discussed the current policy and how mobile phone safety was monitored at the holiday club. The manager agreed to review this policy and practice with staff, children and parents to ensure everyone's safety.

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 church hall was warm and spacious with ample space for children to play. There was a safe and secure entry system in place for parents and visitors to the service. Parents dropped children off, signed them in with staff and collected their children within the hall. This welcomed and included families and contributed to children's safety.

Toilets were easily accessible within the hall. There were some areas within the toilets which needed repainted and resources belonging to other groups which should be stored more hygienically. The manager was part of the church committee and advised the toilets were part of the church refurbishment plan. These planned improvements would create a safe, more hygienic area.

We advised staff to be more vigilant with hand hygiene prior to handling food and to promote hand washing with the children before eating. Having robust food safety practices and following effective hand hygiene procedures contribute to children's safety and support good infection prevention and control procedures.

There was a maintenance logbook for church repairs. We advised the service to devise a daily risk assessment/checklist for each of the premises they used. This would ensure any repairs, hazards or issues were highlighted, the relevant actions noted, prior to children arriving in the service. The manager devised a form over the course of the inspection. They will now adapt this to be more meaningful and relevant for each play space and ensure all staff are clear about the purpose and completion.

We discussed some potential safety issues within the church building, particularly when other groups were using other parts of the premises and doors and gates may be left open. The manager agreed to highlight this at the next church committee meeting. This would contribute to children's safety when using the hall.

Most parents agreed their child was cared for in a safe, secure, well-maintained environment. They added comments about the school premises used during term-time and the church hall when the school was closed. They said, "Secure at school during breakfast club and have the appropriate security while at holiday club", "It is great the club is at school and a very familiar and safe environment" and "I don't like it when other parents don't lock the playground gate. This is parents, rather than staff."

There were systems in place for the safety and maintenance of vehicles used to transport children and the use of public transport. Children's information was securely stored and managed. The service were registered with the Information Commissioner's Office (ICO) to ensure information was stored and shared in line with general data protection requirements (GDPR). This contributed to data privacy, safety and security.

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

There was a shared vision, aims and mission statement displayed for children and families. This helped families know what was important to the service, their aspirations and how the service would meet the needs of children and families.

The manager understood the importance of using the views of children and families to inform planning and the development of the service. Surveys had been sent to parents recently. These had been reviewed, the results collated and fed back to families. Results had been positive. This included families, respected their views and suggestions and contributed to quality assurance.

Most families told us they were involved in a meaningful way to help with the development of the service adding, "The manager is always happy to chat about what is happening. They are great and very knowledgeable", "Staff take on board any feedback" and "The staff listen to suggestions from my child." This demonstrated the service valued the views of children and parents.

The improvement plan was used to highlight priorities and record actions taken. This had included the improvement of the outdoor area and the creation of a 'chill zone' at the school premises. These developments had positive outcomes for children. Staff told us, "We are always involved in how to improve the service and what we can do better as a team for the children we care for." We discussed meaningful ways the improvement plan could be shared further with families to enable them to share their views, ideas and influence change within the setting.

There had been some changes in staffing and volunteers assisting over the school holiday period. Staff were being supported by management to have high aspirations, increase their confidence and responsibility to support children to reach their full potential, take ownership and learn all aspects of running the club. This contributed towards ensuring everyone had a shared understanding of the service provision and plans.

The manager recognised some self-evaluation and monitoring systems had to be re-established to ensure continuous improvement and the delivery of a high quality service. This was recommended at the last inspection. We acknowledged progress made and noted areas to develop within the outstanding areas for improvement at the end of this report.

To support quality assurance, we advised on the notifications which were required to be submitted to the Care Inspectorate. This included an incident and plans for refurbishment which we had discussed over the course of the inspection.

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 service was appropriately staffed to ensure the safety of children. Staff interactions with children were kind and caring which helped to build positive relationships. They had a mix of skills, knowledge and experience to support the needs and number of children in attendance. We observed staff working well together as a team to support children, communicate with parents and co-ordinate plans for the day. This contributed to children's safety and wellbeing within the premises and on outings.

There had been recent changes within the small staff team with staff currently being recruited. Parents told us, "I've never had any concerns about staffing levels", "Staffing is planned early on from bookings to make sure enough staff for ratio of children" and "They always appear to be well staffed." We acknowledged the retention and recruitment of staff had been challenging for many services within the school-aged childcare sector nationally.

Plans were in place to delegate leadership roles and areas of responsibility once the recruitment of additional staff had been finalised and the staff team more stable. Safe recruitment processes were followed. We advised keeping records of any communications with applicant's referees to ensure satisfactory references were received prior to staff starting in the service. The manager stated the relevant information would be added to a staff file we sampled. Although induction checklists were in place, we emailed the manager information on the National Induction Resource, which provided advice and guidance to support improvement and could be adapted to suit the service.

Regular online training was supported and encouraged by the manager. Weekly staff meetings were in place to support staff, discuss training completed and the outcomes for children, staff and the service as a whole. Staff told us, "We have implemented a weekly training session where staff come together one day each week and complete training sessions online. This is helping the staff team become stronger and more confident within the work place and expanding their knowledge and keeping up to date with all relative and important training needed for the role."

Staff were registered or in the process of registering with the Scottish Social Services Council (SSSC), as required. This regulatory body are responsible for the registration of social care staff. They provide public protection by promoting high standards of conduct and practice and support the professional development of staff. This, along with safe recruitment procedures provided reassurance for families and members of the public about staff who worked with 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

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 and repeated at the pilot inspection of March 2025.

This area for improvement was made on 10 October 2024.

Action taken since then

The service were in the early stages of developing and re-establishing monitoring and self-evaluation processes. A system to monitor and audit accidents and incidents and an improvement plan had been developed and maintained. We emailed and signposted the manager to information available on our website to support them with self-evaluation and the monitoring of medication.

This Area for Improvement has Not been Met and remains in place.

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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