

Inspection report

Bathgate After School Play `n` Care Club Day Care of Children

Bathgate Community Centre
Marjoribanks Street
Bathgate EH48 1AH

Inspected by: Emma Campbell
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 22 August 2008

Service Number

CS2003013327

Service name

Bathgate After School Play `n` Care Club

Service addressBathgate Community Centre
Marjoribanks Street
Bathgate EH48 1AH**Provider Number**

SP2003003105

Provider Name

Bathgate Play 'n' Care Club

Inspected ByEmma Campbell
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

22 August 2008

Period since last inspection

21 Months

Local Office AddressStuart House
Eskmills
Musselburgh
EH21 7PB
Local Tel No 0131 653 4100

Introduction

Bathgate play n' Care After School Club had been registered with the Care Commission since April 2002. It was registered to care for a maximum of 40 children of primary school age.

The clubs Aims & Objectives statement was included in a booklet given out to parents. The club aimed to provide:

a safe, happy and stimulating environment

a varied program of activities

to provide affordable professional child care.

On the day of inspection 24 children were present.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 4 - Good

Quality of Environment - 4 - Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service stated they had submitted a self-assessment form as requested by the Care Commission.

Views of service users

Twenty Care Standard Questionnaires were issued to the service for distribution to parents/carers.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity

inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

This was an unannounced inspection, carried out on the afternoon of 22 August 2008, by Emma Campbell, Care Commission Officer (referred to as the CCO throughout this report.

Evidence

During the inspection evidence was gathered from a number of sources including the following:

Child Protection statement

Certificate of registration

Certificate of insurance

Parental questionnaires

Risk Assessments

Accident / Incident Records

Complaints Records

Discussion with staff, observation of the environment and the interaction between the staff and the children.

Discussion with children

Discussion with parents

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

The following requirements were made at the last inspection:

(1) It is a requirement that the service ensures they have received two written references for each new employee and where possible at least one of these is from a previous employer, school or college.

(2) It is a requirement that the service ensures they obtain an Enhanced Disclosure Scotland check for all new employees. The Disclosure Scotland Number should be kept on file.

These requirements had been met.

Comments on Self Assessment

The Self-Assessment submitted to the Care Commission had not been received.

View of Service Users

The children attending the club were all engaged in different activities and appeared confident and happy. The CCO spoke to a number of children during the inspection.

Children's comments included:-

"I like to build models with the lego. When mum gives me a choice of what I want to do in the holidays I choose to come here."

"There are very nice staff. We get apples, chocolate biscuits and ice-cream for snacks. We get water when we ask for it."

"We made dens with blankets in the garden. It was fun. I enjoyed going on a trip to Deer Park."

"I've just started, its quite fun. I get to read books and play the computer."

View of Carers

Seven Care Standard Questionnaires were returned to the Care Commission. In general information given indicated satisfaction with the service however comments on two questionnaires indicated dissatisfaction with how funds were used and the lack of summer outings with the children.

Some of the comments received are highlighted throughout this report.

The CCO spoke with three parents/carers who stated they were very satisfied with the service provided.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

The service had provided parents with questionnaires about the service provided. The questions asked were related to the Four Quality Themes being inspected. The information provided was going to be collated and used to inform planning for on-going improvement of the service provided.

The CCO reviewed a sample of the forms returned and the information provided indicated that parents/carers were satisfied with the care and support provided by staff. The information also indicated that parents/carers felt they were involved in developing the service.

Children had been given questionnaires specific to the club's holiday scheme. Positive feedback was received from the children.

Areas for Development

The service should continue to develop methods of engaging service users and carers in assessing and improving the quality of care and support provided by the service.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

A receptionist was in an office at the entry of the premises and monitored visitors to the club. All staff had undertaken Elementary Food Hygiene Training in February 2004 and their certificates were on display in the service.

An infection control policy was in place and the service had information about communicable diseases. Staff confirmed that exclusion periods were adhered to.

The CCO reviewed the risk assessments which were in place for activities; outings and escorting children from school. These were considered to be appropriate.

Through discussion with the CCO it was considered that the manager was confident about

the procedures which would be carried out in the event of a child protection incident. The club have developed good relationships with the school and joint working in this area has been undertaken in the past.

Through discussion it was evidenced that all staff had received child protection training and were clear about appropriate child protection procedures. An evacuation policy was in place all staff and children were aware of the procedures they would follow.

Comments from parents/carers included:

"One of my children has and the staff know about this condition and how to deal with it. This is a positive as his school didn't!"

Areas for Development

There was no policy or procedure in place for Emergency Situations. This was discussed with staff. A recommendation (1) is made.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

The service had provided parents with questionnaires about the service provided. The questions asked were related to the Four Quality Themes being inspected. The information provided was going to be collated and used to inform planning for on-going improvement of the service provided.

The CCO reviewed a sample of the forms returned and the information provided indicated that parents/carers were satisfied with the quality of the environment.

Areas for Development

The service should continue to involve service users and carers in assessing and improving the quality of the environment.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 5: The accommodation and resources are suitable for the needs of the service users.

Service Strengths

The resources provided were appropriate for the different ages and stages of development of the children attending.

The club used three areas indoors to provide activities for the children. There was also a garden at the side of the club where children could get fresh air and exercise. Staff and children confirmed to the CCO that they regularly use this area.

The older children had recently been given a room where they could be involved in activities away from the younger children. Parents gave written permission for their children to be unsupervised in play activities in this area and staff checked on the children at fifteen minute intervals. This had proved to be popular with the older children and promoted their independence. They had been involved in setting their own rules for this area and developed the sanctions should any rule be broken.

On the day of inspection a large majority of the children went with staff to the gym hall downstairs for physical games. Some of the children remained in the upper hall with other

members of staff. This provided an opportunity for children to be engaged in quieter activities or to relax.

Comments from parents/carers included:

"The environment is warm and friendly, mostly due to the good rapport the staff have with the children, whilst still being able to ensure their safety."

"The service has a suitable range of equipment, toys and materials for the children playing in a confined environment."

"As an after school club this service is exactly what my child requires, a fun and stimulating hour or two."

"The decor would benefit from upgrading, however staff and committee strive to address this continually with minimal financial resources."

Areas for Development

The service should continue to improve upon the resources available to children.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The service had provided parents with questionnaires about the service provided. The questions asked were related to the Four Quality Themes being inspected. The information provided was going to be collated and used to inform planning for on-going improvement of the service provided.

The CCO reviewed a sample of the forms returned and the information provided indicated that parents/carers were satisfied with the quality of staffing in the service.

Comments from parents included:

"The staff provide a happy, safe environment for the children.

"Staff are friendly and approachable."

"Staff are well trained and helpful and my child thoroughly enjoys her time at the club."

Areas for Development

The service should continue to develop methods of engaging service users and carers in assessing and improving the quality of staffing in the service.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

The service had started to provide support and supervision meetings for staff every three months. Staff were given an annual appraisal of their work. Areas for further training were identified and staff were selected to attend training courses available which best suited their on-going professional development.

All staff held an appropriate qualification for their positions within the service.

Comments from parents included:

"Staff are well trained and helpful and my child thoroughly enjoys her time at the club."

Areas for Development

The service should continue to identify further training opportunities for staff.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

The service had provided parents with questionnaires about the service provided. The questions asked were related to the Four Quality Themes being inspected. The information provided was going to be collated and used to inform planning for on-going improvement of the service provided.

The CCO reviewed a sample of the forms returned and the information provided indicated that parents/carers were satisfied with the service provision.

Management responsibility of the club is by a group of parents/carers whom were selected by other parent/carers.

Areas for Development

Two parents/carers indicated they were unhappy with the management of the service. One parent/carer indicated that the service keep money banked rather than spend on resources. Another parent/carer was dissatisfied that outings planned for the Summer Playscheme had been cancelled at short notice due to a lack of interest.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

There were regular meeting between the staff and management committee to discuss the quality of service provided.

Staff meetings took place informally and formally. These provided the opportunity to evaluate activities and other service provision. It also provide the opportunity to review playwork theory and how this was put into practice.

The staff stated they were committed to on going training to get guidance on how to improve

their evaluations of the service.

Areas for Development

Two parents/carers indicated they were unhappy with the management of the service. One parent/carer indicated that the service keep money banked rather than spend on resources. Another parent/carer was dissatisfied that outings planned for the Summer Playscheme had been cancelled at short notice due to a lack of interest. The service should give consideration to these comments and keep parents/carers informed of decisions made.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

None.

Requirements

No requirements were made at this inspection.

Recommendations

(1) It is recommended that the service develops a policy and procedures to be followed in an emergency situation.

National Care Standards Early Education and Childcare up to 16 years, Standard 3,7.

Emma Campbell

Care Commission Officer