

Care service inspection report

Full inspection

Oscars @ Roseburn OSC Day Care of Children

Roseburn Primary School
64 Roseburn Street
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Out of School Scotland Limited

Service provider number: SP2007009266

Care service number: CS2011305420

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	3	Adequate

What the service does well

The service provides a friendly, welcoming and fun environment for after school care. Staff know the children well. The service is committed to ensuring that all children have positive opportunities for outdoor play in Roseburn School and at the Saughton Community Hall.

What the service could do better

The service should continue to look for ways to develop the service and how they will meet the recommendations made in the report.

What the service has done since the last inspection

Since the last inspection took place a new manager had been appointed. The manager is committed to supporting staff and developing the service.

Conclusion

Oscars @ Roseburn provides a good quality out of school service to local families.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service was registered with the Care Inspectorate on 1 April 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they get the best start in life, are ready to succeed and lead longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting It Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. GIRFEC is being threaded through all existing policy, strategy, and legislation affecting children, young people and their families.

In Scotland, the GIRFEC approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

The service operates from premises within Roseburn Primary School and Saughton Community Hall both in Edinburgh. The service is registered to provide a care service to a maximum of 60 primary school age children up to entry into secondary school after the summer break with a maximum of 40 children at Roseburn Primary School and 20 at Saughton community hall. The service will operate from 2.30pm to 5.45pm Monday to Thursday and from 11.45am to 5.30pm on Fridays.

At the time of the inspection there were 58 children on the services register attending on different days of the week.

The service operates from premises within Roseburn Primary School and Saughton Community Hall both in Edinburgh. The service is registered to provide a care service to a maximum of 60 primary school age children up to entry into secondary school after the summer break with a maximum of 40 children at Roseburn Primary School and 20 at Saughton Community hall.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 4 - Good

Quality of environment - Grade 4 - Good

Quality of staffing - Grade 4 - Good

Quality of management and leadership - Grade 3 - Adequate

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We completed this inspection on Friday 26 February 2016 following an unannounced inspection that took place on Friday 19 February 2016 and again on Friday 26 February 2016. The inspection was carried out by an Inspector from the Care Inspectorate.

As requested by us the service sent us a completed annual return and self evaluation.

We issued 15 Care Standard questionnaires to the service to distribute to families. Five of these were returned to us before the inspection took place.

In this inspection we gathered information from sources including the following:

We spoke with:

- Staff present on the days of the inspection.
- Children.
- Parents.

We looked at:

- Certificate of registration.
- Some relevant policies and procedures.
- Children's Information.
- Recruitment procedures.
- Staff training opportunities.
- We observed the interaction between staff and children.

- Looked at equipment and resources.

We took account of information in the:

- Annual Return.
- Self Evaluation.
- Questionnaires.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received and completed self assessment document from the service before the inspection took place. The document contained information about what the service does well and areas for future development.

Taking the views of people using the care service into account

During the inspection we chatted with some of the children using the service. We found that the children were happy to talk about their club. Many of the children were very enthusiastic about the outdoor play opportunities they had. From observation we saw that children were busy and well occupied. They related well to staff who were responsive to their needs and interests.

Taking carers' views into account

Before the inspection took place we sent 15 Care Standards questionnaires to the service to distribute to families. Seven of these were returned. Two families strongly agreed and five agreed with the statement:

- Overall I am happy with the quality of care my child receives in this service.

The following representative comments were made:

"I have noticed a positive change in this service. New members of staff have contributed with their ideas and with sharing their knowledge of hobbies."

"A well run club within a well run holiday club."

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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

We found that the service provided good evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

Families were encouraged to visit the service before they took up a place. They were given information including:

- A welcome pack of information about the service.
- Oscars overarching news letter which came from the organisations headquarters.
- Notice boards with information specific to the service.
- A copy of the news letter produced by children attending the club

During the inspection we spoke to parents and children who told us that staff were friendly and easy to talk to.

Each session started with staff and children coming together as a group. This was an opportunity for staff to remind children of the activities available to them and for children to share information if they wanted to do so. We found that relationships between staff and children appeared positive. Staff were

approachable and friendly and children seemed relaxed and confident asking them for support.

The club was managed by a parents committee. This helped ensure that all parents could be involved in the management of the service. A questionnaire had been issued to parents at the end of January. At the time of the inspection the results were still being collated however we saw that the previous years results had been positive. Children's questionnaires had also been issued recently.

Families who returned our questionnaires told us they agreed or strongly agreed with the following statements:

- I received clear information about the service before my child started using it.
- My child can experience and choose from a wide range of activities.
- I am kept informed about what is happening in the service, for example through news letters and information boards.

Areas for improvement

As stated above children told us that staff were friendly and easy to talk to. However some of the older children told us they were bored at times. We spoke to the manager about this. They were aware that this was an issue for some children. We talked about some of the ways that might help them to feel more engaged. We will monitor this at the next inspection.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"We ensure that service users' health and wellbeing needs are met."

Service Strengths

We found that the service provided evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

A statement of aims and objectives was in place. The manager told us she felt they were too large and could be improved to more clearly reflect the clubs ethos. She was working on this with the support of staff.

A particular strength of the service was the commitment of staff to ensuring that children were given free access to outdoor play. Unless the weather was particularly inclement two members of staff were always stationed outdoors to support active play. These staff were expected to provide planned activities for children and we could see that they had done this in consultation with children.

At Saughton Community Hall children were able to play outdoors in the 'rec' this is a community recreational area adjoining the hall. While we were there children enjoyed active games and den building activities. Children were very positive about the outdoor play opportunities they were given. Comments included "I love building the dens it's great" and "When I'm in my den in the rec I feel like an explorer."

Most staff had taken part in food hygiene training. We saw that children were encouraged to follow good hand hygiene procedures throughout the session, for example before eating food and after playing outdoors. Children's snack was appropriate to meet their nutritional need and we saw that staff sat with the children while they ate to support social skills.

We spoke to some members of staff about the children in their care. We found they were confident in telling us about the needs and interests of individual children and of how they took account of them when planning activities. We found that the service had sought additional training for staff when they felt this would help to support the specific needs of a child attending the service.

Families who returned our questionnaires told us they agreed or strongly agreed with the following Statements:

- The service provides a healthy and balanced diet which meets my child's dietary and cultural needs.
- My child gets regular fresh air and energetic physical play.

Areas for improvement

We looked at the information contained in children's folders. We found that the quality and quantity of the information was inconsistent in terms of the amount and frequency of information recorded. We directed the manager to another Oscars service where this aspect of the service was managed very well. We made a recommendation about this. (See recommendation 1).

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. It is recommended that the manager takes time to audit the information held in children's folders in order to ensure that the quality, frequency and format of the information is consistent and is reviewed at least once every six months in line with legislation.

National Care Standards Early Education and Childcare up to the age of 16 (NCS)
Standard 14 Well Managed Service

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

“We make sure that the environment is safe and service users are protected.”

Service Strengths

We found that the service provided good evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

Entry into both parts of the service were secure. Visitors had to be admitted by staff and were asked to sign a visitors book which helped to ensure that staff knew who was in the building and the reason for their visit.

The main part of the service operated from Roseburn Primary School. The local authority were responsible for dealing with repairs and for the general maintenance of the building. The manager told us about the systems in place for passing on concerns and told us they worked well.

Overarching risk assessments were in place covering the buildings, activities and outings. In addition a daily check of the buildings and outdoor areas were in place. Activities and outings were re assessed as required.

Children had been given responsibility for deciding what the club rules should be. When we spoke to children we found they were able to tell us why they need rules and how they helped to make the service a safe and fair place to be. We saw from a record of meetings that staff had experienced some challenging behaviour from children. They had worked together as a team to manage this focusing on support and consistency. We saw that where necessary they had also involved parents in this.

We looked at the induction system in place for new staff. Staff told us they were happy with the induction process. They found that it helped them in their role of caring for and supporting children's needs and interests.

Parents who returned our questionnaires told us they agreed or strongly agreed with the statement:

- The service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement

We were aware that the Saughton Hall building had recently been added to the clubs registration. We asked the manager to speak to the landlord about making some improvements to the general appearance of the environment. We will follow this up at the next inspection.

Grade

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

We found that the service provided good evidence off how they met the areas of practice we looked at in relation to this Quality Statement.

The service is provided from Roseburn Primary School and from an annex at Saughton Community Hall.

Both services benefit from well used outdoor space as described in Quality Statement 1.3. Resources were in place to support active play in these settings.

In Roseburn Primary School the service has access to the small dining room, the library and a classroom. When combined with the outdoor space this allowed

children to experience a range of activities. In Saughton Community Hall children have access to the main hall and to the outdoor 'rec' area.

In both premises staff have included a small area where children who want to rest and have some quiet time are able to do so.

We saw photographs of children taking part in a range of activities indoors and outdoors throughout the year.

Parents who responded to our questionnaires told us they agreed or strongly agreed with the statement:

- The service has a suitable range of equipment, toys and materials for the children.
- There is enough space for the children to get involved in a range of activities.

Areas for improvement

We looked at the toys and resources available to the children. We found that some of them were in poor condition and needed to be replaced for example torn books, felt pens with no lids which meant they did not work. On the day of the inspection we found that Duplo Lego had been put out. This did not represent sufficient challenge to children aged from five years upwards. We made a recommendation about this. (See recommendation 1).

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. It is recommended that the manager and staff team develop an inventory of toys and resources and the condition they are in. This should be used as a basis for ensuring that activities are in good repair and suitable for the needs of all of the children using the service.

NCS 11 Access to Resources.

NCS 5 Quality of Resources.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service Strengths

We found that the service provided good evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

All staff working in the service were registered with the Scottish Social Services Council (SSSC). The SSSC is the body that registers staff to work in the care sector in Scotland. They set out the qualifications that staff need to have or be working towards in order to work in the sector.

Staff took part in regular 1-1 support and supervision sessions with the manager. This helped them to look at their role in the service and identify any training support needs which might support them in their role.

Staff were responsible for maintaining a record of the training they had taken part in. We could see that staff training had included First Aid, Child Protection, Food Hygiene, Autism Awareness and Behaviour Management. In addition four staff were booked to attend Inclusive Play training provided by Capability Scotland. This breadth of training helped to ensure that staff were meeting children's needs.

Staff meetings took place on a regular basis and we could see from written records that they included discussions on GIRFEC and the SHANARRI principles which staff were able to relate to their daily work.

Parents who returned our questionnaires told us they agreed or strongly agreed with the following statement:

- I am confident that staff have the skills and experience to care for my child and support their learning and development.

Areas for improvement

In order to maintain and improve their current good grade for this Quality Statement the manager and staff should continue to look for training opportunities in response to children's needs and interests.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We ensure that everyone working in the service has an ethos of respect towards service users and each other."

Service Strengths

We found that the service provided good evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

We found that staffs interaction with one another provided a role model of respectful interaction which children could follow.

The manager told us she had spent time with staff working through the SSSC codes conduct and how they impacted on their work with children. We could see, from the overall quality of staff interaction with children that they understood this. As previously stated staff spent time with children at the start of each session talking them through the activities available to them.

Throughout the inspection, and on both sites, we saw examples of good quality interaction between staff and children which valued children's contributions to the service and supported them to express themselves.

We found that staff had a good understanding of the needs and interests of the children in their care. They took time to listen to children, respecting their thoughts and ideas. Where staff were not able to meet children's requests, or where they had to intervene in children's activities they did this in a way that respected the child while showing that they had a responsibility to be fair and consistent.

Parents who returned our questionnaires told us they agreed or strongly agreed with the following statements:

- Staff treat my child fairly and with respect.
- My child appears happy and confident with staff.

Areas for improvement

In order to maintain and improve their current good grades the manager should continue to support staff in developing the areas of practice covered by this Quality Statement.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

The service provided good evidence of how they met the areas of practice covered by this Quality Statement.

Staff were aware of the Aims and Objectives of the service. The manager was currently working with staff to review these and make them more relevant to the service and to the needs of families.

We saw that some staff had been given responsibility for areas of practice they were interested or skilled in. For example the manager had delegated responsibility for the development of outdoor play and some staff had been identified to take part in Forest School training as a way of expanding their existing skills.

Staff told us they were happy to approach the manager with new ideas and were encouraged to do this in the interests of improving the service. The weekly team meeting was an opportunity for staff to put themselves forward for specific activities. Staff told us they were expected to come to the team meetings ready to contribute and share ideas.

Managers from all of the Oscars' services met together four times a year. This was an opportunity to share practice and training needs. Information from these meetings was shared with staff.

Areas for improvement

Staff had not had the opportunity to take part in any specific leadership training. We spoke to the manager about the potential benefits to the service of staff taking part in some formal leadership training. We told her about the on line Step Into Leadership courses offered by the SSSC for staff with leadership potential. The manager agreed to look into this aspect of development with her team.

Grade

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

We found that the service provided adequate evidence of how they met the areas of practice we looked at in relation to this Quality Statement.

Evidence identified in Quality Statement 1.1 applies to this Quality Statement.

A complaints policy was displayed in the service and included in the information given to families when they took up a place in the service. The policy told families about the action they could take if they had a concern about any aspect of the service . This included informing them of the Care Inspectorate's role in investigating complaints and their right to contact us at any point in the process.

The manager and her team were able to describe their understanding of the notification process and the reasons why it was important to inform us of specific events.

Senior staff in the organisation made regular quality assurance support visits to the service. The manager told us that during these visits audits of specific aspects of the service were carried out.

Parents who returned our questionnaires told us they agreed or strongly agreed with the following Quality Statement:

- Overall I am happy with the quality of care my child receives.

Areas for improvement

During the inspection it became apparent that the new manager was not aware of the service Quality Improvement plan or of the targets in that plan. We were concerned that without a formal plan the future direction of the service was not clear and the service could not be held accountable to families and other stakeholders. We made a recommendation about this. (See recommendation 1).

Grade

3 - Adequate

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. It is recommended that the senior management team ensure that managers are given a full and thorough induction into the service which supports them in the work they are employed to do. This must include clear information and guidance about the need for and the purpose of the improvement plan. Once the plan is in place it should be reviewed regularly with stakeholders and progress to ward identified targets should be shared in order to evidence the services accountability to the public.

NCS 13 Improving the service.

NCS 14 Well managed service.

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
20 Jan 2015	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
30 Jan 2014	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
30 Aug 2013	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 2 - Weak

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.