

PEACE Onthank Day Care of Children

The Annex Onthank Primary School
Meiklewood Road
Onthank
Kilmarnock
KA3 2ES

Telephone: 01563 571 709

Type of inspection:

Unannounced

Completed on:

25 June 2019

Service provided by:

PEACE Childcare

Service provider number:

SP2003000712

Service no:

CS2003015048

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to 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. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affects children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe; healthy; achieving; nurtured; active; respected; responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

PEACE Childcare (PEACE) is the registered provider of this day care of children service. PEACE is a charitable organisation managed by a voluntary board of directors (the board). The board has responsibility for the overall management of PEACE. This includes the provision of a sitter service, several out of school clubs operating throughout East Ayrshire and a full day holiday service based in Kilmarnock. The board delegates responsibility for the day-to-day running of the PEACE Onthank service to a suitably experienced service manager.

PEACE Onthank is located in Onthank Primary School, in the town of Kilmarnock in East Ayrshire. The service has a separate entrance and exclusive use of a classroom as well as pre-arranged access to the school gym and playground. The service can provide up to 56 places per session during school terms and 70 places per session during school holidays for children of school age.

The service aims to:

"Support parents and guardians in balancing work, training, education and family commitments by providing a before school, after school and full day care service during school holidays and in-service days."

What people told us

We sent 35 questionnaires to the service to distribute to parents and carers. Seventeen parents returned a completed questionnaire to us. Almost all indicated satisfaction with the service.

We issued the questionnaires following the inspection visit. We spoke with six parents and 18 children during the inspection visit to gain information and views. Almost all we spoke with expressed satisfaction with the service. Comments included:

'The service PEACE provides is fantastic. I would not be able to work if it was not for PEACE. It is a bonus that my son always wants to go and he says he loves going.'

'Staff have not spoken to me about development of the service. My child complains about going to PEACE Onthank but when I get home they talk about all the things they have done.'

'We are very happy with the care our children receive for various reasons:

- * Staff are engaging
- * Activities are planned
- * I am confident my children will be safely looked after
- * My children are happy to go and happy when collected
- * Value for money
- * Approachable staff.'

Children we spoke to spoke highly of the service, but wanted to play outside more. We raised this with the manager during the inspection visit.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan. This clearly demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

| | |
|---|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | not assessed |
| Quality of staffing | 4 - Good |
| Quality of management and leadership | not assessed |

What the service does well

During this inspection, we considered how well children and their families benefited from a culture of continuous improvement whilst looking for assurance that their human rights were being respected. We also considered whether children and their families had access to the right support at the right time and were cared for in an environment that afforded freely available play and opportunities for children to explore their nursery. In addition, we looked at personal plans, as well as assuring that children and their families were listened to, were safe and protected from harm. We found that the service was very good in these areas (Health and Social Care Standards 1.2, 1.13, 1.31, 1.32, 2.3, 2.17, 2.27, 3.1, 3.20 and 4.19).

Staff had successfully established a warm, nurturing and inclusive out of school care environment. We observed children and their parents being welcomed and included into the service. The manager recognised the importance of working in partnership with parents. Parents told us that staff engaged with them daily and encouraged their involvement. We noted consultation with children had taken place, the outcomes should continue to be reflected in planned activities and choices for children.

We saw some examples of staff supporting children who were less confident in expressing their views and preferences. Children from other localities and schools were included into the service, we saw friendships were being supported by staff involvement. Communication between staff and management, parents and children was effective.

The manager and staff knew the children and their families well and had their interests at the heart of the service. One parent told us 'the service has gone above and beyond to support myself and my child' another said 'five star service'. A number of parents spoke highly of the flexible booking system the service had adopted.

Children had access to an enjoyable environment, although noisy the children we spoke to told us they 'enjoyed the noise'. Staff we spoke to were knowledgeable about playwork principles, we noted that the environment was particularly adult led and spoke with the manager about revisiting more child led activities.

We saw staff using a nurturing approach to speak with the children. We observed that all the children responded positively to this approach.

Parents were involved, when necessary, by the out of school care in order to ensure children benefited from the right support at the right time. We spoke with the manager and the service manager to ensure partner agencies continued to be engaged when required.

We saw evidence that a clear picture of each child was being built, this information should be formally recorded in each child's personal plan.

Staff spoke to children with respect, at child level, and showed keen interest in the child's views and opinions. As a result, children were respectful of each other.

We saw some evidence that the manager and staff worked well together as a team. They were professional and enthusiastic. They communicated well together and showed respect for their colleagues' abilities. The manager told us that she found the PEACE childcare network supportive and found this an effective method for keeping up-to-date with local and national best practice. We found this reflected in the policies and procedure documents we looked at.

Outcomes for children were affected by training that staff had attended. Staff showed some awareness of this impact. We suggested that staff continue to identify and reflect this impact in their Scottish Social Services Council Post Registration Training and Learning Log. During the inspection visit, we found some staff in roles that required registration with professional bodies, but staff had not undertaken this registration. We spoke with the manager and service manager and requested that this be addressed forthwith.

The service had risk assessments in place; however, we suggested that these be reviewed consistently, using a risk matrix, to identify ongoing risk and benefit.

What the service could do better

The out of school care had personal plans in place, however these require to be consistently developed in order to ensure the information gathered accurately reflects individual children's health, safety and welfare needs. These should show how the service will support children's progress.

Training had kept staff skills up-to-date. The manager and staff should continue to source and attend a diverse range of training in order to ensure outcomes for children continue to be enhanced.

Children we spoke to repeatedly requested outdoor play, and enhanced access to the outdoor environment. We spoke with the manager with regards to this and she advised us this would happen. This is in line with the Health and Social Care Standards (1.32): 'As a child, I play outdoors everyday and regularly explore a natural environment.'

We noted that the snack and lunch menu should be reviewed in line with local and national best practice guidelines. This was a recommendation at the previous inspection in 2016 which we have repeated in this report. (See recommendation 1)

The service management must ensure all staff are appropriately registered with the Scottish Social Service Council for the roles that they undertake.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to promote children's health and wellbeing the manager and staff, in consultation with children and parents, should review the breakfast/lunch/snack menu. This recommendation has not been met and has been repeated from the previous inspection in 2016.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning.' (HSCS 1.33)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

In order to promote children's health and wellbeing the manager and staff, in consultation with children and parents, should review the lunch/snack menu.

National Care Standards for early education and childcare up to the age of 16: Standard 3.4 Health and wellbeing.

This recommendation was made on 13 September 2016.

Action taken on previous recommendation

This recommendation remains in place. Please see the following section of this report - What the service could do better.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|--|
| 13 Sep 2016 | Unannounced | Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed |
| 19 Jul 2013 | Unannounced | Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |
| 21 Jul 2010 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed |
| 1 Aug 2008 | Unannounced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good |

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