

Culbokie Out of School Club Day Care of Children

Culbokie Primary School
Culbokie
Dingwall
IV7 8JH

Telephone: 01463 703033

Type of inspection: Unannounced
Inspection completed on: 16 November 2017

Service provided by:
CALA Out of School Care

Service provider number:
SP2010011111

Care service number:
CS2010278889

About the service

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

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

The Culbokie Out of School Club is managed by Care and Learning and Alliance (CALA) and is registered to care for 20 primary school age children at any one time. During term time, the service operates 15:00 to 18:00 Monday to Friday. The service also provides a holiday club outwith term time.

The club operates from the canteen within Culbokie Primary School. The building is modern and bright. The service has access to the gym hall, playground, medical room, cloakroom and toilet facilities. Snacks are prepared in the playroom.

The Culbokie Out of School Club aims include:

- Make your child feel welcome and secure by showing care and consideration
- Interact with your child in a positive manner to encourage them to develop self direction and esteem
- Acknowledge your child's feelings and frustrations and respond with respect.

We inspected this service on the 15 November 2017 between the hours of 15:00 and 17:30. We spoke to all the children attending along with a number of parents who were picking up their children at the end of the session.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible, included.

What people told us

The children were very positive about the club and informed the inspector that they enjoyed attending and meeting with friends along with enjoying the many activities that were available. They confirmed that they were consulted as to what was provided and agreed that any requests made for specific activities had been met.

They were able to inform the inspector of the house rules and two children showed the inspector which rules they suggested and were adopted by the club.

They felt safe and secure within the setting and suggested if there was a problem with other children they would speak to staff who they liked and trusted to resolve the problem.

Comments from the children attending included:

'I love playing badminton in the hall'

'We have a laugh and you can just sit and chill out if you want'

'The crafts are great and we are always trying new things'

Comments from parents/carers included:

'Very nurturing staff and environment'

'Both my children really enjoy and look forward going to the after school club. The staff are friendly and warm, engaging the children with the resources and activities provided. My two have particularly enjoyed den building in the woods and it was great to see their work on the PowerPoint slideshow sent to my e-mail. I feel really lucky that we have such an excellent service at our school and it makes life so much easier with work.'

'I could not be happier with the service that is provided at Culbokie after school club. The staff are so welcoming and couldn't be more co-operative and accommodating. They are fabulous with the children and go out of their way to ensure they are active, involved and enjoy themselves. What I think is key is that my daughter has fun at the after school club and I am delighted that she is happy and confident there.'

'I am very happy with the service provided and my son loves attending, travelling 45 minutes on the bus from Resolis is not the best but we have no other alternatives.'

'Short notice requests are never a problem, staff are friendly and professional, my daughter always wants to go so that is a good sign.'

'My son really enjoys attending Culbokie Out of School club. The staff are extremely enthusiastic and caring and they support and encourage my child's individual interests. He has a comfortable, stimulating and safe environment in which to explore, create and engage in imaginative play indoors and out. After school club provides an opportunity for him to build relationships with different children from Culbokie school and the club leaders, Laura and Mhairi.

He takes part in a wide range of activities but also has the chance for quiet time too. My son travels from Resolis to Culbokie Out of School Club and I am satisfied with the arrangements in place to ensure his safe arrival each day. I am confident that my son is happy there and he is receiving the best possible care possible.'

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of 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	5 - Very Good

Quality of management and leadership

not assessed

What the service does well

We found that the children and parents were warmly welcomed to the service and that a caring and nurturing ethos had been established within the club. On arrival children were provided with healthy snacks and drinks and we observed staff chatting casually with children asking about their day and sharing information. We concluded that close and warm relationships had been established with children who were at ease and gave the impression that they enjoyed attending the out of school club.

Children were able to choose activities and games of their choice as all equipment was stored in such a way that children could view and access it independently. On the day of inspection children had taken part in arts and crafts, board games, badminton, ball games or chatting with friends after a hard day at school.

We discussed the club rules with the children who understood what behaviour was expected as they had identified the rules through discussion with each other and had written them out for all to see. Respect and helping each other were pivotal within the service and it was pleasing to note that children did support each other by helping younger children to set up electronic profiles for games, demonstrating to others chess moves and being willing partners when it came to physical activities such as badminton.

Members of staff promoted positive behaviour at all times and gentle reminders were provided for children who quickly responded and modified their behaviour.

Children were fully involved in the running of the club by taking part in questionnaires to evaluate service provision, discussions on equipment to be purchased and planning activities or programmes for future dates.

Policies and procedures which included health and safety issues, child protection, missing children and medication were in place and reviewed on a regular basis. Risk assessments were in place and a register of children attending was maintained.

Parents were also encouraged to put their views forward through daily discussions with staff, completing questionnaires or following the complaint process if unhappy with service provision.

We spoke to all the children on the day of inspection along with five parents and all were very happy with the way in which the service was provided. One parent commented, 'my daughter loves attending the club and I have a problem trying to get her home at the end of the day.'

When it came to best practice documents the children and staff team had produced folders ('building the ambition' and SHANARRI) which demonstrated that the service was following best practice and had included the children in evaluating this.

What the service could do better

We found that the standard of service was very good and that when it came to improvements the service was proactive by evaluating and seeking feedback in a number of ways. The service acknowledged that the style of provision varied from year to year (children joining and children leaving) and that what worked well today may not be welcomed by the children next year.

This understanding ensured that children were consulted and encouraged to put forward their views on a regular basis.

We found medication that had been stored at the service for some considerable time and was not required by the child. When 'as and when' medication is stored at the service conversations with parents should take place on a regular basis to ensure that medication is still required. For children who had food or environmental allergies a list was retained within the service. Dating and signing this list to ensure it is still relevant would be best practice.

At snack time children were lining up to wash their hands at a single sink, how this queue could be reduced is worth considering.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings								
5 Nov 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
8 Nov 2011	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	4 - Good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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