

## Care service inspection report

# Jordanhill Out Of School Service Ltd

## Day Care of Children

Jordanhill Church  
28 Woodend Drive

Glasgow

G13 1QT

Telephone: 07890 517439

Inspected by: Jacqueline Clark

Type of inspection: Unannounced

Inspection completed on: 17 December 2012



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	10
4 Other information	22
5 Summary of grades	23
6 Inspection and grading history	23

### **Service provided by:**

Jordanhill Out Of School Service Ltd

### **Service provider number:**

SP2003001222

### **Care service number:**

CS2003005763

### **Contact details for the inspector who inspected this service:**

Jacqueline Clark

Telephone 0141 843 6840

Email [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

## 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	5	Very Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

The service provided children with a wide range of activities and resources. Management and staff had developed very good relationships with parents and children. Staff knew children attending their service well and this enabled them to respond to individual needs and interests.

### What the service could do better

To further involve parents and service users in assessing and improving the quality of the service, the management could provide all parents with the opportunity to grade the service through the quality statements and themes.

### What the service has done since the last inspection

Since the last inspection the service had introduced a morning club for children to attend before school. They had also extended the opportunities for parents and children to participate in evaluating the service provided.

### Conclusion

We found that the service was performing very well in the areas covered by this inspection. The staff demonstrated a commitment to continually developing and improving the service through access to training, The service should implement the recommendations within this report to further develop and improve their service.

**Who did this inspection**

Jacqueline Clark

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com).

This service registered with the Care Inspectorate on 1 February 2012.

Jordanhill Out of School Care Service operates from accommodation within Jordanhill Church in the West End of Glasgow. The service is registered to accommodate 70 children from primary 1 up to age 16. The service operates term-time only.

Through viewing the aims and objectives of the service it was noted that they aimed to provide "a balanced range of activities taking account of the ages, development needs, interests and patterns of attendance of each child and young person."

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 4 - Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

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](http://www.careinspectorate.com) or by calling us on 0845 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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report following an unannounced inspection which took place on the 13 & 17 December 2012 and was undertaken by one Inspector.

As requested by us the care service completed an annual return. The service also submitted a self assessment form.

We issued 25 questionnaires to parents and carers of people using the service. Twenty were completed and returned before the inspection.

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

- \* Discussion with manager, staff and children
- \* Viewing a range of policies and procedures including behaviour, complaints, child protection, accidents, confidentiality, healthy eating and prevention of infection
- \* Observation of practice
- \* Observation of the environment and resources.

### 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.firelawscotland.org](http://www.firelawscotland.org)

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

Four recommendations were made at last inspection which have been addressed by the service.

## **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

## **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.

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each heading that we grade them under.

The service identified what they thought they did well and highlighted some areas for further development.



## **Taking the views of people using the care service into account**

On the day of the Inspection visit the Inspector spoke with many of the children attending. The children were observed to be engaged in a variety of activities. They were happy to discuss their favourite activities with the Inspector. Comments included:

"I like to draw."

"Play on the gymnastic mat is my favourite."

"The ladies are nice and kind to us."

"I like playing football."

"Playing with my friends is good."

"Arts and crafts is my favourite thing to do"

"I enjoy everything at Joss".

## **Taking carers' views into account**

Twenty parental questionnaires were returned and provided positive feedback about the service. Nineteen parents "strongly agreed" and one "agreed" that they were kept informed about what was happening in the service. Parental comments included:

"Staff are very caring and my child is very happy going there."

"I very much appreciate the effort shown by staff."

"Children are encouraged to put forward ideas and make decisions and plan for events."

## 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: 5 - Very 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 provided parents and children with regular opportunities to be involved in assessing and improving the quality of care and support offered. A range of methods used included:

Daily diary

E-Mail surveys

Suggestion box

Questionnaires

Mind mapping

Voting

Newsletters

Verbal feedback

Consultation with children.

Feedback from parental and children's questionnaires was collated and any changes implemented were conveyed via newsletters, e-mail or noticeboard.

The service policies and procedures were available for parents through the use of a handbook.

All parents had the opportunity to join the management committee and were aware of how to contact committee members to share any concerns or suggestions.

The Inspector viewed evidence that demonstrated that the service took account of parents views. This included changes made to the annual talent show.

Children had the opportunity to evaluate activities and outings which was then used to influence future planning.

Children's ideas were sought through the use of mind mapping and child led consultation.

The service offered parents the opportunity to provide written feedback on the quality of care and support offered to their children. Feedback was of a positive nature with one parent commenting "when collecting your child staff are always available to discuss issues" with another stating "I raised a concern about my child and staff were very reassuring and discussed it at staff meeting",

Of the twenty parents who returned our questionnaire nineteen "strongly agreed" and one "agreed" that they were happy with the quality of care their child received. One parent commented "We have used Joss for many years and find the service exceptional" with another parent stating "I am very satisfied with the service and my children are happy to attend."

### **Areas for improvement**

The service should continue to seek ways to involve parents and children in assessing and improving the quality of care and support provided.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

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

### Service strengths

Management and staff were caring and committed to the health and wellbeing of the children in attendance. Staff were aware of the importance of working in partnership with parents to ensure individual children's needs were being met.

Children's files contained a range of information relating to the child's individual needs. This included dietary and medical requirements, likes, dislikes, interests. The service had developed a very detailed "all about me" form which provided them with information to assist with the settling in process.

Of the twenty parents who responded to our questionnaire fifteen "strongly agreed" and five "agreed" that the service had a clear code of behaviour for children and worked with children to make sure they understand it.

The service had developed and implemented a wide range of policies and procedures which promoted the health and wellbeing of the children attending the service. They had a copy of the latest infection control guidance entitled Infection Prevention and Control in Childcare Settings.

The service promoted a daily routine which encouraged children to learn about relationships, healthy lifestyles, personal hygiene and safety.

The service promoted healthy eating. Children were consulted through a questionnaire on the snack menu. The menu was devised using the Nutritional Guidance for Early Years and the children's feedback.

Arrangements in place for storing, administering and recording medication given were satisfactory.

Staff had undertaken food hygiene training to further develop their skills and knowledge.

### Areas for improvement

The service should develop a system to record and evidence that children's care plans/files are updated in line with the new regulations. (See recommendation 1)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. Develop a system to evidence the frequency that care plans are updated.  
National Care Standards for Early Education and Childcare up to age 16. Standard 6:2 Support and Development

## Quality Theme 2: Quality of Environment

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 environment within the service.

### Service strengths

The methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

A written participation strategy had been developed by the service which detailed how parents and children could be involved in assessing the service.

Parents provided the service with positive feedback regarding the environment offered. Comments included:

"Good atmosphere at service."

"Plenty of materials and ideas for projects."

"Good arts and crafts and lots of different toys available."

"Joss is a very friendly place."

"Wide range of activities offered and encouraged."

Children were encouraged to take care of their environment and were involved in the purchasing on new resources.

Of the parents who responded to our questionnaire sixteen "strongly agreed" and four "agreed" that the service had a suitable range of equipment, toys and materials for the children. One parent stated "Joss provides a good range of stimulating and energetic activities which the children can choose from" with another commenting "the staff do a fantastic job of finding new and stimulating activities for the children to enjoy."

### Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of care and support provided.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

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

### Service strengths

Children were cared for in an environment which was safe, secure and clean. Accommodation was found to be in a satisfactory state of decoration and repair. Children had access to a local private park.

A secure entry system was in place which was monitored by staff at all times. Visitors were requested to sign in/out of the building.

The layout of the playroom allowed children to participate in a range of activities with their peers or individually.

Of the parents who returned our questionnaire thirteen "strongly agreed" and seven "agreed" that there was enough space for children to play and get involved in a range of activities.

Policies and procedures had been introduced to ensure children's safety including child absence, health & safety, child protection and risk assessments.

Children's access to the internet, computer games and dvd's was closely monitored by staff to ensure that they are age and stage appropriate.

The service had accessed the new document Infection Prevention and Control in Childcare Settings.

Staff had access to a range of training including child protection, food hygiene and first aid.

### Areas for improvement

To further prevent the spread of infection the service should introduce pedal bins to the toilets. (See recommendation 1)

On the day of the inspection visit it was noted that some areas of the premises were in need of upgrading including some toilets used by the children. (See recommendation 2)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2



## Recommendations

1. Pedal bins should be in place within the children's toilets.  
National Care Standards for Early Education and Childcare up to age 16. Standard 2:4 A Safe Environment.
2. Children's toilets should be upgraded.  
National Care Standards for Early Education and Childcare up to age 16. Standard 2:1 A Safe Environment.

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very 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 methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Through a questionnaire issued by the service parents had the opportunity to evaluate the quality of staff within the service. Parental comments were of a very positive nature and included:

"Staff are very good with the children and are attentive to their needs."

"Staff learned all new children's names very quickly and spoke to them as individuals."

"Staff appear to communicate well with the children."

"Staff are always very helpful, happy and eager to assist."

"They interact well with both my children"

"Staff are open to new ideas."

"Very happy that my children are treated well by staff."

"My kids are able to converse freely and openly with the staff."

"Staff appear to have a lot of respect for each other."

Staff photographs and qualifications are detailed in the service handbook for parents to access.

#### Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the staff.

**Grade awarded for this statement:** 5 - Very Good

**Number of recommendations:** 0

**Number of requirements:** 0

## Statement 3

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

### Service strengths

Staff employed within the out of school care had a range of experiences, skills and qualifications which enabled them to meet the individual needs of the children attending the service.

All practitioners were registered with the Scottish Social Services Council and were aware of their responsibilities under the Codes of Conduct.

The two newest members of staff confirmed to the Inspector that they had undertaken an induction programme which provided them with a range of information including policies and procedures.

Weekly staff meetings provided all staff with the opportunity to share ideas and reflect on their practice.

Personal Development Review meetings take place every eight weeks. During these meetings staff and manager set targets which are monitored and reviewed. A staff training policy was in place with a training record kept for each staff member.

Staff confirmed to the Inspector that they had access to a wide range of training courses to extend their professional development.

Of the parents who returned our questionnaire twelve "strongly agreed" and eight "agreed" that they were confident that staff had the skills and experience to care for their child. One parent commented "staff are enthusiastic and great with the children."

### Areas for improvement

The service should continue to seek ways to involve parents and children in assessing and improving the quality of the staffing.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very 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 methods of service user consultation and participation reported in Statement 1:1 remain relevant for this statement.

Of the parents who responded to our questionnaire twelve "strongly agreed" and eight "agreed" that the service had involved them and their child in developing the out of school care. One parent commented "the manager is very approachable and has a helpful flexible approach" with another stating "excellent run service."

Parents had the opportunity to provide written feedback to the service regarding the quality of the management. Feedback was positive with one parent stating "manager is very sensible and approachable and has set a good ethos at Joss" with another commenting "very approachable and involved and clearly knows what's going on in Joss".

### Areas for improvement

The service should continue to seek ways of involving parents and children in assessing and improving the quality of the management and leadership.

**Grade awarded for this statement:** 5 - Very 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

Management and staff were committed to improving and developing the service provided. They were responsive to feedback from staff, parents and children.

The service is undertaking their Level 3 Aiming High Quality Assurance Award in conjunction with the Scottish Out of School Care Network. The service uses the Aiming High indicators to assess the quality of their service.

Staff took part in regular quality meetings which enabled them to discuss and evaluate their work and children's development and progress.

Staff confirmed that the management was approachable and supportive encouraging them to share their ideas and views.

An Improvement Plan had been developed taking account of evaluations from staff, parents and children. Also business objectives, regulatory recommendations and national and local guidelines influenced this plan.

All records, policies and procedures were maintained appropriately and were available for examination during the inspection visit.

### Areas for improvement

The service should continue to develop their quality assurance systems and ensure that all stakeholders are involved in the process.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

None.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 2	4 - Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
19 Nov 2009	Unannounced	Care and support      5 - Very Good Environment          4 - Good Staffing                4 - Good Management and Leadership   5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

## To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: [www.careinspectorate.com](http://www.careinspectorate.com) or by telephoning 0845 600 9527.

## Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تا قیسن تب بلطلا دن ع رفاوتم روشنملا اذه

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.

Telephone: 0845 600 9527

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

Web: [www.careinspectorate.com](http://www.careinspectorate.com)