

# Care service inspection report

Quality themed inspection (day care for children)

## ARK Out of School Care Day Care of Children

Rutherglen Baptist Community Church  
72 Greenhill Road  
Rutherglen  
Glasgow

Service provided by: ARK Out of School Care

Service provider number: SP2009010439

Care service number: CS2009228706

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.

## Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

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

 [@careinspect](https://twitter.com/careinspect)

# 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](http://www.careinspectorate.com) This service registered with the Care Inspectorate on 1 April 2011.

We carried out a 'themed' inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme. Our inspection confirmed that ARK Out of School Care has continued to sustain the very good grades awarded when it was inspected in April 2013 and has also gained some excellent grades.

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 (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 affect 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.

ARK Out of School Care provides a care service to a maximum of 48 children of primary school age. The service is available Monday to Friday during school term times and holidays. In term time the service operates a breakfast club between 7.45 am and 9.00 am and an after school service between 3.00 pm and 6.30 pm. During school holiday periods the service operates between 7.45 am and 6.30 pm.

The service operates from a church hall in Rutherglen town centre in South Lanarkshire. The premises include a large hall, arts and crafts room and games room with sufficient toilets and kitchen facilities. There is a small outdoor garden area to the front of the building. The service is close to local parks and the town centre. There is a secure door entry system in place.

The service is provided by Rutherglen Baptist Community Church who employ a manager and childcare staff.

The aims and objectives of the service include as follows:

"To provide a safe, secure, welcoming and happy environment for children from primary 1 to primary 7."

"To provide quality activities and experiences to promote each child's development and learning."

"To apply the GIRFEC approach to enable each child to become confident individuals, effective contributors, successful learners and responsible citizens."

The full aims and objectives statement was available to people who used the service.

From April 2016 we will carry out a quality audit to gather information relating to 'How Good is Our School Aged Childcare'. The audit will focus on the quality of children and young people's play experiences and how their rights to play and have fun are promoted and protected. The Getting it Right for Every Child (GIRFEC) Framework - SHANARRI, Play work Principles and Article 31 will underpin a list of outcome focused questions developed for inspectors to work from when inspecting. The information gathered will form the basis of an end of year report 2017 along with information on service demand for school aged childcare throughout Scotland. Further information can be found at The Hub at [www.careinspectorate.com](http://www.careinspectorate.com).

## What we did during the inspection

We wrote this report following an unannounced inspection which was carried out by an Inspector from the Care Inspectorate on Tuesday 12 April 2016 between 11.15 am and 2.30 pm. We also gave feedback to the manager and two childcare staff on that day.

As part of the inspection we took account of the completed self-assessment form that we asked the provider to complete and submit to us.

We sent 20 Care Standards Questionnaires to the manager to distribute to parents/carers. Seventeen parents/carers completed questionnaires and returned them before the inspection. Eleven of these had written comments within them.

We also asked the manager to give out five questionnaires to staff and we received five completed and returned.

During the inspection we gathered evidence from various sources.

We spoke with:

- the manager
- four staff
- fifteen children

We looked at:

- the service's self assessment
- health and safety records, including infection control, risk assessments
- medication, accident and incident records
- questionnaires that had been requested, filled in and returned to the Inspector from parents/carers
- service questionnaires for parents/carers and children
- evaluation sheets
- aims and objectives
- staff training and supervision records
- staff rota/ratios

- children's files and personal plans
- information for people who used the service
- minutes of staff meetings and children's meetings
- quality assurance systems
- policy and procedures folder
- hygiene policies and procedures
- cleaning checklists
- certificate of registration
- insurance certificate

We observed:

- staff practice
- the environment and equipment.

All of the above information was taken into account and reported on under the relevant quality themes within this report.

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

The children were enjoying a variety of play experiences within all three playrooms when we arrived. They chatted to each other and to the staff. We observed the lunch time routine with staff sitting with the children while they ate their packed lunches. We spoke with 15 children and all of them told us that they enjoyed coming to the service. Comments were as follows:

"I like playing with the toys."

"What I like about ARK is going on trips."

"I would change the floor."

"We get to choose what we want to do."

"We pick new toys and go and buy them."

"We used to have a good pool table and we asked to get another one and we are getting it soon."

"We help to look after the younger children."

## Taking carers' views into account

Twenty care standards questionnaires were sent to the service for completion by parents/carers. Seventeen parents/carers completed these with 11 giving written comments which were all very positive. These were as follows:

"I have used ARK Out of School Care for both my children and always found the service provided 100%. They constantly update me with future plans for the building and always ask for the children's opinions when purchasing new toys, games or arranging day trips, changing snack menu etc. Without the support of staff I would not be able to work full time. To me the service provided is very valuable."

"Great service, feel comfortable talking to all the staff. My daughter really loves going here."

"I am extremely happy with the care and support that ARK provides for my children. They have been attending for six and four years and both thoroughly enjoy the time they spend there. They are always eager to go and enjoy sharing stories of their day when they come home. They have both grown in confidence and made many friends. I have already reserved a space for my third child to attend when he starts school. I can honestly say without the support of ARK I would struggle as a working parent. I know my children receive excellent care."

"The staff go to extra lengths to ensure they provide my children with a safe, caring and nurturing environment. I am 100% confident that they have taken the time to get to know my children individually through their child centred approach. My children are always happy and engaged in a range of stimulating activities. I am grateful for the excellent service they provide."

"I would highly recommend ARK to any other parent wanting childcare. The staff and the manager have made my life easier since returning to work. My child enjoys all the outings over the summer holidays. I am always kept informed and if I'm unsure about anything they are always very approachable. It's a great place to visit each day."

"The staff are all very friendly and passionate about their work and this shows through the relationship they have built with the children and parents/carers."

"The service provides resources for all age groups and caters to the individual needs of all children."

"I feel that the staff within ARK offer a friendly, happy and safe environment. This enables me to be at work and not worry knowing my child is in after care which she enjoys - spending time with other friends, having fun and play making, allowing her to be creative in a friendly, fun atmosphere."

### 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 provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, areas for improvement and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.



## 2 The grades we awarded

We grade the quality of care and support, quality of the environment, quality of staffing and quality of management and leadership. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## 3 Quality of care and support

### Findings from the inspection

ARK Out of School Care had improved their practice for this theme to an excellent level. We looked at this theme using GIRFEC and SHANARRI and focused on the wellbeing indicators of respected and responsible. We talked with the children and staff and observed the quality of interaction between them. We concluded from this that staff had improved their practice in the care and support of children.

The service had participation methods in place to help ensure that parents/carers and children were involved in the service and felt included and consulted.

Children were asked for their views regarding the activities, trips, topics and snacks. Staff took account of their input where applicable and used open-ended questions to gain children's views and suggestions.

Children had responsibility for looking after younger children, tidying up after play and being snack helpers. Staff discussed how they promoted children's independence as much as possible and encouraged them to do things for themselves.

We observed that staff were kind, caring and nurturing in their interactions with the children. The children were confident and happy in their environment and sought reassurance and help from staff if needed. Parents' / carers' comments in the Care Inspectorate questionnaires evidenced that they were very positive about the service and the staff team.

## Grade

**The quality of care and support is graded 6 - Excellent**

## Requirements

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 0**

# 4 Quality of environment

## Findings from the inspection

ARK Out of School Care had improved their practice for this theme to an excellent level. We looked at this theme using GIRFEC and SHANARRI and focused on the wellbeing indicators of respected and safe. We observed that the standard of resources and equipment was of a high quality and that all necessary safety features were in place. The service was also observed to be visibly clean.

Staff had created an environment which gave the children free choice taking into account their interests and preferences. There were opportunities to have input into the activities and resources used and the pace of play was dictated by the children themselves. There were also opportunities to relax, read a book and take time out from the busy playrooms. We observed that resources on offer were stimulating and age and stage appropriate providing positive outcomes for the children.

Staff ensured children's safety by having appropriate procedures in place including a secure door entry system with visitors signing in and out of the service. Risk assessments were carried out by staff daily in all areas used by the service to help ensure they minimised any potential risk to the children.

## Grade

The quality of environment is graded 6 - Excellent

## Requirements

Number of requirements - 0

## Recommendations

Number of recommendations - 0

# 5 Quality of staffing

## Findings from the inspection

ARK Out of School Care had sustained the very good practice for this theme. We looked at this theme using GIRFEC and SHANARRI and focused on the wellbeing indicator of respected.

Staff were observed to be kind, caring and supportive in their interactions with the children. They listened to the children and intervened appropriately to ensure children experienced positive outcomes in the service. They knew the children well and were able to meet individual needs.

Staff covered all areas and playrooms to allow the children free choice and freedom of movement. We observed that they were alert to what was happening in all areas and gave support to each other as required. The manager told us that she observed staff's childcare practice and discussed her observations to help improve the service and gave praise when appropriate.

We observed that staff respected children's views and interacted with them in an appropriate manner. Children's comments and suggestions were respected and staff asked questions to seek more information from them.

Training opportunities were available to the staff to help them provide a supportive service to the children. They had attended training in GIRFEC, First Aid, Food Hygiene, Child Protection and REHIS. Specific needs of children were also met by the provision of training to add to the knowledge of the staff.

The staff team met regularly to discuss ways of improving the service provided. The manager discussed how they sought different ways to make improvements within the service. Staff told us that they were listened to and their views valued during team meetings.

### Grade

The quality of staffing is graded 5 - Very Good

### Requirements

Number of requirements - 0

### Recommendations

Number of recommendations - 0

## 6 Quality of management and leadership

### Findings from the inspection

ARK Out of School Care had improved their practice for this theme to a very good level. We looked at this theme using GIRFEC and SHANARRI and focused on the wellbeing indicator of respected. From our discussions with the manager, staff team and the children we concluded that the service had improved the quality of management and leadership within the service.

Staff were committed to the improvement and development of the service by ensuring that they were providing positive outcomes for the children. Regular staff meetings allowed for the discussion of all aspects of the service including policies and procedures, behaviour strategies, training needs, planning and the improvement plan.

The staff encouraged children and parents/carers to be involved in the service. They provided opportunities to comment on the quality of the experiences on offer and had input into service development.

The manager had a strong presence within the service and was well respected by her staff team and the children.

### Grade

**The quality of management and leadership is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

1. The service should amend the whistle blowing policy to include a statement that any poor practice by childcare workers will be referred to the Scottish Social Services Council (SSSC).

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 14: Well Managed Service.

This recommendation was made on 19 April 2013

The service had amended the whistle blowing policy to include the necessary information.

Recommendation is met.

2. The manager should establish a service training and development plan which reflects how planned training will meet the needs of service users and ensure that staff qualifications meet the requirements of the SSSC in terms of the roles being carried out by staff.

National Care Standards Early Education and Childcare up to the age of 16:  
Standard 12: Confidence in Staff.

This recommendation was made on 19 April 2013

A service training and development plan had been established which detailed individual staff's qualifications.

Recommendation is met.

**3. The service should formalise their identified priorities into a written improvement plan with approximate timescales for attaining specific priorities.**

**National Care Standards Early Education and Childcare up to the age of 16:  
Standard 13: Improving the Service.**

**This recommendation was made on 19 April 2013**

An improvement plan had been drawn up with specific priorities listed with timescales for achievement.

Recommendation is met.

**4. The service should amend its confidentiality policy to specify the situations in which information will be shared with other agencies.**

**National Care Standards Early Education and Childcare up to the age of 16:  
Standard 14: Well Managed Service.**

**This recommendation was made on 19 April 2013**

The confidentiality policy had been amended to include this information.

Recommendation is met.

## **9 Complaints**

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

## 10 Enforcements

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

## 11 Additional Information

There is no additional information.

## 12 Inspection and grading history

Date	Type	Gradings	
19 Apr 2013	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 4 - Good
18 May 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 4 - Good 4 - Good 4 - Good



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

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

 [@careinspect](https://twitter.com/careinspect)

### Other languages and formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

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.