

Indigo Childcare @ Castleton Primary School Day Care of Children

70 Dougrie Road
Castlemilk
G45 9NW

Telephone: 0141 630 0008

Type of inspection: Unannounced
Inspection completed on: 8 November 2017

Service provided by:
The Indigo Childcare Group

Service provider number:
SP2007009288

Care service number:
CS2007166498

About the service

Indigo Childcare @ Castleton Primary School has been operating since 2008 and registered with the Care Inspectorate when the Care Inspectorate formed in 2011. It is registered to provide an out of school service for 65 children aged from 4 years 6 months to 16 years. The service is also registered to provide a mobile creche to a maximum of 24 children aged 0-16 years. The creche was not in operation at the time of our inspection.

The service is provided by The Indigo Childcare Group and is accommodated in leased accommodation within a school campus in the Castlemilk area of Glasgow.

The service operates between 7.30am and 9am and 3-6.30pm Monday to Friday during school term. During school holidays it operates between 7.30am to 6.30pm. Also during August to September, the service operates between 12 midday to 6.30pm to accommodate children in primary one.

The main objectives of the service are:

- To provide a safe, fun, welcoming and happy environment for children from 1 to 16 years old, parents and staff.
- To follow the Curriculum for Excellence for children aged 5 to 16 years to provide quality activities and experiences to promote each child's development and learning in all it areas of the curriculum to become confident individual, an effective contributor, a successful learner and a responsible citizen.
- To apply GIRFEC (Getting it right for every child) approach to support each child's wellbeing. The approach uses the eight areas of wellbeing in which children need to progress to do well now and in the future.
- To refer to and follow best practice as indicated by the Care Inspectorate (early education and childcare 16); and the Scottish Social Services Council (SSSC) codes of practice.

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); Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

There were 23 children present on the morning of our inspection and 54 in the afternoon. All of the children we observed during our visit were settled in their environment which demonstrated to us that they were familiar with the service routines, what was expected of them and when things would happen. Children were interested in our presence and keen to share their opinions about the quality of the service, for example three of the girls showed us around the accommodation and explained activities with great pride. Seven of the children also completed a questionnaire for us. Both oral and written responses confirmed that children were very happy with the service they received and enjoyed spending time with their friends at the service. Their written comments included:

The staff are very good because:-

"If we are hurt they help us so much." (age 9)

"They are supportive." (age 8)

Food and snacks are very good because:-
 "there is a lot of different things to eat." (age 8)

"it is amazing and delicious." (age 7)

We help make decisions about:-
 "staff interviews and stuff like that." (age 9)

"I help tidy up." (age 8)

We received eight completed questionnaires from parents/carers before the inspection and also spoke with four parents during the inspection process. Their written comments included:

"The girls in Indigo have done more for my son in just two years than the whole time he was at nursery or even school."

"Steph (management) have went above and beyond their roles to provide a safe and caring atmosphere for my child. As my child has autism they are very reliable in passing on relevant information and working to minimise any triggers for him. The staff are very approachable and always willing to listen."

"My son has been using Indigo from the age of six months, he is now six. He used the nursery daycare centre and is now using the after-school care. I have never felt that the quality of care he received hasn't been the best it could be. The staff are always approachable, polite, understanding and professional. The staff have always treated him as an individual to enhance his learning and his social needs. The holiday programme in the after-school care is fantastic. Well thought out and delivered safely. Any accidents he has had have been recorded and passed on to me on the same day. I feel 100% confident about leaving my child in their care."

Self assessment

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

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Throughout our inspection visit we observed that the service was very child centred; there was a relaxed atmosphere where children were happy and having lots of fun.

The interactions between staff and children were playful and respectful. Ensuring children were fully involved and able to influence the programme, activities and resources was a high priority for staff. They used various tools to ensure children's meaningful involvement in decision making, for example a children's committee, shout out book, big book, voting. We particularly liked the child friendly booklet to welcome new children and explain the life and work of the service. Children told us that staff listened to them and valued their opinions. They were proud to show us the parts of the newsletter that they had written. This ensured that information was relevant to children and conveyed in terms that they understood.

The revised format for children's personal plans ensured that staff were responsive to children's needs and interests. This was a recommendation that was now met. Children were able to choose which member of staff they would like to work with to collate their plan and parents were also encouraged to be involved in this process. This made it more likely that trusting relationships would develop where children felt safe and secure. Staff practice was underpinned by national guidance, such as GIRFEC wellbeing indicators and the play work principles. Staff told us about the training they had to help them feel confident in how they supported children to achieve their best.

The service provider had appointed a new chief executive who provided strong leadership for the organisation and had involved staff and families in their vision for delivering positive outcomes to children. Staff we spoke to were very motivated by the changes in the organisation, believed their ideas were listened to and felt very supported by management. A coaching and mentoring approach to supporting their personal and professional development was in the early stages of being implemented but addressed our previous recommendation for staff support and supervision.

The new management structure included a peripatetic manager to oversee monitoring and a manager that was responsible for the operation of the service. The service provider had put an improvement plan in place for all of their out of school care services. We saw that the performance indicators within this were clearly set out, meaningful and achievable. Staff, children and parents/carers were involved in the self evaluation of the service and there were opportunities for staff to lead on areas of service development. This helped everyone feel included, respected and achieving. The service subscribed to Scottish Out of School Care Network's (SOSCN) quality assurance system and had recently been achieved the gold award in recognition of the high levels of quality across their practice.

What the service could do better

In response to a previous recommendation, policies and related procedures had been put in place regarding the management and storage of children's medication. However, we found that these had not been fully implemented. For example, while children's medication was stored in individual zip lock bags, these were not clearly labelled with the relevant information for children including their name, date of birth and medication expiry date. Full details had not always been recorded for when a child's medication was prescribed 'as required'. There was one example where medication no longer in use had not been returned to the family. We have repeated this recommendation to ensure that management is vigilant about monitoring record keeping of children's medication. This will contribute to children's health and safety. (See recommendation 1).

We highlighted for management other areas that required closer monitoring. For example, ensuring consistency and accuracy in information recorded within children's personal plans and ensuring staff are appropriately registered with Scottish Social Services Council (SSSC). SSSC is responsible for registering people who work in social services and regulating their education and training. Eligible staff must register with this body within six months of taking up their post then pay an annual fee. Seasonal staff do not need to register with the SSSC until they begin their third year of work with the service.

More information can be found on the SSSC website - <http://www.sssc.uk.com/about-the-sssc/multimedia-library/publications?task=document.viewdoc&id=106>.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management should monitor the procedures for the storage and administration of children's medication ensuring staff implement best practice.

Management and staff should refer to the Care Inspectorate guidance: Management of medication in daycare of children and childminding services (2014).

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing and Standard 14: Well-managed service.

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								
28 Jan 2015	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>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	4 - Good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	4 - Good									
25 May 2012	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									

Date	Type	Gradings
12 Oct 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
10 Dec 2009	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
30 Jan 2009	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate

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