

# Indigo Childcare@ St Bartholomew's Primary School

## Day Care of Children

St. Bartholomew's Primary School  
30 Castlemilk Drive  
Glasgow  
G45 9TR

Telephone: 0141 634 6161

Type of inspection: Unannounced  
Inspection completed on: 5 December 2017

**Service provided by:**  
The Indigo Childcare Group

**Service provider number:**  
SP2007009288

**Care service number:**  
CS2007159933

## About the service

Indigo Childcare @ St Bartholomew's 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 40 children. The age range of the children is from those attending primary school to under 16 years.

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 Monday to Friday 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 its 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 28 children present on the afternoon of our inspection and 16 when we continued the inspection the next morning. On both days, children settled quickly into activities of their choosing and confidently interacted with staff. One of the children showed us around the service, explaining its routines while others highlighted what they liked best about attending, for example giving a 'thumbs up' to the snacks and told us about the rules:

"We're allowed to watch these kinds of programmes - pinkie promise! There's no swearing."

Two of the children completed a questionnaire for us. Both oral and written responses confirmed that children were happy with the service they received. Their comments included:

The adults are good because:-

"They are always trying to do the best for you." (age 9)

I feel very happy here because:-

"I like to draw." (age 7)

We make decisions about:-

"What games, trips and snack."

We received four completed questionnaires from parents/carers before the inspection and their responses highlighted that they were highly satisfied with the overall quality of the service. This was summed up in the following written comment:

"Having used this service for over five years I cannot say enough good things about it. My daughter has a great bond with all the staff. My daughter has coeliac disease and is always well looked after and her dietary needs always met. She always looks forward to the summer care as the trips are always a great day out with the kids."

We also spoke with one parent during the inspection process who endorsed this view. They were impressed that their child had been shown around two of the provider's after school services and asked for their preference of which to attend. As a result he was very excited about attending the service and looking forward to spending time with his friends there.

## 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:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	4 - Good

## What the service does well

We could see that warm relationships had developed between staff and children, who were at ease in the setting and enjoyed attending the service. Staff supported children from different schools to develop friendships and be respectful of their peers. We saw that staff role modelled positive behaviour, using active games to de-escalate potentially difficult behaviour so that children were learning about acceptable boundaries and to feel included.

Staff we spoke to were keen to ensure their practice was child centred and made good use of national good practice guidance to help with this. For example, they had enjoyed participating in training on the play workers toolkit and were also using GIRFEC wellbeing indicators to make sure children's voice was evident within their personal plan.

We particularly liked that children were able to choose which member of staff they would like as their keyworker and evidenced instances where this had supported children to overcome difficulties in their life. This contributed to children feeling safe and secure. Staff participated in annual child protection training and were confident that they would be able to follow through any concerns they had about the welfare and safety of children.

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. The new management structure included a peripatetic manager to oversee monitoring and an acting lead practitioner to assist with day-to-day management of the service. Staff felt supported by this structure and believed they had more of a voice in suggesting improvements for the service, for example two members of staff were beginning their SVQ in play work to support their professional development. This highlighted for us that staff felt included, respected and achieving.

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 although management agreed that it would be beneficial to recognise each service's individual qualities and strengths. The service was in the process of completing Scottish Out of School Care Network's (SOSCN) quality assurance scheme, which would recognise their individual achievement. SOSCN is a national umbrella organisation that supports the development of high quality school aged childcare.

## What the service could do better

In response to a previous recommendation, a new format for children's personal plans had been put in place. However, a plan that was proportionate to patterns of attendance and individual needs was not yet in place for every child. We acknowledged that staff knew children very well and could tell us about any additional support that they needed but this had not been recorded in an expanded care plan. We have repeated the recommendation. (Please see recommendation 1).

We found that the measures to limit the spread of infection within the service could be improved. The service fridge was observed to be grubby at the bottom where drips and crumbs had accumulated, thus providing a breeding ground for germs. At snack time there was a shared platter of fruit for children to serve themselves from and although children also had individual plates, most put their used fruit peel or half eaten fruit back on the communal plate. This practice posed a risk of cross infection between children. (Please see recommendation 2).

The service had experienced difficulties recruiting a manager, therefore had a peripatetic manager in place to oversee monitoring of the service. From our discussions with them we were satisfied that they were committed to implementing meaningful quality assurance systems and involving staff and families in that process. For example, they had worked closely with the provider's chief executive and SOSCN's quality improvement officer to help the service complete their quality assurance award. This addressed a previous recommendation about quality assurance systems.

We highlighted for the management areas of day-to-day operation that required closer monitoring to help support good outcomes for children and keep them safe. For example, children's personal plans, infection control and keeping running totals for children's registers so that they could account for who was present indoors and outdoors. (Please see recommendation 3). The provider should also continue with their plans to recruit a permanent manager for the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. The manager should continue to develop the format for children's personal plans in consultation with children, families and staff. Review of these plans should demonstrate that they have been completed every 6 months or sooner if necessary.

National Care Standards early education and childcare up to the age of 16. Standard 3: Health and wellbeing and Standard 4: Engaging with children.

2. Staff should ensure that appropriate measures are implemented to reduce the likelihood of any cross infection among people using the service. For example, cleanliness of refrigerator, serving of children's food.

The management team and staff should refer to the revised Health Protection Scotland guidance: Infection Prevention and Control in Childcare Settings (October 2016).

National care standards early education and childcare up to the age of 16. Standard 2: A safe environment and Standard 3: Health and wellbeing.

3. The management team should put effective systems in place to monitor all aspects of service delivery. Where issues are identified, clear plans should be put in place to facilitate improvement.

National Care Standards Early Education and Childcare up to the age of 16. Standard 13: Improving the Service 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
23 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
12 Apr 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

## To find out more

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

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @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 cànan eile ma nithear iartras.

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.