

## KLAS Care Day Care of Children

East Fulton Primary School  
Gilmartin Road  
Linwood  
Paisley  
PA3 3SG

Telephone: 07506978685

**Type of inspection:**

Unannounced

**Completed on:**

26 September 2018

**Service provided by:**

KLAS Care C.I.C.

**Service provider number:**

SP2014012399

**Service no:**

CS2014333589

## About the service

This service was registered with the Care Inspectorate on the 20th March 2015.

This After School Care Service is provided by KLAS Care CIC. The service is registered to provide an out of school care service to a maximum of 40 children attending primary school. The outdoor space has been taken into account when agreeing the maximum number of children.

Children must have access to the outdoor space at all times.

The service's aims and objectives included:

'We aim to provide an out of school care facility that is an asset to the school and the community. This will mirror the already high standards of care set out by the school.'

A full set of aims and objectives can be obtained from the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach by inspecting care services for children. The 'getting it right for every child' (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people who work with all children and young people. This approach has been introduced by the Scottish Government and helps practitioners focus on what makes a difference for children and young people and how they can act to deliver these improvements. GIRFEC is being threaded through all policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, the GIRFEC approach puts wellbeing at the heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as SHANARRI.

## What people told us

During the inspection we spoke to children attending. Children planned their play from the activities available and had developed friendships. Overall children presented as happy, confident and settled in the service. We received seven completed care standards questionnaires from parents or carers. We also spoke to two parent carers who indicated they were happy with the service provided for their children. They spoke highly of management and staff and valued the role the service offered to them within their local community. Most of the children we spoke to said they enjoyed coming. We asked if they had any suggestions that could improve their out of school care. Comments included:

"Time to do what is planned, when we want".

"More of a say."

"Less noise! "

"Basketball net"

Other comments from children included:

"I like coming to here as we get to play outside and play lots of fun games."

"I have lots of friends here."

"We can tell the workers what we like to do and sometimes we get to go on outings."

"This place is better than in the school."  
 "I liked being in the school but this is different."

Additional comments from parents included:

"KLAS care has been very supportive of me and my children and without them I would not manage to keep my further and higher education".

"All staff are very approachable and friendly. My son loves coming here and is very happy. All the outings are well planned and all children seem very happy and content when I'm in collecting, my son".

"KLAS care provide a fantastic service for both parents and children."

"KLAS care offer a fantastic service. They go above and beyond to ensure children are happy and well cared for. When issues have arisen staff are quick to identify and resolve them. Parental involvement is always encouraged".

## Self assessment

We did not ask the service to complete a self assessment. We viewed the service improvement plan and quality assurance systems in place and saw the service has on going plans for improvement.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Each child had a personal plan that contained a range of information to allow staff to plan care routines to meet children's individual needs. Personal plan format's would benefit from a review to ensure the service is recording how they will meet children's health welfare and safety needs, including all necessary health protocols, reviewing within a six month period or before if needed. This will support staff to make any changes and will also offer children ownership helping to develop responsibility. Recommendation 1.

Staff took a children's rights approach to help plan experiences for children. Children's ideas for activities influenced planned play experiences. Staff should consider how they use this information to plan learning and play experiences that will challenge and support children's developmental progress. Using a floor book staff recorded plans and children's evaluations. Staff should also contribute to the evaluations alongside children's views, focusing on what they had planned for children to learn. Staff had a nurturing approach as they spoke to children using calm and consistent language, taking the time to explain to children what was happening and why. This ensured children were included in the decision making. Positive behaviour was supported verbally by

staff. Children told us they knew 'rules' existed and they liked this as it meant they felt 'safe'. A children's charter could be developed with children and displayed in a way that all children can access to support positive behaviour helping children to resolve any conflict developing respect and responsibility. Staff should also reflect on how children's success and achievements throughout the day can be celebrated helping to create a nurturing environment. Children could be more independent at snack times involved in the preparation and serving of food. This would encourage sociable discussions allowing staff to intervene as needed. Children benefitted from accessible outdoor play during the whole session. This offered the opportunity to engage in physical and energetic play exploring the world outdoors.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Staff should ensure children's personal plans contain all relevant information and are consistently reviewed and maintained for all children. Referring to Health and Social Care Standards which state, 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

Children were cared for in a safe, clean and attractive environment. The service had recently moved into their new building within the school grounds. The accommodation was spacious, provided natural light and had direct access to outdoor play space. Children had very good opportunities for energetic play and outdoor experiences. Staff should continue with their plans to further develop the outdoor play area involving children, families and the local community. Loose parts play should be considered alongside 'My world outdoors' guidance, available on the care inspectorate hub. This will support staff plan more problem solving play and help children to develop their social skills.

Children presented as happy, confident and settled in their new environment. They told us they liked it and had space to play.

We saw evidence of regular checking of play spaces and resources to ensure accommodation was safe, secure and clean. Risk assessments were in place and regularly updated for all areas of the premises including the outdoor area. During school holiday periods there were trips where children engaged in recreational activities and could explore their local and wider communities. Children could be more included in the risk assessment process supporting them to develop awareness in what is needed to keep themselves safe. The service implemented relevant health and safety procedures and removed or minimised any potential play area hazards.

An identified child protection co ordinator was in place and staff spoken to were clear in their procedures to help safeguard children. Staff had begun to develop their new environments to support children to be creative, use

their imagination and develop skills. Resources indoors could be enhanced with more natural materials, every day items and materials to further encourage creativity and imagination. Children's privacy and dignity was respected to ensure their personal care needs were met.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

Safe recruitment procedures had been followed which ensured staff were deemed safe, responsible and suitable candidates to work with children. There was a welcoming ethos within the service and the manager felt the current team was now settled. An induction programme supported new staff to develop their role and responsibilities, made aware of essential policies and procedures. This helped to develop the team and created a respectful and supportive environment. Staff spoken to confirmed this had been a supportive process and felt fully supported by the whole staff team. An appropriate balance of qualified and unqualified staff was in place. This created the opportunity for shared learning between staff.

Positive relationships were observed between staff and children, who were observed comfortable approaching staff. This indicated that children were confident that their needs would be met. We observed staff kind and caring taking account of children's individual personalities. This contributed to children's confidence and self esteem.

Regular, informal self-evaluation as a team strengthened how staff approached improvement. Staff told us regular staff meetings provided the opportunity for professional dialogue and reflection. Staff should fully embed this approach into their practice, to consider how they could measure the effectiveness of what they were doing and how they could make improvements. By identifying what is working well and what could be better for children's experiences will help staff in their own professional development. Using children's rights and the Health and Social Care Standards will support staff to reflect and evaluate necessary for development and improvement. Staff would benefit from regular access to 'Step into Leadership' resource on the Scottish Social Services website for useful resources in both reflection and leadership capabilities.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of management and leadership

### Findings from the inspection

The service had a range of policies and procedures which underpinned the work of staff and the manager advised they were in the process of reviewing policies and procedures. The manager had made contact with Scottish Out of School Care Network and together with the staff team was in the process of gaining their quality assurance award. This will include specific training sessions delivered to staff over the course of the year.

Together with staff the manager had worked hard to successfully manage changes for the service in moving to their new premises. Discussions with the manager demonstrated a commitment to the children and families who used the service and aimed to meet all families' child care needs taking a flexible approach. The management team demonstrated a clear, confident vision for improvement. They engaged in professional dialogue as part of the inspection process and were open to suggestions for improvement.

An improvement plan had been in place to identify areas for development. The manager should now use information gained from self evaluation to develop an improvement plan that is specific and achievable involving children, parents and staff.

The manager has a peripatetic role as a manager for the providers other after school club that operates only during school term times and was clear in her role and responsibilities including knowing when to notify the care inspectorate.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The provider should ensure that staff members are appropriately checked with the PVG scheme before they begin working with children.

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

**This recommendation was made on 2 August 2017.**

#### Action taken on previous recommendation

The provider was clear in their role and responsibilities to carry out appropriate checks and made sure these were taken before staff or volunteers began working with children.

### 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).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
15 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
31 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate



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