

## KLAS Care C.I.C Day Care of Children

St. Anthony's Primary School  
Hallhill Road  
Johnstone  
PA5 0SD

Telephone: 07564821416

**Type of inspection:**

Unannounced

**Completed on:**

16 January 2019

**Service provided by:**

KLAS Care C.I.C.

**Service provider number:**

SP2014012399

**Service no:**

CS2016350002

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was registered with the Care Inspectorate on the 21 September 2016.

This After School Care Service is provided by KLAS Care CIC. The service is currently registered to provide care to a maximum of 32 primary school children at any one time.

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 most children attending. 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 parent/carers who indicated they were happy with the service provided for their children.

Comments from children included:

"Its good here we can all play and make up our own dances."

"I like the snacks, I'm always hungry."

"Made lots of friends and we all go to different schools, but tha'ts fun."

"Sometimes it is too noisy on the bus."

"Ladies are great fun, I know I can talk to them and they will listen. I feel safe here."

"I feel safe too and I know I can talk to staff."

"We have fun every day and we get snack."

Comments from parents included:

"I'm extremely confident leaving my son and I am hard to please. I feel they are reliable and supportive in here and care about children. Activities are always fun X comes home upbeat and chatty, this reassures me as a working parent."

"Girls are lovely, friendly approachable, very welcoming. X enjoys coming, never moans about it."

"KLAS care deliver an excellent, much needed service in our area. I feel they offer a fantastic service at a low cost and their holiday scheme is full of fun and learning activities and days out for the children. I highly recommend them to friends and family."

"They have handled temporary accommodation well and made sure we and the children are happy, look forward to moving back into classroom too."

## 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 ongoing plans for improvement.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

Children had opportunity to choose and participate in a range of play experiences. Most children had made friends developing a positive sense of self and learning to care for each other. Children presented as confident and respectful towards each other and to staff. They confidently shared their experiences from school including any worries they may have with staff supported to develop resilience. Regular praise offered by staff to children helped to develop confidence and self-esteem. Children benefitted from being physically active developing physical skills through a range of movement and energetic play.

Planned play activities were led by the children's interests recorded in a floor book. We viewed floorbooks containing a wide range of play and learning activities that both encouraged and challenged. This was linked to the rights of the child supporting children to develop awareness and understanding of their rights. Opportunity for children to be involved in planning helped them to make informed choices and making decisions. Children were encouraged to be responsible. Should children require medication an administration and medication policy was in place. This should be updated to reflect children who have been deemed fit to administer their own medication with appropriate supervision and permissions given. Clear written personal plans recorded how the

service planned to meet children's health welfare and safety needs. This supported staff to plan children's individual care needs. Regular reviews had taken place with parents ensuring information was up to date.

We observed children who had clear expectations about how they should behave towards each other creating an atmospheres of respect and trust. As a result children were able to resolve any conflict during play. Staff offered appropriate affection, playful in their approaches ensuring children received warmth, kindness and compassion in how they were cared for. Children we spoke to confirmed they felt safe and confident in approaching staff. Children had opportunity to choose, engage and participate in a range of play experiences. Most children had made friends developing a positive sense of self and learning to care for each other. Children presented as confident and respectful towards each other and to staff. They confidently shared their experiences from school including any worries they may have with staff supported to develop resilience. Regular praise offered by staff to children helped to develop confidence and self esteem.

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## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The accommodation was in the process of refurbishment resulting in the service located in another area within the school. Staff had made best use of the areas available to them. Allocated for children's use was a main playroom, full use of the gym hall and access to a large outdoor play space. Toilets were available for all children to access supported by staff during the refurbishment. Staff had successfully managed the accommodation move to ensure children and their families were welcomed warmly.

Regular risk assessment and daily checks supported a safe environment. Children risk assessed their own play, helping them to develop awareness of what is needed to keep them safe. Care needs for children were met in a suitable environment that supported their right to privacy and dignity. Any accidents or incidents were recorded and shared with parents to support children's health and well being.

The staff worked well to make the environment interesting by creating a number of different play spaces responsive to children's interests and stage of development. Children enjoyed planning their own dance routines and making up their own ball games. Space was organised to allow children to concentrate on activities and experiences to develop their interests. A quiet space using soft furnishings had been created for children to relax or read a book. Staff should continue with their plans to develop areas of play including further opportunity for sensory, exploration and discovery activities when the refurbishment has been completed. Snack area should also be developed to support children to be more independent and involved in preparation of their snacks should they wish to do so.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

Staff ensured children were protected from harm because they were alert and responsive to any signs of deterioration in children's wellbeing. We observed staff interacting with children in a warm, compassionate and caring manner. Staff worked together effectively as a team. Positive role modelling from staff created a nurturing environment. This impacted positively in the children's good behaviour that we observed.

Children were cared for by a staff team that had been safely recruited trained and registered appropriately with Scottish Social Services Council. Staff benefitted from both external and internal training opportunities building their skills and knowledge. Discussions with staff demonstrated they had reflected on training attended, considering how this impacted on their own practice for example developing a deeper understanding of children's rights and the importance of anti bullying. Staff should now develop their leadership and self evaluation skills to help improve the outcomes for children who use the service. We observed a staff team confident in the Playwork principles recognising their role in promoting children's right to play intervening when necessary.

Staff recognised the importance of supporting healthy relationships between children and parents aiming to work in partnership with families. Inclusive and respectful approaches from staff gave children confidence to share their experiences with staff. They supported children to develop resilience. Children told us they felt safe. Regular self evaluation took place informally and formally. Staff should continue to reflect and build on this practice to support improvement. Staff listened to children and supported them to resolve any conflict with each other. Children were respected, responsible and included.

## Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of management and leadership

### Findings from the inspection

Management and staff work well together placing children and their families at the centre of the service. The service was working towards gaining 'Achieving Scotland' an award for out of school care provision in Scotland. The manager has a peripatetic role managing another service. A senior practitioner confidently takes this role when required modelling positive leadership. During the inspection the manager was visible in the service working alongside staff offering the opportunity for informal monitoring and support. Changes to the service as a result of the refurbishment to the accommodation had been successfully managed, keeping staff, children and parents informed and ensuring a smooth transition.

Communication taken by the management made sure it could involve staff, children and their families in the development of the service. Parents and carers had opportunities to provide feedback on the quality of the service. This was achieved through regular chats with parents/ carers, questionnaires and parents/carers could contact the childcare manager at any time. The service also shared information with parents/carers through regular newsletters. As a result parents we spoke to told us they felt fully involved and could not identify where the service could improve.

The manager had a good professional knowledge of her staff team and this had resulted in effective staff deployment to ensure children received the right care and they were supported to uphold their rights. Good links had been established with the school and the wider community creating learning opportunities. An improvement plan linked to the principles of the Health and Social care standards was in place and was beginning to make an impact. As part of improvement a review of policies and procedures was ongoing to ensure staff have the right information and resources. A complaints system was in place for parents, and children had the opportunity to voice their concerns at their regular meetings. The manager was confident in her responsibility in knowing when to notify the care inspectorate to ensure the service was well managed and led.

## 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

As a matter of best practice the provider should ensure that each child has a personal plan in place. Plans should be reviewed a minimum of six monthly or more often as required.

National Care Standards early education and childcare up to the age of 16 Standard 3 Health and wellbeing.

**This recommendation was made on 3 November 2017.**

#### Action taken on previous recommendation

Personal plans had been developed and reviewed.

This recommendation has been met.

#### Recommendation 2

As a matter of best practice the provider should develop an effective system for quality assurance to develop and improve outcomes for children.

National Care Standards early education and childcare up to the age of 16 Standard

**This recommendation was made on 3 November 2017.**

#### Action taken on previous recommendation

The service was in the process of gaining a quality award from Scottish Out of School Network . Quality assurance systems had also been developed.

This recommendation has been met.

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	
24 Aug 2017	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	3 - Adequate



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