

# Nino's After School Care Day Care of Children

c/o Harestanes Primary School  
Mauchline Court  
Kirkintilloch  
Glasgow  
G66 2SA

Telephone: 07860 472138

**Type of inspection:**

Unannounced

**Completed on:**

24 January 2019

**Service provided by:**

Nino's After School Care Ltd

**Service provider number:**

SP2017013011

**Service no:**

CS2017361646

## 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)

The service registered with the Care Inspectorate on 14 February 2018.

Nino's After School Care is provided by Nino's After School Care Ltd. The service operates from within Harestanes Primary School in Kirkintilloch and can provide care for a maximum of 27 children attending school at any one time. The service operates from 7.45am until 9am and from 3pm to 6pm on weekdays during school term time. The service has exclusive use of the large GP room at all times, the school gym from 4pm and the infants area handwashing facilities and toilets and the junior toilets. The service is staffed by a manager and a practitioner.

The service aims include; "I aim to offer a breakfast and after school care, providing high quality of care, ensuring I give your children a happy, healthy, safe and secure environment. I aim to provide a high quality of care and fun experience's., Work in partnership with parents to ensure children are happy within our care and offer children and their parents a service that promotes equality and values diversity."

This is the first inspection of the service.

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 (also known as 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. This approach helps services focus on what makes a positive difference for children and young people, and what they can do to improve. Getting it Right For Every Child 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 Getting it Right For Every Child. 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.

## What people told us

We issued 10 care standards questionnaires to the service to distribute to parents prior to the inspection taking place. We received 2 completed questionnaires.

Parents commented;

"Great after care. My child really enjoys it".

"Nino's provides an excellent after school service. The staff are friendly and attentive to our child. Our child is happy and secure there".

Four children were present on the day of inspection. They were settled and engaged in activities of their choice.

## Self assessment

We did not request a self assessment from the service prior to this inspection. We looked at the service's improvement plan and talked to the provider and staff about progress from the last inspection and future plans for improvement.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

The standard of care and support provided to children was good.

The manager and staff engaged well with parents and provided opportunities for parents and children to give feedback about the service using Facebook, e mail, newsletters and questionnaires. We saw staff welcoming parents at collection time and verbally exchanging information with them about their child's day. The manager told us she planned to use an App to share children's learning and development with parents and to simplify the process for obtaining feedback from parents.

Staff were implementing Scottish Government guidance, Getting it Right For Every Child (GIRFEC) and this meant that children benefited from more individualised care and support. Children and staff had familiarised themselves with the wellbeing indicators from GIRFEC and had created an informative display with children referencing the indicators against activities they had completed. Children also used the emotions board each day to say how they were feeling.

We sampled children's care plans and found that they were well documented. Children completed an 'All About Me' and staff recorded observations and used these to create areas for development and focus and next steps for learning for children. The manager told us that she planned to e mail parents to organise care plan reviews. (See recommendation 1).

We saw that children were active and busy. They enjoyed arts and craft and table top games during the inspection. Children were involved in choosing activities and resources. We saw children's evaluations on activities and photographs of them involved in a range of activities. Children commented on what they enjoyed and what they would change about the activity the next time. Next steps were also identified in the planning process. Children had specific responsibilities in the service, for example, snack helper, fire warden, risk assessment and resources. This helped to promote independence and inclusion for children in the service.

Staff had an understanding of how to protect and safeguard children. An effective child protection policy and duty of candour policy were in place which informed and supported staff in their roles. The manager was the designated child protection coordinator. Staff had completed training on child protection.

We looked at the service policy and procedure on medication and sampled records of administration of medication. We found that the manager needed to amend the finer points to ensure that this was in accordance with Care Inspectorate guidance on medication. (See recommendation 2).

Overall, children were well cared for by staff who were enthusiastic and committed. We saw very positive interactions between children and staff.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The manager and staff should ensure that children's personal plans are reviewed with parents every six months in accordance with The Public Services Reform (Scotland) Act 2010 and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Health and Social Care Standards 1.15 - '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'.

2. The manager and staff should amend the service policy and procedure on administration of medication in accordance with Care Inspectorate guidance, 'Management of medication in daycare of children and childminding services'. This should include a record of refusal or spit out of medication.

Health and Social Care Standards 4.11 - 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The quality of environment was good. The manager and staff created a warm, welcoming environment for children and parents.

There were attractive information boards and displays showing children's work. Children enjoyed child led play where they could easily choose activities and resources. They were also consulted when purchasing resources. There were various areas set up in the playroom and children also had the use of the school gym and outdoor areas.

There were safe arrangements in place for collection of children from school and a range of risk assessments to ensure that children were protected.

Good infection control practice was evident with children engaging in appropriate hand washing procedures when relevant. Cleaning and health and safety monitoring checklists were completed. Accidents/incidents were appropriately recorded. We asked the manager to include more detailed information on accident forms with regard to where the accident occurred. (See recommendation 1).

Effective signing in/out procedures were carefully implemented. These practices ensured that children were kept safe and healthy.

We discussed Care Inspectorate guidance, 'My World Outdoors' with the manager and encouraged her to continue to develop outdoor learning in accordance with this. We saw that children had enjoyed some outdoor activities in different settings.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The manager should complete accident/incident forms as discussed to ensure that these are in accordance with best practice.

Health and Social Care Standards 4.11 - 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

The quality of staffing was good. The manager and a qualified experienced childcare support worker were employed. We checked recruitment processes and found that these were satisfactory. The service policy and procedure on recruitment was effectively implemented with staff being recruited in accordance with Care Inspectorate good practice guidance. Staff were registered with the Scottish Social Services Council (SSSC). We asked the manager to maintain the Protection of Vulnerable Groups (PVG) number only for staff and discard the PVG full response. She agreed to do this. The manager had suitable contingency arrangements in place for staff absence.

From observations of staff engaging with children we noted that staff were caring, responsive and nurturing. The manager was continuing to support and build the staff team, holding regular meetings and support sessions and providing staff with opportunities to evaluate the service. The support worker told us she was well supported and enjoyed her job in the service.

A system of appraisal and supervision had been introduced by the manager. This was a useful management tool to provide feedback to staff, review and evaluate practice and consider staff self development. The manager intended to complete appraisal with the recently recruited staff member. We asked the manager to ensure that there were suitable arrangements in place for her own appraisal by another Early Learning and Childcare professional. (See recommendation 1).

A basic staff training plan had been formulated with in-house training planned and the support worker was completing the SVQ 111 in childcare. The manager planned to complete her BA in Childhood Practice in 2019.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The manager should ensure suitable arrangements are in place for her appraisal.

Health and Social Care Standards 4.11 - 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The quality of management and leadership was good. The manager had a positive impact on delivery of service, supporting the staff team and progressing service developments.

A system of monitoring had been introduced; the manager had sought feedback from children and had developed a service improvement plan. This was displayed in the service and was shared with parents. The service was still in its infancy but the manager had made good progress with identifying priorities for service evaluation and development. There was a focus on developing the service, staff training, annual performance reviews, new planning system, continued policy development and involvement of children and parents. We asked the manager to consider including the Health and Social Care Standards and SSSC Codes of Practice in her monitoring systems. (See recommendation 1).

The manager recognised the importance of good communication with parents and was actively implementing effective methods of communication to gain maximum feedback.

There was a service website and facebook page. Parents could download a welcome pack and information about the service. The manager used e mail to communicate with parents and share links to relevant information and support materials for children.

There was a complaints policy in place which was provided to parents and children. Appropriate insurance was in place. The Certificate of Registration was displayed.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The manager should refer to the Health and Social Care Standards and SSSC Codes of Practice when monitoring the service.

Health and Social Care Standards 4.11 - 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

**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

There are no outstanding recommendations.

## 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

This service does not have any prior inspection history or grades.



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