

Riverside Out of School Care Day Care of Children

Riverside Primary School
18 Forrest Road
Stirling
FK8 1UJ

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Service provided by:
Riverside Out of School Care a Scottish
Charitable Incorporated Organisation

Service provider number:
SP2015012550

Care service number:
CS2015339716

About the service

The Committee of Riverside Out of School Care (ROSC) is registered to provide a care service to a maximum of forty children at any one time between the ages of four and fifteen years.

ROSC is based within Riverside Primary School, Stirling and provides out of school care, a breakfast club and holiday club for children.

The service can also be provided from Raploch Primary School, Community Campus, Stirling when the school is not available.

Their mission statement is stated as follows:

"We aim to provide a fully integrated out of school care service offering reliable childcare, which meets the needs of the local people. Within this aim, our high quality provision offers equality to all who wish to use the service, no matter what race, religion, disability or needs. We offer a wide variety of stimulating, fun-filled, creative and imaginative opportunities for your child within the confines of a safe and healthy environment."

What people told us

Parents told us:

"My child loves coming to ROSC. Staff are caring and enthusiastic".

"There is a fantastic range of activities indoors and outdoors".

"The service and staff are reliable, trustworthy and very welcoming".

"There is a good range of resources for the children to play with".

"Staff asked for suggestions and keep me informed on my child's time in the service".

"Both my children attend the breakfast club and after school club and really enjoy going. The children are encouraged to play together regardless of age, which means they have made friends with a wide group of people.

"There is a wide range of activities and they regularly come home with artwork and creations".

We spoke with a number of children who use the service. They were confident in talking to us. Some told us:

"I look forward to having my snack as I am always hungry after school".

"Some of the children who come here are in my class - I know them - I like knowing some of the children".

"I like playing in the den and hiding from my friends - sometimes we are monsters".

"I like doing art work most of the time - I do not always get to do this at home".

"I come here three days a week - mummy works long hours - I can go home the other two days - I like coming here - there lots to do - the ladies and man are really nice".

"I do not know all the helpers names - but I like them".

"We get to play in the gym hall and run about - come and I will show you the hall".

"We have big cupboard over there - we keep lots of art things in there and we can go in and choose things".

"I still want to come here even when mummy is at home - my friends are here"

Self assessment

The Care Inspectorate received a well worded self-assessment document from the provider. Which described the service provided. We were very happy with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We focussed on the following aspect:

- We enable children to make choices and ensure that every child can be supported to achieve their potential.

Comments provided by parents showed staff worked hard to develop methods to consult with children and families to develop and to make changes to the service when required.

There have been some changes to staffing; however this has not had a negative impact on the service provided. Through discussions with parents we confirmed our findings.

Staff showed they had a really good knowledge and understanding of how to ensure they provide for each child's individual needs. Some of this was achieved by using information gathered from the child, parents, colleagues and through observation.

Children's annual reviews are carried with the child and their key worker. This helped staff to create a child's care plan and the programme of activities provided.

We observed staff responding to children's requests for specific resources and activities throughout our visits. Children told us that they were involved in making decisions about how they spent their time at the service. As a result of this, children had opportunities to feel included and valued and develop a sense of responsibility and belonging.

We noted that children were hungry on their arrival to the service and were able to help themselves to a healthy snack. Lots of discussion took place around the snack table between the children. We highlighted to the manager that a child had mentioned that she would have preferred the cereal 'Weetabix', instead. The other children told us; "the bowls are too small and this is why you can not have Weetabix". The manager agreed to review the snack menu again with the children.

We observed staff greeting parents at the end of the session. Parents told us that these times were useful to find out about what their child had been doing during this period. We found parent's involvement in the service supported staff to know each child as an individual and be able to provide for their needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We focussed on the following aspect:

- The environment allows children to have a positive quality play experience as possible.

Children were cared for in an environment that was suitable for the type of service offered and for the needs of the children attending the service.

We observed throughout the inspection that staff applied the play principles and intervention and risky play theories. This meant that children were supported by staff to take sensible risks that helped them to take responsibility and develop confidence.

Staff completed risk assessments and daily checklists to support them to maintain a safe environment for children. We discussed with the manager the current process in place that enables children above primary one to access the bathroom on their own. We agreed with the manager that she should revisit with staff their current process to ensure that no child could be at risk from harm or leave the premises.

We found there was a really good range of equipment and play resources that were clean, very well maintained and accessible to children. Staff had clearly taken account of the children's interests and responded to their requests for specific toys and equipment.

Throughout our visits we could see children had regular access to an outdoor area which enabled children to engage in a range of physical exercise in the fresh air and this promoted their health and well-being.

Children commented:

"I like climbing"

"We do lots of art stuff".

"I like playing outside most of the time".

"The ladies are really nice they let us go outside".

Children had access to suitable hand washing facilities and we observed them washing their hands before snack and sometimes reminded by staff to do so after playing outdoors.

We noted staff exercised best practice guidance in relation to infection control. This practice helped to keep children healthy and free from infection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

We focussed on the following aspect:

- A professionally, trained and motivated workforce which took into consideration the National Care Standards, legislation and best practice.

The most recently recruited staff told us they liked ROSC's improved induction programme as this made them reflect on their work and helped improve their practice.

Staff worked together to plan activities for the children and to discuss children's individual needs. This is carried out at staff meetings and on a one to one when required. Staff found the processes they had in place were effective and supported them to deliver a quality service.

We observed that staff engaged and interacted warmly with children. They were kind and caring, treated children with respect and clearly enjoyed working with children and being part of a happy team.

We could see that staff listened to what children had to say, asked for their views and responded to their requests for specific resources and activities. Children told us staff were; "caring, very nice, funny and helpful".

Parents told us that they were confident in the quality of care their child received by them.

Overall we found staff to be very good role models and children clearly liked the staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We focussed on the following aspect:

- How the service involved staff in determining the direction and future objectives of the service.

The manager is very well qualified and has years of experience in childcare. This is reflected in the wonderful service offered to children and families.

The core values of ROSC are contained in the updated Induction Programme. New staff told us the programme has supported them to deliver the aims and values of the service. Parent's positive comments showed the service is delivering a service that is valued by parents and the local community.

All staff contributed to the continuing evaluation of the service and ideas are included in the service Improvement Plan.

Staff told us they felt appreciated and valued working in a motivated and supportive team.

We could see that staff were motivated and confident in their role. This clearly impacted on staff morale and they confidently supported children's emotional health and well-being.

Management stated they will continue to develop staff to be more aware of learning resources, such as, websites and up to date research and literature. This will support staff professional development and inform their practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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.

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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