

# Nino's After School Care Day Care of Children

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
2 July 2021

**Service provided by:**  
Nino's After School Care Ltd

**Service provider number:**  
SP2017013011

**Service no:**  
CS2018367692

## 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)

Nino's After School Care is provided by Nino's After School Care Ltd. The service operates from within Gartconner Primary School in Kirkintilloch and can provide a care service to a maximum of 30 children term time and 20 children school holidays of primary school age. The service has exclusive use of the gym and large outdoor play areas.

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 experiences., 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 this service.

This was a focused inspection to evaluate how well people were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic. This inspection was carried out by one inspector from the Care Inspectorate.

## What people told us

Parents gave their views of how the service had delivered care to them and their children during the pandemic. Some of their comments included:

"We are very happy with the service that is being provided. We love the Family App which provides us with lots of information on our son's day. First class service. Highly recommended".

"Keep up the great work".

"You are all delivering a brilliant service in challenging times and my son loves it and often wants to stay. This is a testament to the great job you are doing. Well done".

"You all do a great job".

"Fantastic after school care. Very highly recommended".

"Very happy with the care our boys receive at Nino's. Staff are excellent and the boys have a range of indoor and outdoor activities that they can choose to be involved with".

"As a parent I feel so at ease leaving my child in your care every morning. I know you try your best with my child and I really appreciate the time and effort you all put in. You all go above and beyond. I would just like to say thank you".

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

5 - Very Good

### Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during Covid-19.

Our focus during this inspection was to establish if children's health and wellbeing benefitted from their care and support in relation to Covid-19. We concluded that the service was providing a very good standard of care and that children's health and wellbeing was being very well supported.

Children were comforted, reassured and supported by caring and nurturing staff. They were supported to resettle into the service following the Covid-19 lockdown. Staff were proactive and confident about implementing various processes to facilitate communication with children and families. They had regular, meaningful contact with parents throughout lockdown using their family app. This enabled staff to identify families who required additional support and helped staff to update personal plan information. This meant that on their return children's and families' needs could be met. We sampled children's care plans and found that these were well organised and regularly reviewed in accordance with current guidelines.

During our site visit, we observed how confident and relaxed children and staff were with the new procedures and routines. Changes relating to Covid-19 were shared as learning experiences for children. For Example, bubble workbook templates were used to ensure children understood the practicality of bubbles, to ascertain their feelings about bubbles and to support friendships in bubbles.

Staff had worked hard to ensure that children learned about the changes in fun and creative ways through talking about it and using resources such as the emotion wheel, feelings emojis, and "My back to school bubble" online story book, to aid children's understanding. Staff worked hard to support children's mental health, sending supporting information to parents and having online 1:1 discussions and activities with children and parents. Regular newsletters provided up to date Covid-19 information. These were translated to meet the individual needs of one family. This helped to transition children back into their school and after school care routines and eliminate any anxieties they may have had. The effective communication methods used ensured that staff, children and families were informed of the changes and expectations of the service.

We observed all children outdoors during our visit. They were maximising the use of outdoor play areas and the range of outdoor experiences offered opportunities for children to learn through their play and extend their own experiences. Children had enjoyed creating time capsules detailing their feelings, pictures and photographs and what they were going to do when Covid-19 was over.

Children were safeguarded against harm as staff were clear on their responsibilities. Staff understood and had considered the impact Covid-19, and the lockdown situation had on families. The service's child protection policy reflected Scottish Government's Coronavirus (Covid-19) supplementary national child protection guidance which was published in March 2020.

### Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. Children are protected as staff take all necessary precautions to prevent the spread of infection.

Our focus during this inspection was to establish whether infection prevention and control practices in relation to Covid-19 supported a safe environment for children and staff. We concluded that very

good policies and procedures were in place to ensure that children and staff experienced a safe environment.

We observed that the environment was clean and well maintained. The service maximised outdoor play at all times and suitable resources had been purchased to support this. Children used indoor toilet facilities and could rest in the outdoor sheltered area. Arrangements had been put in place to enable enhanced cleaning activities to be carried out. In order to minimise the risk of infection and cross contamination children attending were grouped together in their own bubbles.

Play areas were safely organised to minimise the number of people using the same space. This supported physical distancing and reduced the risk of the spread of infection. Thorough risk assessments had been developed to ensure staff understood their responsibilities of keeping themselves and children safe. Staff practice and discussions demonstrated how staff understood and implemented the procedures. The additional cleaning procedures were well managed and did not impact on the engagement children received from staff or the breadth of activities available. To aid their understanding, children had created an infection control display with reminders about handwashing and keeping safe.

Staff had participated in a range of training activities relating to Covid-19. They were familiar with new policies and procedures which contributed to a consistent approach being taken across the service and helped to minimise the risk of infection.

The management and staff team had a clear understanding of how and when personal protective equipment should be worn and disposed of. There were ample supplies of additional PPE available if required. Procedures were in place for isolation if needed and information had been shared with families. The management team were supporting families individually where required, for example, if they were in close contact with a positive case of Covid-19. Clear procedures enabled the team to act swiftly if there was a suspected case of Covid-19.

### **Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during Covid-19.**

Our focus during this inspection was to establish if staff had the right knowledge, skills and competence to support children in relation to Covid-19. We concluded that very good arrangements were in place and that staff were very responsive to the changing needs of children and families during Covid-19.

There was a strong sense of teamwork and friendship amongst staff and this helped to create a very positive, supportive environment for children and families.

Staff told us that they felt connected and committed to their work. They were well supported by the management team and recognised the potential impact of Covid-19 within work and personal circumstance. They told us that they felt valued and supported during the pandemic.

They had access to appropriate training, guidance and policies and procedures. There were regular team meetings which enhanced communication and facilitated staff involvement in the recovery plan and development of the service.

Staff were clear about their roles and responsibilities. Careful consideration had been given to ensure that they were deployed effectively. Staff were supportive of each other and willing to share ideas and opinions to improve experiences and outcomes for children and families. They had created a very positive, inclusive ethos by recognising the value of a shared approach and partnership with parents in children's care and learning.

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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