

# Cosgrove Care Playscheme Day Care of Children

Walton Community Care Centre  
May Terrace  
Giffnock  
Glasgow  
G46 6LD

Telephone: 0141 620 2500

Type of inspection: Announced (short notice)  
Inspection completed on: 10 April 2018

**Service provided by:**  
Cosgrove Care

**Service provider number:**  
SP2003002854

**Care service number:**  
CS2003003956

## About the service

The playscheme is one of several services offered by the provider, Cosgrove Care.

The service mainly operates during school holidays and can accommodate a maximum of 33 children aged between 3 years to 18 years.

The service aims to provide a supportive and learning environment for children with additional needs and their siblings.

We compiled this report following an unannounced inspection, which took place on Tuesday 10 April 2018. The inspection was carried out by a Care Inspectorate early years inspector.

During this inspection we spoke to the children and young people (CYP), support workers, project manager, children's services manager and manager. We looked at a number of documents including children's personal plans, safety records, training plans and various quality assurance evidence.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

Five parental questionnaires were returned: they stated that parents were happy with the quality and care provided.

One statement included:

"Cosgrove provides a fantastic support service to my family and most recently we were supported in a weekend away at "Calvert Lakes". The staff were amazing and my child had a great experience, which I could never have done with him on my own. We appreciate all the help they have given us over the years and are amazing service, without their playscheme summer/easter holidays would be impossible. Thank you Cosgrove".

## Self assessment

We did not request a self assessment prior to the inspection visit.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## What the service does well

The service provided a nurturing, inclusive, child centred and responsive environment. Children and young people (CYP) could enjoy an opportunity to participate in stimulating and fun experiences. They could play independently or together as a group.

On the day of the visit we saw children and young people engaged with their peers doing arts and crafts and negotiating space and balance in the gym area. They were going out to visit the local riding school to either ride or groom the horses.

The service provided self directed activities for example storytelling and music. A young person was encouraged to show of his musical talent, he played the piano and danced.

Children had an unhurried, sociable lunchtime experience. They enjoyed chatting with their support workers. The staff team celebrated individual successes and told us about some of children and young people's achievements.

There is an identified child protection officer. There were no child protection issues at this time.

Staff knew the children's individual interests and their personal care needs well.

Personal care plans were individual and in line with the GIRFEC framework. It sets out how CYP's needs will be met. However we discussed the need to further improve recordings in the plans.

Personal care was carried out in a private and dignified manner. There was protective clothing and infection control protocols in place. The management team agreed these could be further improved. They will implement a staff raising awareness session whereby staff can refresh their knowledge. We pointed them towards best practice guidance in "the HUB". [www.careinspectorate.co.uk](http://www.careinspectorate.co.uk)

We could see there was a genuine kindness from staff to the children and young people and lots of comfort and cuddles offered on both sides. The children and young people were comfortable and knew their support workers well. The staff were designated to individual service users for the day and often supported them outwith the holiday playscheme.

The staff team meet to prepare, plan and evaluate the holiday programme. They told us: "We meet together and discuss what worked well and what children enjoyed at previous holiday times. We ask parents and children what they enjoyed and research new activities and outings". They take lots of photographic evidence to consult children. This evaluates the quality of childcare and support provided. Service users can use lots of different formats for consultation and feedback. These are collated, analysed and feedback is published.

The organisation have acquired the "Investors in People" award and "Autism" accreditation, this demonstrated an external quality audit was carried out. The service produce an annual report to inform all stakeholders of the quality improvements of the service. We could see the managers had a visionary focus and were committed to continuous improvement.

## What the service could do better

We discussed, the care plans should be recorded in a more meaningful way. This would demonstrate the additional support and strategies the support staff implemented to encourage, support and enable the children and young people to maximise their own potential.

The provider should further improve recordings and planned action for positive outcomes for service users. This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I experience high quality care and support that is right for me. 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)

The service should further improve the storage and administration of medication. This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I have confidence in the organisation providing my care and support. I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11)

We pointed them towards best practice guidance in "the HUB". [www.careinspectorate.co.uk](http://www.careinspectorate.co.uk)

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

Inspection and grading history

Date	Type	Gradings								
9 Apr 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
20 Mar 2012	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	Not assessed	Management and leadership	Not assessed
Care and support	4 - Good									
Environment	4 - Good									
Staffing	Not assessed									
Management and leadership	Not assessed									
14 Aug 2009	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									

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