Bourtree Pre-school Playgroup & Rising Three's
Day Care of Children
Bourtree Hall
Berrymuir Road
Portlethen
Aberdeen
AB12 4UF
Telephone: 01224 782472

Type of inspection: Unannounced
Inspection completed on: 12 December 2014
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Service provided by:
Bourtree Pre-school Playgroup & Rising Three's

Service provider number:
SP2003000375

Care service number:
CS2003002494

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

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What the service does well

The staff at Bourtree Pre-school Playgroup & Rising Three’s continue to work hard in setting up and tidying away daily. They create a warm and caring atmosphere which has a good variety of stimulating and interesting activities for the young children to choose from. The group is also very good at working with parents and carers who are part of the playgroup parents’ committee, who help to manage the group.

What the service could do better

There were some areas the staff plan will work on:

- Review the children’s folios
- Continue to work on involving the children with their care and education and their parents and carers
- The redevelopment of the outdoor area.

What the service has done since the last inspection

Since the last inspection we noted that the group is now open for longer times to accommodate the new Government initiative to provide 600 hours of preschool education for all children offering three morning and two afternoon sessions.
We also noted the administration of the playgroup has been reviewed and updated.

**Conclusion**

Overall Bourtree Pre-school Playgroup & Rising Three’s is a busy, well-used service which is liked by the parents and carers. We found the staff to be dedicated to providing a good service and they put the best interests of the children at the heart of all they do.
1 About the service we inspected

Bourtree Pre-school Playgroup & Rising Three’s operates from a well used community centre with its own grounds in Portlethen. The service is registered to provide a care service to a maximum of 32 children aged 2 years 6 months to those not yet attending primary school. A maximum of 15 children aged from 2 to 3 years attend Rising Three’s.

Included within the service’s aims was the statement:

- “We will provide a rich, secure, stimulating play environment for all of our children”
- “We will work in close partnership with parents and carers, recognising their needs, experience and skills”.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 5 - Very Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 5 - Very Good
This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
We wrote this report following an unannounced inspection. This was carried out by an Inspector from the Care Inspectorate. The inspection took place on Friday 12 December 2014 between 9:00 am and 3:00 pm. Feedback was given to the playgroup staff at the end of the visit.
As part of the inspection, we took account of the completed annual return that we asked the service to complete and submit to us. We also took account of the information within the service self assessment and the playgroup improvement plan 2014/15.

We sent out 20 care standards questionnaires to the provider to distribute to parents. Sixteen parents sent us a completed questionnaire before the inspection.

During this inspection process we gathered evidence from various sources, including the following:

We spoke with:

- the acting manager
- the three members of staff
- children during morning
- five of the parents and carers using the service.

We looked at:

- aims of the service
- certificate of registration
- liability insurance
- self-assessment
- planning and observation regime
- “Big books”
- the monitoring book
quality assurance, including the recent reports from early years development staff
- evidence of surveys and consultations completed with parents and carers
- children’s records and care plans
- children’s folios
- photo albums
- complaints policy
- child protection policy
- medication policy and procedure for administration of medicine
- risk assessment
- accident and incident regime
- first aid
- infection prevention and control procedures
- minutes from committee meetings
- notes and minutes from staff meetings
- staff training and review system
- staff registration with the Scottish Social Services Council (SSSC).

And we observed:

- the staff as they worked
- the children’s engagement and enjoyment of activities
- the environment, equipment and resources
- the outdoor area.

**Grading the service against quality themes and statements**

We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.
Fire safety issues
We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any recommendations we made at our last inspection

Recommendation 1

It is recommended that the service look at installing a sink unit within the playroom, as discussed during the visit.

The group obtained a mobile sink unit which they have found beneficial, as this means the children can wash their hands within the playroom and avoid journeys to and from the toilets which are outwith the playroom area.

The annual return

Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

We found that this was completed online and submitted before the unannounced inspection. We looked at this document before we visited the service. We noted this had been satisfactorily completed and identified some areas the service planned to work on.

Taking the views of people using the care service into account

As part of the inspection process we consult the children present within the service and find out their views and opinions about Bourtree Pre-school Playgroup & Rising Three’s. Some of the young children attending were unsure of the Inspector or too young to be formally interviewed.

We talked informally with the majority of the children who attended on the day of the inspection visit. When we asked if they enjoyed coming to group they confirmed that
they did. We asked what they liked to play with best they described their favourite activities. Some of their comments included:

- "I like the house just now".
- "I like making things".

We noted that during the inspection the children were very busy playing with the activities provided. We observed them to be relaxed and comfortable with the staff and playing happily with their friends. They also enjoyed playing outside after snack.

Taking carers' views into account

During this inspection visit we talked with five of the parents and carers who currently used the service. They told us they were very happy with the service provided by the group and they especially liked the staff, who they described as friendly, helpful and very caring.

When asked for their opinion of the environment, the parents and carers told us they thought it was very good. They told us there was always a wide range of activities for the children. They liked that it was safe and secure, and told us they had no concerns leaving their child there.

The parents and carers told us the children really enjoyed their time the group and liked being able to play with their friends.

From looking at the care standards questionnaires we noted that the parents and carers were very happy with the service. We also had an emailed reply, which showed us parents were happy with the service provided.

Among the written comments was the statement:

- "I am very pleased with the care my son receives at playgroup. All the staff are friendly, caring and highly experienced. My son really enjoys going five days a week and it has helped a lot with his development".
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
During this inspection visit we looked at how the playgroup was involving the parents and carers and the children with their care service. We found that Bourtree Pre-school Playgroup & Rising Three’s was performing to a very good standard in relation to this standard.

Parental Involvement
This was an area the staff thought they were managing quite well, and went on to say the fact that they managed by a committee made up from the parents and carers who use their service was partly responsible for this. They also told us they were always looking for new ways to involve parents and carers with the children’s care and education and liked to try new methods. We discussed the importance of good communication and the need to keep the parents and carers informed. We looked at how the group did this and noted they used various methods including:

- communication board
- informal chats at the beginning and end of the session
- notice boards in the entrance area
- newsletters
- letters/notes home at times
- parents meetings
- the children’s folios
- committee meetings.
We looked at how the group involved the parents and carers with the children’s learning and development. The acting manager told us that they used the children’s folios as one way of showing how the children were learning and progressing whilst at the playgroup. She also told us that they informed parents and carers of how they could help their child at home and be involved with the current topics. We noted that there were areas within the folio where parents and carers were encouraged to share details of the child’s time at home or any achievements. This showed us that the parents and carers were encouraged to work in partnership with the staff and take part with their child’s learning and development.

We saw that the noticeboards were attractive, and held up to date information for the parents and carers. We saw the weekly plan was displayed, showing parents and carers what they children were learning. We noted that the snack menus were shared, informing parents and carers what the children were having for snack.

We also noted that minutes taken at parental committee meetings were shared with parents and carers who could not attend. This showed us that the committee and staff were actively keeping parents and carers informed, so that they were aware of how the group was operating.

We asked five of the parents and carers how they were kept up-to-date and if they were happy with the level of communication they received from the group. All confirmed they were regularly updated and that staff were very good at reminding them when they had to bring items, or to remember dates. One parent told us that they looked at the noticeboards whilst waiting to collect their child and found these really useful, but equally was happy to ask staff, whom she described as really helpful.

We looked at the settling-in regime at Bourtree Pre-school Playgroup & Rising Three’s, and how the staff managed this, especially since they cared for children aged from two and a half years of age. The regime included giving parents a handbook (information booklet) describing the playgroup and how they could help make the settling-in process easier for their child. They also took time to discuss how parents and carers would be involved in their child’s learning and education, for example through the children’s folios. The group asked the parents and carers to complete several consent forms, as well as forms to record information about their child. Staff then used the information gained to plan individual care and education for each child. We asked some of the parents and carers for their opinion about how the introduction to the setting had been for them and for their child. Parents and carers who were asked to confirmed that they had received information before their child started, and that they had visited with their child at that time and that staff had been informative and very helpful.

When asked for their first impressions of the playgroup, parents and carers told us this had been positive. One told us she had they had liked the space available. Another commented on how friendly and helpful the staff were, which made the
settling-in a positive experience for the children. They said the staff had advised them how long they should stay with their child, and they had discussed ways to help their child to feel comfortable to be left. This was very reassuring for the parents and carers, for some of whom this was their first time leaving their child in a pre-school setting. They also considered that this had helped their child to settle quickly and be happy to stay.

During this inspection visit we observed the staff as they worked with parents and carers. We noted that all staff were welcoming and friendly. We noted that the staff made time to talk to the parents and carers, giving feedback about their child. We noted they reminded parents and carers about the forthcoming Christmas outing and the Christmas party.

As part of the inspection we try to talk with parents and carers and find out their opinions and views of the group. We noted those who were asked were very happy the group and thought the children were well cared for. We noted that all parents and carers liked the community aspect of the group and commented on the helpful, friendly staff.

We looked at the sixteen care standards questionnaires we received during this inspection process. These showed us parents and carers were overall very happy with the service. We also shared written comments with the staff during the feedback session. One of the written comments stated:

• “All members of staff are so polite and welcoming to both parents and children alike, and clearly enjoy their jobs”

We noted there was a suggestions box in the setting which had been used recently and the suggestions acted on. We saw there was a complaints policy displayed for parents and carers.

**Children’s Involvement**

As part of the inspection regime we looked at how the staff involved the children with their care and learning. Staff told us they involved the children with the planning of activities and choosing of topics and what they wished to learn. They told us that often the new topics came from suggestions made by the children. Staff told us they discussed this at “together times” or often just though talking together and listening to ideas from each other during the course of the session. Staff told us the children had some lovely ideas which would add to the theme or topic. These suggestions were incorporated into the planning. The staff had advice about planning from the Early Years Coordinating Teacher who supported them. They told us that they were incorporating evaluation more now, asking the children what they had learned and then together planning next steps in each child’s learning and development.
Since the last visit there have been changes to the session times, this is line with the
600 hours of free pre-school education (Government Initiative). In order to cater for
this the group now operate for three mornings and two afternoons per week. The
session starts with free play, then they have “together time”, where they talk about
what they are going to do today. They had other together times during the session,
for example “story-time”.

We observed the children who attended on the day of the inspection. We saw them to
be relaxed and happy in the care of the staff. We noted that they were busy with their
chosen activities. There was a warm and caring atmosphere within the setting which
showed us children were being cared for by staff who were aware of the need to
nurture children and provide interesting activities which would hold their interest. We
found staff to be dedicated to the group, interested in the children and making sure
they were happy and content. We noted some of the younger needed more care and
support than the older ones and staff were aware of those children and supported
them well.

We looked at staff practice during this unannounced inspection visit. We observed the
members of staff as they worked with the children. We noted all staff worked with the
children in a calm and caring manner, which showed us they understood the needs of
each of the children in their care. All members of staff had built up positive and
friendly relationships with the children and were aware of their individual needs. The
staff were noted to be caring and warm towards all the children. We saw the children
were relaxed and happy in their care and we noted the children respond well to staff.
We noted staff took time to explain the routines, and remind the children to show
care and consideration of the other children at Bourtree Pre-school Playgroup &
Rising Three’s.

We talked with several of the children and asked if they enjoyed their time at the
playgroup. Some of the children were shy and unsure of the Inspector. Other children
told us they had good fun and liked coming to playgroup. When the Inspector went
outdoors with the children during the morning she asked if they liked playing outside.
They all agreed they did and one told the inspector he liked when they could go on
the bikes best. When we asked what they liked best at the playgroup they generally
replied with their favourite activities and one told us the best thing at playgroup was
the house corner.

We noted that the group had developed a care plan for each child which detailed how
they planned to meet all care needs for each child. They had developed their own
format which they found easy to use. These were reviewed every six to eight weeks
and staff told us that this was working well for their setting. The acting manager told
us this was a good way of making sure they were up to date with each child’s care
and educational needs and meeting this.
Areas for improvement

One area the group had changed this year was the format of the children’s folios. Previously these had been in individual A4 folders which were easy to access and held in mobile shelves. However, they had decided to try another method. This was again an individual file for each child but smaller, and placed in boxes instead of the shelves. However, this was not easy for the children to access, therefore a recommendation was made - see Recommendation 1. We discussed this during the feedback session, and staff agreed that though they had thought this would be better it had turned out not to be the case, so they would review this again following the inspection visit.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The group should review the children’s folios and make them more accessible to the children and parents and carers. The current system is not easy for the children to use.
   National Care Standards, Early Education and Childcare up to the age of 16, Standard 4, Engaging with Children.

Statement 3

We ensure that service users’ health and wellbeing needs are met.

Service strengths

During the inspection we looked at the ways in which the group promoted the health and wellbeing of the children in their care.

We looked at the current planning regime and noted this included health and wellbeing. The group’s planning was child-centred and in line with the Scottish Government’s Curriculum for Excellence. We noted that the staff has shared information with parents and carers at the parents’ meetings and through the displays. The group had also provided a range of information regarding health and wellbeing for parents and carers to view in their cloakroom area. There was also a selection of leaflets they could take home. The acting manager told us that any new information was displayed for parents and carers so they were up to date with current practice.

We looked at how the staff at Bourtree Pre-school Playgroup & Rising three’s promoted healthy eating and how they ensured children had access to nutritional foods. The acting manager shared information with the Inspector as to how they had consulted parents and carers about snack choices. We noted snack menus were
shared with parents and carers. This showed us the staff understood the importance of healthy eating and provided healthy options for the children. We observed snack time, and saw the staff member encourage the children to demonstrate table manners and to remind the children of why it was nice to be polite. Staff were also seen to explain that children had to wait until there was a seat free, and the regime they used at snack time. We heard staff talk with the children about healthy eating and the importance to eating to grow up strong and healthy.

We noted the group took part in the national tooth-brushing programme. We saw children brush their teeth during the session. One member of staff supervised the children following the guidelines from the local dental officer.

Staff told us that they worked in partnership with other professionals whenever necessary to support children with specific needs, for example when English was not their first language. Staff told us they were experiencing this more now and had support from the local authority in order to fully include and support all children within their group. We also looked at the format they would use for children who had a GIRFEC plan as well as individualised education plans. (GIRFEC, Getting It Right For Every Child, is a Scottish Government policy framework for every child in Scotland.) We noted minutes of meetings and other reports which showed us how the group supported specific children.

Staff were aware of their role in keeping children safe on all levels, including child protection. We saw that the group had appropriate child protection procedures which were shared with parents and carers. We noted that all staff had attended training and, when asked, staff could describe the child protection procedure within the group and confirmed they attended refresher training regularly.

We looked at how the group recorded accidents and incidents. They used an appropriate format which was shared with parents and carers. We noted the staff had received training in first aid and appropriate first aid equipment was held within the group.

Control of infection was very good with staff encouraging the children to wash their hands appropriately. Staff also told us the addition of the mobile sink was very helpful as it meant the washing of hands did not interrupt the flow of the session. We looked at the shared toilets and saw they were in good working order and regularly cleaned.

We looked at how the staff ensured that the children had regular access to fresh air and exercise. Staff told us that they had a scheduled time slot daily for outdoor play. However, if the day was really nice the children could go outdoors for all of the session if they liked. They told us how they would take toys outdoors and children could play in either area. The children could go into the outdoor area directly from the playroom, into the fully enclosed area. We also noted that the outdoor area was partially roofed so the children could play out even if it was raining. The staff told us
this was great as it meant, unlike other services, they could go out in all weathers. Staff told us that now the sessions were longer they had more time to enjoy outdoor time, which the children liked.

We also saw evidence of visits and outings in the local area at times, though this was limited. During the interviews with parents and carers one parent told us he was helping out next week at the Christmas visit to a local care home in Portlethen, and that this was an annual event when the children sang for the people who lived in the care home.

We found that the staff were keen to promote exercise with the children and emphasised this was a good way of keeping fit and healthy. Physical exercise was included in the planning. This showed us the staff actively encouraged the children to be active and have a positive view of exercise. On the day of the visit they enjoyed a music and movement session at the end of the morning.

We looked at how the staff promoted positive behaviour. The members of staff were very good role models regarding behaviour and manners. We saw them take time to explain why certain behaviour was not very good, and we saw them encouraging children to remember to be nice with each other. We observed that the staff encouraged the children to share and take turns, to be considerate of each other and to try to do things for themselves. Staff were noted to make good use of praise and encouragement when the children had demonstrated they were helping or remembered to say please.

It was apparent that all staff at Bourtree Pre-school Playgroup & Rising Three’s had developed positive relationships with the children in their care. Staff could describe individual children and were aware of their likes, dislikes, needs and how to promote this. One member of staff was very understanding with one child, who had a bad cold. Another we noted was very aware that one child needed support at snack time.

We talked with five of the parents and carers during this visit. We asked if the parents and carers thought that staff took suitable care of the children’s health and wellbeing. Those we asked told us they had no concerns about this and thought the staff were very good at caring for the children and keeping them safe.

As part of the inspection we looked at the sixteen returned care standards questionnaires, which reinforced that they thought the children’s health and wellbeing was well cared for.

Areas for improvement
There were some comments within the care standards questionnaires regarding tooth-brushing which we shared with the staff. There had been some comments regarding the outdoor area which we brought to the staff’s attention. We noted staff
were keen to look at all comments and told us they would discuss these at their next meeting.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths
Please refer to information recorded under Quality Theme 1, Quality Statement 1.

Areas for improvement
We noted that there were some comments on the returned care standards questionnaires regarding the need to upgrade the outdoor area. The group have applied for and been granted Lottery funding to redevelop their outdoor area. We saw the plans for this had been displayed for parents and carers to view and comment on. Staff told us the committee, parents and carers and the children will be fully involved in the planning and developing of the new outdoor area.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
We found that the service was performing to a very good standard in relation to this statement. This has partially been reported on within the previous Quality Themes. Since the last inspection the group now have use of the whole hall area. The partition wall is kept back, allowing the children to have use of the original playroom and the additional space. The larger area is open-plan, with the additional space creating a smaller room where the staff have provided “quieter” activities. Staff told us the additional space means they gather here for a story, allowing other staff to tidy away at the end of the session, which makes tidy up quicker and safer. We noted the staff supervised this larger area very well, ensuring the children were safe and could play happily.
The children use the hall toilets, which are situated outwith the playroom so staff accompany the children to and from this area. The hall entrance area was made safe, ensuring no unauthorised access. There was a cloakroom where the children could hang their coats and bags. This area had noticeboards with information for parents and carers. The door remained locked until pick up and drop-off times and this was where parents waited. The group had use of the shared kitchen with hatch into the playroom. We also noted that the group had their own storage space. We noted that the furniture was well maintained and suitable for the needs of the age group of children present. Staff had decorated the area with a selection of the children’s art and craft, photographs as well as displays related to themes. We noted the playroom was well organised and tidy, which allowed the children room to move freely from one activity to another. The staff had divided the larger hall into smaller “areas”, which allowed the children to play by themselves, or in small groups. The playroom provided the children with a wide range of activities. We observed the children during the morning and saw that they played happily, absorbed with their chosen activities throughout the session.

The staff were very observant and supervised the children well - reminding them about keeping safe when playing outdoors or when going through the heavy doors to the toilet. The staff encouraged the children to show care and consideration with the toys and equipment. Children were encouraged to tidy up as they went, and at tidy-up time. The children were familiar with the routine and playgroup “rules”, and listened when staff had to remind them, for example at the craft table, to be careful with the glue or when outside playing.

We observed a positive atmosphere at Bourtree Pre-school Playgroup & Rising Three’s, and heard the sound of happy, busy children and we saw happy smiling faces.

All furniture and resources were noted to be in good clean condition. We looked at how clean the playgroup environment was and found there was a very good level of hygiene and cleanliness within the nursery. We saw that there were appropriate infection control procedures in place. The staff reminded the children to wash hands before snack, and when they had messy hands. Children were also reminded to wash their hands after they were at the toilet.

We looked at staff training to support the safety of the children and this included:

- Risk Assessment
- Food hygiene
- First Aid
- Child Protection Awareness.

The hall was maintained to a very good standard. Any structural defects would be reported to the hall committee who would have these repaired when necessary.
Fire safety was in line with current fire law. The hall received visits from the Food Standards Agency and complied with any recommendations when required to do so.

We looked at the outdoor areas available to the children at Bourtree Pre-school Playgroup & Rising Three’s. The children could play in a fully enclosed area with a door leading directly from the playroom. We saw a good selection of toys and equipment. It was nice to see the children stand on the tree stumps and “saw” the branches off the bushes. They also had use the other areas surrounding the hall. During this inspection visit the children played outdoors after snack. We saw the children play with their friends and noted they had choice as to whether they wanted to go outdoors or chose to stay indoors.

We asked the parents and carers for their opinion of the environment at Bourtree Pre-school Playgroup & Rising Three’s. Those who we asked told us that they were very happy with the environment and thought it was a safe, secure and suitable area where the children were well supervised and happy. Several told us they were happy that the outdoors were to be redeveloped and thought this would add to the children’s experiences at the group.

Areas for improvement
The staff told us that they were using the new larger area now and would continue to develop the use of this. Again they described how they planned to redevelop the outside area and that this would be a great asset to their group. They also told us it would be beneficial for the children, allowing them a large space to play with an increased choice of activities.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths
Information recorded under Quality Theme 1, Quality Statement 1 also applies to this Statement.

In addition, we noted that the staff team worked very well together and were a strong staff group, especially since the manager was on long-term sick leave. The staff told us that they had all pulled together in order to keep the group going until the manager returned. They also said the parental committee had been helpful and they all worked well together.

When we asked the parents and carers for their opinion of the staff, they told us they felt the staff were very experienced and cared for the children very well. They all considered them to be friendly, easy to talk to and very helpful.

Areas for improvement
The staff team told us they planned to work together in this manner and support each other. They continued to have regular staff meetings, which they told us was essential in ensuring the group operated smoothly.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
As part of the inspection process we took account of the parents’ and carers’ views and opinions, as noted within the care standards questionnaires, the service’s own
feedback received, and interviewing parents and carers on the day we were in the service. We also received one email from a parent. The various questionnaires and documents we looked at showed us that the parents and carers were happy with the staff at Bourtree Pre-school Playgroup & Rising Three’s. We noted there were several written comments included, one of which was:

- “I am extremely pleased with the care and support my son receives at his playgroup. He has settled in nicely and is very fond of the playleaders. I think the playleaders do an excellent job and are fantastic with the children”.

We talked with five of the parents and carers during the inspection visit. Parents and carers told us they felt the staff had the necessary skills to support their children’s learning and development and provided a very good standard of care. They told us the staff were very welcoming, put them at their ease and took time to listen to them. Among the comments parents and carers made about the staff were:

- “Very nice, friendly and approachable”
- “Very good staff”.

We observed the staff as they went about their duties and we looked at their practice, how they worked with the children, and how they responded to the parents and carers. We noted all staff members were warm and caring, and showed us that they had a very good knowledge of the children attending and were aware of their individual needs. The staff could describe specific children and tell us how they supported them. The staff were very good at talking together and keeping up to date with current practice, which ensured they all were aware of any changes and anything that they needed to do to support the children. We noted that they all worked hard in setting up and tidying away daily, and despite this they ensured the level of care and support for the children was maintained.

We noted that the staff had regular meetings in order to plan and evaluate the children’s learning and development, and the general running of the service. We observed staff discussing together at the end of the morning as they tidied up. We saw that the staff worked very well together as a team, and had supported one another during the implementation of the additional hours they now worked. The staff also had regular meetings, which ensured the group continued to run smoothly.

There had also been a change in the hours of operation in pre-school services within the local authority, as stated previously. The effect this had on staff was that they now worked longer hours. Feedback from the staff was that the extended sessions had impacted positively on the children, with longer time to complete tasks, play outdoors and generally explore themes.
We looked at core training all staff attended and noted this included:

- first aid
- child protection awareness
- food hygiene.

This showed us the service were aware of the need for all staff to be up to date with training and be able to work as safe practitioners in order to safely care for the children.

We looked at staff training during this unannounced inspection visit. Staff told us they were given regular opportunities to attend in-service training and that this helped them to keep up to date with current practice. They said training supported them in their work and enabled them to provide a high level of care and education for the children. Training records were kept and staff were aware of the need to do this as part of their continuous professional development. These were up to date.

**Scottish Social Services Council (SSSC)**

The SSSC is the body that regulates care staff and decides the level of qualification for each post. We saw that the staff were qualified to the required level and were taking responsibility for ensuring that their practice was regularly updated in line with best practice guidance. All members who were required to be were registered with the SSSC, and new staff would be supported with their registration.

We noted that all staff were checked under the Protection of Vulnerable Groups (PVG) Scheme before starting work in the service.

**Areas for improvement**

We noted that the staff kept records (see above); however, they had not as yet recorded when every member was due to re-register with the SSSC. Neither did they hold a record of when PVG checks were due to be renewed. This is information they should hold, therefore a recommendation was made - see Recommendation 1.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. It is recommended that the service develop a record of staff registration with the Scottish Social Services Council (SSSC), when this is due to be renewed as well as when each staff Protection of Vulnerable Groups (PVG) check is due.
National Care Standards, Early Education and Childcare up to the age of 16,
Standard 12: Confidence in Staff;
National Care Standards, Early Education and Childcare up to the age of 16,
Standard 14: A well-Managed Service.
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme:  5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths
Information recorded under Quality Theme 1, Quality Statement 1 also applies to this Statement.

In addition, we noted that the staff had worked hard along with the committee to make sure the absence of the manager did not affect the provision. We noted that since the last inspection they had rearranged the administration of the service and brought a wheeled shelving unit into the playroom. This allowed the staff easy access to any information they might need which would support them in the management of the group.

We also noted that the group had introduced a new monitoring system - also reported on within Quality Theme 4, Statement 4. This showed us that the acting manager was monitoring aspects of the service and recording these, which she fed back to the staff. A positive start had been made to this new regime.

Areas for improvement
The acting manager told us she plans to continue with the monitoring regime and that this will help with the running of the group.

Staff also told us that the parental committee were supportive and they planned to continue with the regular meetings and share this with all parents and carers who could not attend such meetings.

Grade awarded for this statement:  5 - Very Good

Number of requirements:  0

Number of recommendations:  0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide
Service strengths

Overall Bourtree Pre-school Playgroup & Rising Three’s was performing to a very good standard in relation to having quality assurance systems and processes in place which involved the children, parents and carers, as well as staff, in assessing the quality of the service provided.

We noted several ways in which they looked at the quality of the service, including:

- Care Inspectorate self-assessment document
- evaluation using Education Scotland’s ‘Child at the Centre 2’ document
- their Improvement Plan
- quality assurance visits from the local authority
- newly introduced monitoring book
- staff meetings
- surveys and consultations with nursery parents and carers
- observations of children and next steps in their learning and development
- children’s questionnaires
- suggestions box.

During this inspection visit we interviewed five of the parents and carers and asked then how the playgroup staff gained their views and opinions. They told us that staff took time to chat with them most days. They also said that they were regularly given opportunities to have their say and could talk with the parental committee or go to meetings. Several told us they looked at the noticeboards daily and that these always held up-to-date information. They told us the weekly planner was always displayed or they could “just ask the staff”. Parents and carers told us that they felt comfortable to talk with any member of the playgroup staff and should they have a concern they believed staff would work with them to resolve this.

Some of the parents and carers told us that they had attended parents’ meetings and found out about the curriculum and children’s folios, and this had been helpful. Parents and carers liked the children’s folios and this showed their child’s learning and development whilst at the playgroup.

During the inspection we observed that the staff had very good relationships with parents and carers. We saw them talk with parents and carers who arrived to drop off and/or collect children during the session. The staff told us that at times parents and carers may have a query or concern about their own child. At such times staff would take time to discuss this with the individual parent and would work together to resolve this. This showed us that the service was meeting the needs of the children in partnership with the parents and carers.

We looked at the group’s quality assurance regime. Staff told us they considered the
inspections received from the Care Inspectorate as one form of quality assurance. The group also received inspections from Education Scotland. All inspection reports were displayed on the notice board for parents and carers to read and discussed at committee meetings.

The group had recently introduced a new regime to assess their service. They had introduced a monitoring regime where the acting manager looked at a specific area and recorded her findings. They would then discuss this together and develop an action plan to show how they would improve this. We saw detailed monitoring sessions and action they planned to take.

The group received regular support visit from the Early Years Development Worker, who provided very good support and helped them implement changes or new additions to their service. Staff told us they also had help from the Early Years Coordinating Teacher, who helped them with the educational aspect of their service. We saw reports from these visits and how staff took suggestions on board and incorporated this into their planning.

We looked at the feedback the service had gained from parents and carers through their own survey questionnaires. The acting manager told us these were then collated and results shared with the parents and carers. We saw a folder containing a selection of consultations they had completed with parents and carers, for example action the group had taken after finding a suggestion in the suggestion box. We noted from previous surveys that parents and carers were happy with the service at that time - see also Areas for Improvement below.

We also looked at the sixteen returned care standards questionnaires we received during the inspection process. We noted the playgroup staff were keen to hear the feedback we had received from the parents and carers, stating they considered feedback from these as a form of quality assurance. We noted there were several comments included and shared these with the staff. Overall we found parents and carers were happy with the service provided, and two of the comments stated:

- “Bourtree, for me, was the obvious choice for my daughter’s early years learning. The facilities are great, and the staff clearly dedicated to the children and their roles. I’d highly recommend Bourtree to any parent in the community looking for a group for their child. My daughter loves Bourtree and has built a great relationship with her teachers”.
- “Pleased (generally) with my child’s pre-school group”.

Areas for improvement

The staff told us that their annual questionnaire has usually been given out by now, but with the changes to the service and the introductions they had made this was
now due to be done. The acting manager told us they planned to do this next term, once Christmas was over. We discussed the importance of making sure they gained feedback from all parents and carers and looked at suggestions made and opinions expressed.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
## 5 Summary of grades

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<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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## 6 Inspection and grading history

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<td></td>
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<td>Environment 5 - Very Good</td>
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<td>Staffing 6 - Excellent</td>
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<td>Management and Leadership 5 - Very Good</td>
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