

## Port William Playgroup Day Care of Children

c/o Port William Primary School  
Port William  
Newton Stewart  
DG8 9JX

Telephone: 07776 093555

Type of inspection: Unannounced  
Inspection completed on: 30 January 2017

**Service provided by:**  
Port William Playgroup

**Service provider number:**  
SP2003002775

**Care service number:**  
CS2003011781

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

We carried out a quality themed inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under two quality themes - Care and Support and Environment.

Port William Playgroup is in partnership with Dumfries and Galloway Council and is headed by a management committee of volunteers made up of parents/carers. The service is situated within Port William Primary School in Port William which is a coastal village in the west of Dumfries and Galloway. It is registered to provide a care service to a maximum of 24 children aged from 3 years to those not yet attending primary school. The operating times are between 9am and 12.10pm Monday to Friday term time only.

During operating times the service had exclusive use of a large playroom and adjoining annexe. There was a secure entry system which allowed staff to monitor who came into the service. There was also a large, secure and well resourced outdoor play area which was accessed from the annexe building.

The aims and objectives of the service included:

"To deliver high quality early learning childcare following Curriculum for Excellence early level guidelines and the Getting It Right For Every Child (GIRFEC) framework."

"To provide safe and satisfying group play in which parents may take part when appropriate."

"To meet the individual needs of the children through GIRFEC."

"To encourage parents, children and staff to join together in fund-raising activities for the playgroup."

"To encourage appropriate parental involvement in the running of the group and to recognise the central role of the family in their child's education."

We evidenced that the service was clearly working to its aims as listed above.

This report was written following an unannounced inspection which took place on 30 January 2017 between 10.30am and 1.30pm. The inspection was carried out by an inspector from the Care Inspectorate. Feedback was given to the manager, chair person and staff member on the same day as the inspection visit. There were ten children in the service during the inspection.

As requested by us the service completed an annual return and a self assessment document.

During the inspection we gathered evidence from different sources:

We spoke with: manager, one staff, chair person, two parents/carers and four children.

We looked at the service's self assessment, health and safety records including infection control, risk assessments, medication, care standards questionnaires, service questionnaires for parents/carers, children's files, personal plans and learning journals, child protection case file management, accident/incident records, registration certificate and insurance certificate.

We observed staff's childcare practice, environment, equipment and outdoor area.

All of the above information was taken into account and reported on under the relevant quality themes within this report.

## What people told us

We issued ten care standard questionnaires to the service to distribute to parents/carers of children who used the service. We received nine completed questionnaires before the inspection with seven having additional comments. We also spoke with two parents/carers during the inspection visit. Comments were as follows:

"I could not have wished for a better place for my child to start his education. The quality of the service provided here is exemplary and second to none. I have complete confidence in the staff knowing that they are providing a secure, safe, friendly, fun, educational, caring and stimulating place for my child to grow emotionally and intellectually. I feel very lucky that my child has had the opportunity to attend Port William Playgroup and I cannot praise the staff here highly enough led by Mrs. Morland."

"The service is fantastic and the staff provide excellent learning skills and help the children with any extra help and progress needed."

"Port William Playgroup is in my opinion an outstanding provider of pre-school education. I have the utmost confidence in the staff and know that my child is very well cared for."

"My daughter loves going to nursery and Mrs Morland is very caring. If my child is upset she will go to her and she will be comforted. You can tell that the staff love what they are doing."

"The effort put in by staff and dedication shown is remarkable and shows in the lovely atmosphere of the setting and how happy and content the children are. A huge amount of thought goes into the activities to ensure all of the children's needs are met and the curriculum is followed. We could not ask for a better place for our children to begin their educational experience."

"Excellent service. The staff go out of their way to provide a safe and secure environment. The children are encouraged to try a variety of stimulating learning opportunities. Port William Playgroup is a very much valued part of the community."

"I have served on the committee with both of my children and I feel the benefits to all parties is huge gaining a great insight into the workings of the group and giving encouragement where needed. The playgroup provides a broad environment for learning and play and I believe the staff have gone above and beyond all my expectations to make a special place for little people to begin their educational experience. The staff should be proud, although small in numbers, mighty in heart and commitment."

We spent time in the playrooms and observed children who were happy, settled and enjoying a variety of play experiences. The interactions between staff and children were friendly and nurturing which created a positive and stimulating learning environment.

We spoke with four children and all of them told us that they enjoyed coming to the service. We observed that all children were very settled within the playgroup environment. Children's comments were as follows:

"I've got a crane made of plastic."

"I've made a tractor."

"This one's made of wood."

"I drew an elephant on my folder."

"This is the bear."

## Self assessment

The Care Inspectorate received a completed self assessment document from the provider. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, areas for development and any changes they had planned.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The service provided a safe and stimulating environment for children to grow and develop their life skills with individual needs being catered for.

Excellent manager and staff who provided a huge amount of support to families in order to help them care for and nurture their children.

## What the service could do better

The service should continue to maintain the high level of care provided to children and families.

The service should continue to take forward the very good planning process to ensure that all children's progress continues to be tracked and next steps identified.

The manager told us that they would continue the ongoing use of GIRFEC in all children's recorded information as well as the continual development of the outdoor area to enhance children's learning.

## 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	
30 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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