

Rubislaw Playgroup Day Care of Children

Rubislaw Church Centre
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Aberdeen
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Type of inspection: Unannounced
Inspection completed on: 21 November 2016

Service provided by:
Rubislaw Playgroup

Service provider number:
SP2003000312

Care service number:
CS2003001731

About the service

Rubislaw Playgroup registered with the Care Inspectorate in April 2011. The playgroup provides a care service to a maximum of 20 children aged 2 years to those not yet attending primary school. The service will operate one session per day Monday to Friday during term time. The service will have exclusive use of the ground floor playroom.

Rubislaw Playgroup is run by a parent committee. The service is located in the Rubislaw Church Centre, within Aberdeen City. The aims of the service include, "to encourage learning through play in a safe and happy atmosphere".

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 children and their parent(s) to work with the services that can help them.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators.

What people told us

On the first day of inspection, there were six children attending playgroup, with five children attending on the second. New children were still getting used to their new surroundings with full support being given by staff. Overall, children were happy within the group and played with the variety of toys and resources available. Sand was very popular!

"It's going down fast! Spinning fast!" (Child comment)

Further comments made by children during their play included:

"The sun makes shadows."

"Which one do you want? That one or this?" (whilst choosing googly eyes at the craft table)

"Would you like a cup of tea?"

"Would you like porridge..... with chocolate?"

As the committee had changed, care standards questionnaires had not been issued prior to inspection. To compensate, we asked staff to distribute six questionnaires to parents during our inspection. One parent/carer returned a completed questionnaire to us. Their response indicated they were very happy with the service their child received whilst attending the service. They commented:

"Overall, a really excellent, family-like structure!"

We had the opportunity to speak with two parents. They commented on:

"A better, relaxed environment."

"All healthy foods on visits."

They felt the service was "impressive", that staff were "always interested" and how one child "couldn't wait to come back!".

Self assessment

We did not receive a self-assessment from the service as there was no organised handover, with limited information exchanged between the previous and new committee.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

The quality of care and support and the management and leadership were both of an adequate standard. Rubislaw Playgroup is managed by a new committee who is supportive of their staff and work, and keen to make improvements. A development officer from the local authority provides the group termly support.

Children were looked after by affectionate, sensitive and well-trained staff who wanted the best experiences for children attending playgroup. Children settled well into the caring environment and staff's company. Staff understood the importance of good transitions, working and communicating well with parents, to ensure their children's happiness.

It was great to see children's involvement within playgroup, developing independence and life skills, evident as they helped prepare snack; peeling and chopping up fruit under staff's guidance.

A child-friendly catalogue assisted children in their selection of toys and games, allowing them to follow their interests. Staff knew what children liked to do and tuned into their ideas acting upon their requests. One child was delighted to see the water tray following his suggestion the previous day.

"I love water! It blasts just like my mummy's shower!" (Child comment)

At the end of the session, once space was cleared, children enjoyed physical exercise, active games and dance.

"Lack of outdoor playing space is generously compensated by stimulating indoor environment. Staff even regularly construct an indoor climbing frame. Children engage in dance, running, jumping, etc. activities every day. Their sense of independence is encouraged and they are always given the opportunity to help out during the sessions." (Parent comment)

Community involvement is important to the playgroup. Visits from the Guide Dog Society have taken place, as well as from the police and road safety unit. Staff's desire to develop outdoor play will hopefully be realised

through their established links and ongoing negotiations with a local school and nursery, possibly sharing playground facilities on a timetabled basis.

The eight wellbeing indicators (SHANARRI) were being used and progressed within the service to support children's development and wellbeing. Staff demonstrated good understanding of how to protect children from the risk of harm, abuse and neglect and was clear about their roles and responsibilities should they have concerns.

What the service could do better

The committee and staff have great aspirations for the playgroup. However due to a downturn in the local economy, children's attendance is low. This has as a result, impacted on the quality of the service. To improve, the committee and staff need to review the overall service provision, staff deployment and operation to ensure good outcomes for children. **See recommendation 1.**

In order to boost attendance, the baby and toddler groups now share the playroom and all facilities for two hours on two separate days. Although parents stay with their children, the set up creates a very confusing, busy and adult orientated environment, which could compromise children's safety. **See recommendation 2.**

The volunteer did not experience any induction prior to her engagement. Children's individual needs and child protection procedures should have been discussed to contribute towards their safety. **See recommendation 2.**

To further improve children's records, additional information is needed to ensure their health, wellbeing and safety **See recommendation 3.**

To improve the administration of medicines, records need to include further information such as what would happen should the medication not be effective? **See recommendation 4.**

On the days of inspection, when the babies and toddlers were present, staff did not have much time to sit with children to observe their play and interactions. Children's overall experiences and staff's interactions improved on the second day, due to an additional volunteer staff member. **See recommendation 5.**

To improve infection control, hand washing, snack preparation and the disposal of waste should be reviewed. **See recommendation 6.**

To improve quality assurance, the committee and staff need to meet more frequently to discuss continued progression and improvement within the service. Methods of assuring quality should be further developed to incorporate all aspects of the service, to include for example, staff support and supervision, appraisal and monitoring. Staff need to become overall, more skilled at using evaluation and use the improvement plan flexibly to address current issues, as this will give them direction and ownership. **See recommendation 7.**

To improve communication, information boards and service policies and procedures should be updated. The current public liability insurance certificate should also be displayed.

Staff's awareness and knowledge of Building the Ambition was variable. This guidance and training is pitched at all levels of childcare and should prove beneficial to staff's practice and ultimately further improve outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 7

1. The provider, manager and staff to review the service to ensure good outcomes and experiences for children.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff, Standard 13: Improving the Service Standard 14: A Well-managed Service

2. The provider and staff to ensure the health, wellbeing and safety of children at all times. Arrangements are to be in place to make sure of the safety and security of children both inside and outside. This to include, but not exclusively, risk assessed recorded instructions. This information to be shared and discussed with volunteer staff and parents as appropriate before they attend a session.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment; and Standard 14: A Well-managed Service

3. The provider and staff to ensure that clear records are kept for all children detailing how children's individual health, welfare and safety needs are to be met. These records to:

- include the child's start date
- include GP and health visitor details
- ensure all areas of the forms are completed
- provide an area for parents to record children's medical information, for example, if the child has an allergy, what symptoms would the child be displaying?
- include a review date; on a regular basis and at least every six months
- be reviewed when requested to do so by a parent
- be reviewed when there is a change in the child's health, welfare or safety needs.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing; and Standard 6: Support and Development

4. The provider and manager to further develop medication administration procedures in line with Management of Medication in Daycare of Children and Childminding services:

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing and Standard 14: A Well-managed Service

5. The provider and staff to develop strategies which ensure improved learning opportunities for children and that staff have consistent opportunity to undertake high quality interactions with children and extend children's

learning. This is in order to support good outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 4: Engaging with Children and Standard 5: Quality of Experience

6. The manager and staff to review infection control procedures to ensure children's health, safety and wellbeing

National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment

7. The provider, manager and staff to further develop quality assurance strategies which ensure the involvement of everyone with an interest in the service in regularly assessing and improving the experiences and outcomes for children and the overall quality of the service. They should then implement appropriate and effective action plans to address identified improvements.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service and Standard 14: Well-managed Service

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
2 Mar 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Nov 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Oct 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed Not assessed
15 Jun 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good

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