

# Keith Play Centre Nursery (and Nippers 2-3 Group) Day Care of Children

Keith Sports and Community Centre  
Banff Road  
Keith  
AB55 5GT

Telephone: 01542 886142

Type of inspection: Unannounced  
Inspection completed on: 27 November 2017

**Service provided by:**  
Keith Play Centre Ltd

**Service provider number:**  
SP2007008878

**Care service number:**  
CS2007143604

## About the service we inspected

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

Keith Play Centre Nursery (and Nippers 2-3 Group) is registered to provide a care service to a maximum of 40 children at any one time aged from 3 to not yet attending primary school and 15 children aged 2-3 years in the Nippers group. To provide a care service to a maximum of 25 children aged from 3 years to 9 years in the after school club.

The service operates from two rooms within Keith community centre. The playroom on the ground floor has direct access to a secure outdoor play area; the upper floor has access via an external stairway. The service has use of an adjacent sports hall on a regular basis and the swimming pool once a week.

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 GIRFEC, safe, healthy, achieving, active, respected, responsible and included (also known as SHANARRI).

The aims and objectives of the service include:

- to provide a happy, safe, supportive and stimulating environment promoting achievement for all and celebrating success.

## How we inspected the service

We compiled the report following an unannounced inspection. The inspection was carried out by two Care Inspectorate early years inspectors. The inspection took place on 22 November 2017 between 08:45 and 15:00, and on 27 November 2017 between 10:00 and 12:00. Feedback was given to the manager following the inspection.

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

We spoke with:

- the service manager/provider
- three staff.

We looked at:

- staff induction programme
- staff support and supervision programme
- staff recruitment records/qualification
- incident report
- observed parents picking up children from the 2-3 nippers group
- children's attendance records and registration forms for 2-3 nippers group
- child protection training.

## Taking the views of people using the service into account

There was a total of twenty children present during the inspection. We observed the children moving between different activities such as construction and play toy sets, active play in the sports hall and practising their Christmas concert. Four pre-school children told us they liked nursery. Specific comments included:

"I have made a house."

"This is slime."

"We wear a scarf when its cold."

"This is a picture of my mummy and a love heart."

"I have baked a chocolate cake." (play dough)

## Taking carers' views into account

Five parents returned completed Care Standards Questionnaires. We spoke with six parents. They all told us that overall they were happy with the service, they felt information sharing was good and found the staff friendly and approachable. Specific comments included:

"I am happy with the level of care my child receives."

"Drinks would be good throughout the session as my child is often thirsty when I pick them up."

"I am very happy, there has been good communication regarding my child's needs."

"I have been very involved in relation to my child's needs and pleased with the support."

"My child is happy, so am I."

"I really like the online journals that have been introduced, don't always get time to look at the folder."

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

#### Requirement 1

The provider must ensure that the maximum numbers and ages stated on the Certificate of Registration are adhered to at all times.

**This is in order to comply with:**

## **The Public Services Reform (Scotland) Act 2010 Regulations 64 (1)(b)**

This requirement was made on 26 June 2017.

### **Action taken on previous requirement**

The manager had ensured that children did not commence at the service until they were at least two years of age.

**Met - within timescales**

## **Requirement 2**

The provider must put in place and implement effective management systems to ensure that proper provision is being made for the health, welfare and safety needs of children attending the service.

**This is in order to comply with:**

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/110 Regulation 4(1)(a) - Welfare of users**

This requirement was made on 13 September 2017.

### **Action taken on previous requirement**

The manager and staff had amended the procedures for the collection of children by parents/carers to reduce potential risk and to promote their safety and wellbeing.

**Met - within timescales**

## **Requirement 3**

The provider must demonstrate that at all times suitably qualified and competent persons with the necessary skills and experience are working in the care service in order to make proper provision for the health, welfare and safety needs of children attending the care service.

**This is in order to comply with:**

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/110 Regulation 4(1)(a) - Welfare of users and Regulation 9(2)(b) - Fitness of employees**

This requirement was made on 15 May 2017.

### **Action taken on previous requirement**

The provider had appointed staff that had experience and the necessary skills to work with children and held a relevant qualification or were working towards a relevant qualification associated with their roles/responsibilities.

**Met - within timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The provider should ensure copies of incidents are offered to families as soon as possible following an incident.

**This recommendation was made on 13 September 2017.**

#### Action taken on previous recommendation

The manager had forwarded a copy of their incident report to the family concerned. We further advised that an incident form containing the initial detail should be completed at the time of the event that is signed and dated by the parent.

#### Recommendation 2

To help with monitoring early identification of need, recording specific issues/changes relating to a child an any action taken. We suggested that the manager would find it useful to introduce chronologies to document significant events, contributing to the GIRFEC approach. Further guidance is available in practice guide to chronologies - [hub.careinspectorate.com](http://hub.careinspectorate.com) and practitioners guide to chronologies - [www.moray.gov.uk/downloads](http://www.moray.gov.uk/downloads)

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

**This recommendation was made on 15 May 2017.**

#### Action taken on previous recommendation

The manager had introduced chronologies although in some instances the information recorded was not relevant/appropriate. We advised the manager to have further discussion with the staff team and to revisit the guidance to clarify their purpose and effectiveness.

#### Recommendation 3

The manager and staff should undertaken refresher training in child protection to ensure that they have sound knowledge and an appropriate understanding of safeguarding children.

National Care Standards Early Education and Childcare up to the age of 16

**This recommendation was made on 15 May 2017.**

#### Action taken on previous recommendation

In progress, new staff had been appointed the majority of had completed child protection training.

#### Recommendation 4

The manager should ensure that the professional development and needs of individual staff and team training needs are identified through the support and supervision programme. Training should also be planned and evaluated with a view to promoting a culture that values staff.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff

**This recommendation was made on 15 May 2017.**

## Action taken on previous recommendation

The manager had introduced a support and supervision programme being mindful of the appointment of new staff. However, it remained in its infancy and needed time to be established with a view to identifying individual and group training needs. An evaluation programme of the effectiveness/benefit of training had not yet been introduced.

## Recommendation 5

The manager and staff should ensure that their registration with the Scottish social Services Council is maintained and does not lapse.

**This recommendation was made on 15 May 2017.**

## Action taken on previous recommendation

The manager had taken action to ensure that staff renewed their registration with the Scottish Social Services Council.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
15 May 2017	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
20 Apr 2015	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Apr 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 May 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
21 Jun 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
27 May 2009	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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