

Dumfries Toy Library Day Care of Children

Playworks
Children's Services Centre
1 George Street
Dumfries
DG1 1EA

Telephone: 01387 249990

Type of inspection: Unannounced
Inspection completed on: 17 November 2017

Service provided by:
Dumfries Toy Library

Service provider number:
SP2003002570

Care service number:
CS2003010890

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Dumfries Toy Library provides a daycare service to 26 children aged from birth to 16 years of age. The children currently cared for are age 2 to those not yet attending primary. The provider is Dumfries Toy Library.

The nursery is based in Playworks children's centre and is open five days a week, during term-time. It is located in Dumfries town centre, close to shops, local amenities, and bus routes. Children have access to two playrooms, corridor, cloakroom, toilet, changing and outdoor facilities. The accommodation is on one level.

The service operates in partnership with Dumfries and Galloway Council. Children attend on a variety of patterns. The service also provides lunch cover and full daycare service for children.

The full aims and objectives statement is available to people who use the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

During our inspection, we spoke with approximately 11 children. The children were eager to tell us about their time in the nursery. The children told us they enjoyed playing with their friends and that they liked playing outdoors. We observed that the children really enjoyed taking part in outdoor activities.

Throughout this report, any reference to 'parents' also includes carers and guardians.

Prior to inspection, we sent 9 care standards questionnaires to the manager to distribute to parents using the service. We received three completed questionnaires prior to this inspection. All of the respondents to our questionnaire agreed that they were happy with the quality of care provided by the service. A parent wrote:

"I highly recommend playworks. The staff have a calm, nurturing style and it is clear that they care a great deal about all the children. My children enjoy attending and they settled easily into the nursery, aided by the thoughtful settling in process and staff efforts to get to know them."

We spoke with seven parents during our inspection, all parents spoken with expressed their satisfaction with the care their child received. Their comments included;

"Staff are amazing, they are supportive when needed."

"I am very happy my kids love it, they work hard to settle the children."

"Staff are absolutely brilliant with the kids, my child gets outside a lot, she loves it."

"Staff seem nurturing and consistent. I feel that they have kept me informed with enough information about my child's time in the nursery."

"It's a great nursery."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

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	3 - Adequate

What the service does well

We found that staff were skilled in developing relationships with children and parents. Children were being nurtured in an inclusive environment where their achievements were recognised and celebrated. Good relationships were in place between staff and external agencies, for example, speech and language, which meant that staff were able to work in close partnership to ensure children got the right support at the right time.

Children were seen to be confident in the social rules of the nursery. We observed positive interactions between staff and children. Staff supported children to think about what might happen, making suggestions to extend their thinking. Appropriate comfort, affection and praise was given, contributing to the confident, happy children we observed.

Staff involvement in self-evaluation processes were a key strength within the nursery. Staff we spoke with told us they had opportunity to be involved in leading change within the nursery. For example, staff undertook a project to improve the literacy/book reading area within the nursery. Staff confidently told us how their changes had improved children's experiences within this area.

Parents and children have opportunities to get to know staff well. Prior to the child's first visit to nursery. The manager along with the proposed keyworker visit the child at home. This allows children can become familiar with some of the staff as early as possible to make the transition from home to nursery as comfortable as possible. We saw that relationships between staff and families were warm and friendly. All parents we spoke with during inspection spoke highly of the staff team, they felt that the staff were caring towards their children and that the staff respected and included them in care decisions for their child.

What the service could do better

During our inspection we sampled children's personal plans. We found that some recordings were clear and detailed children's progress within the service. However, we found that other recordings were not very detailed and did not demonstrate how children were progressing. The management team told us that they had been trying out different personal plan recording formats and that they were aware that they still had work to do to standardise the quality of the children's personal plans. To support the management team we provided a copy of Scottish Statutory Instrument 210 (see recommendation 1).

We sampled the service medication policy and procedures. We felt that the service had considered how they would manage children's medication. However, we identified some gaps in the medication recording forms. We have asked the manager to review their medication policy and procedures.

During this inspection, our observations highlighted that the service nappy changing procedures did not reflect current best practice. We shared our observations with the management team and have asked them to undertake a review of their nappy changing procedures and to make changes identified (see recommendation 2).

Observations made during this inspection found that the range of resources available for the children in the outdoor play area could be improved. We discussed the benefits for the children by having mark making tools and open-ended resources readily available to them. The manager told us that they planned to make improvements in this area.

In order to support the nursery staff team in tracking their progress, we have asked that they ensure that records are dated and signed.

We looked at the progress the management team had made on meeting a previous recommendation that staff files contain, start dates, information to demonstrate that qualifications have been checked, fitness checks and verification of qualifications. We found that only one written reference was sought for each of the two staff member's files we sampled. We have asked the manager to review her staff files and ensure that she obtains two written references for every staff member (see recommendation 3).

During our inspection, we found that a member of staff working within the nursery was not appropriately registered with the Scottish Social Services Council. We have advised the manager that persons who are not appropriately registered cannot carry out work in the provision of the care service for which such registration is required (see requirement 1).

Requirements

Number of requirements: 1

1. Dumfries Toy Library must not employ any person unless that person is fit to be so employed. In order to comply with this the provider should ensure that staff employed to work within the nursery are registered with the appropriate registering body, including the Scottish Social Services Council.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No 210 9(2)(c)

Timescale for completion: 27 December 2017.

Recommendations

Number of recommendations: 3

1. Dumfries Toy Library should review children's personal plan records to ensure that they capture all necessary information that reflects the Scottish Statutory Instrument 210 guidance.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

2. Dumfries Toy Library should take appropriate measures to control children's risk to the spread of infection during nappy changing.

National Care Standards for early education and childcare up to the age of 16 - Standard 2: A safe environment.

3. Dumfries Toy Library should ensure that staff files contain, start dates, information to demonstrate that qualifications have been checked, fitness checks and verification of qualifications.

National Care Standards for 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	
4 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
31 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
19 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	4 - Good
27 May 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	3 - Adequate

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