

Paisley Pre-five Centre Day Care of Children

6 Stow Street
Paisley
PA1 2JJ

Telephone: 0141 889 3323

Type of inspection: Unannounced
Inspection completed on: 11 January 2018

Service provided by:
Renfrewshire Council

Service provider number:
SP2003003388

Care service number:
CS2003014791

About the service

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

Paisley Pre-five Centre was provided by Renfrewshire Council to provide a care service to a maximum of 76 children from birth to not yet attending primary school. Children attended on a full time and part time basis.

The service was provided from a purpose-built facility in the centre of Paisley. They had three main playrooms and an enclosed outdoor play area. They also transported groups of children to the woods for the forest schools programme.

The service aims and objectives included:

'To provide a safe and stimulating environment where all children's learning is planned and supported by staff through a broad and balanced curriculum.'

A full copy of the aims and objectives can be obtained from the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach by inspecting care services for children. The 'Getting it Right For Every Child'

(GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people who work with all children and young people. This approach has been introduced by the Scottish Government and helps practitioners focus on what makes a difference for children and young people and how they can act to deliver these improvements. GIRFEC is being threaded through all policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, the GIRFEC approach puts wellbeing at the heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as SHANARRI.

What people told us

We sent out 27 care standard questionnaires and ten were returned before the inspection. We also spoke with parents.

Comments included:

'She has learnt new skills including cooking, being safe, and she's being very friendly with everyone around her.'

'I feel the staff have provided great support for my family.'

'The management are always helpful and accommodate our family needs as much as possible.'

'We found the staff were so friendly encouraging and supportive.'

'Great staff, excellent environment, and most importantly our girls thrived and enjoyed their time there.'

We spoke with groups of children, they shared their experiences:

"I am being a princess."

"Would you like to be the queen."

"I like listening to stories, can we read this."

"I am going out to play."

"I can do my own jacket."

Self assessment

All services, with the exception of childminders, have not been asked to provide a self assessment for the year 2017-18. We have referred to the most recent self assessment provided by the service and reviewed the service improvement plan. We found that they had a clear vision for how they would continue to support and care for the children and families using the centre.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children were happy and having fun within the early learning and childcare setting. Staff were continuing to develop a positive ethos and provide a welcoming and nurturing environment for children where they could experience from a range of activities both indoors and outdoors. Children benefited from the good links staff had made with families. The service plan to further develop those links by establishing more drop in opportunities, workshops and using media to share and gather information.

The service had a positive and flexible approach to supporting children and families. They worked closely with parents along with other agencies to ensure they provided an inclusive environment where children were supported. Each child had a personal plan in place which recorded children's needs, interest and progress, staff were keen to further develop their approach to personal plans and there were plans in place for training and development.

The service were continuing to develop a nurturing approach within the setting, this was effectively supporting individual children and allowing them to form positive relationships which was in keeping with the principles of 'Getting it Right For Every Child' (GIRFEC).

The service had clear procedures in place to safeguard children, staff were competent and understood the measures in place to support children. Information on child protection was readily available to parents. Close links with parents, providing stay and play sessions and outreach work established good links to support families. Home visits and good relationships with parents contributed to children being safe and nurtured.

The team were continuing to assess and improve children's routines and play opportunities across the service. Lunchtime had improved, however they should continue to monitor and evaluate as the needs of the group change. There were some missed opportunities where children's experiences could be extended. We highlighted clearer direction for staff on meaningful interaction as an area for development, this was part of their ongoing plan for improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The team has focused on developing and improving the environment for children.

We found that the environment was welcoming, safe and secure. Staff were continually risk assessing the children's play environment and putting measures in place to meet the needs of the current children attending and being responsive. Staff were vigilant of children and supported them to freely choose and move around the play areas safely. Staff also involved the children assessing risk and ensuring their own safety for example when the children went to the forest they would be supported to follow the rules and have clear boundaries to keep them safe while being given the opportunity to explore and play in the community.

Children enjoyed playing in the garden and exploring the local woods. We saw children playing and having fun in the outdoor area, they were using real tools at 'tool time' and staff worked with children to play safely with the equipment. Children enjoyed active play in the outdoor space. The team had plans in place to review and develop the outdoor space further giving children more opportunities to extend their experiences.

The staff team had worked together to improve the overall environment for children. The environment was more natural and there had been improvements to the fabric of the building including new flooring and décor. Changes to areas and resources resulted in a calmer and more relaxed environment for children. The baby room was cosy, an introduction of a cot supported best practice safe sleeping. The staff plan to review safe sleeping practice further. Staff were continuing to review and develop the environment to ensure they were meeting the needs of children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The staff team provided a welcoming environment for children and families. Parents shared comments on the good links they had developed with the staff, we saw that these relationships could be further developed at the beginning and end of sessions through better opportunities for discussions. Where families need extra support, management and staff were responsive to their needs. Parents commented that staff were friendly, approachable and helpful. The new head of centre was working with staff to give clear direction on improving outcomes for families.

Training and development opportunities within the service had improved and staff were encouraged to take ownership of their own professional development through a range of training opportunities and using their experience to develop and improve outcomes for children. We were starting to see the positive impact of some staff training and development across areas of the service, however further work was needed on developing staff knowledge and skills to extend children's experiences. We signposted staff to the Care Inspectorate hub where they can access best practice guidance (see recommendation 1).

Staff were working closely with the children however we saw some missed opportunities where staff interaction could have extended and encouraged children's play and learning, for example some of the interaction were fairly neutral when staff were speaking with children. The management team will continue to work with staff to improve outcomes for children through positive interactions.

Staff morale and team work had improved and feedback from staff about moving forward with improvements and clear direction was positive. The head of centre was continuing to engage with staff on various levels to support staff development, working together to develop new skills.

All staff were registered with the Scottish Social Services Council (SSSC)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. As a matter of best practice the service should continue to assess the impact of the staff training programme on outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 12: Confidence in staff.

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The management team were continuing to develop a positive ethos within the early learning and childcare setting. The team had a long term vision and were on a journey of improvement which involved staff, families and children. Improvements within the service were impacting positively on outcomes for children and this was highlighted through feedback from staff. The centre had been through a period of significant change, the new head of centre along with staff were motivated to provide quality experiences for children and move forward with improvements.

The first planned priority of development was to improve the environment, we saw significant changes that were impacting positively on children's experiences. The management team were working with staff to identify their strengths and areas of interest. Staff had been assigned to improving the outdoor area for children. Staff were also working to support children's communication and language and use "Five to Thrive" to promote positive outcomes for children. This showed that training was starting to impact within the service. We made a recommendation at the previous inspection about improving opportunities for training and development that has now been met.

There were further audits being carried out across the service to inform the improvement plan going forward. A training needs analysis and plan for training was in place. This allowed resources to be used effectively and promote leadership roles within the staff team where they showed strength and commitment.

There had been progress made around quality assurance and developing staff skills. This was continuing to progress. This was a recommendation at the previous inspection that will continue. However we can see clear plans were in place where the manager was working at a pace where the whole staff team were involved in imbedding changes to practice to improve outcomes for children (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. As a matter of best practice the manager should effectively monitor the quality of work of each member of staff and the service as a whole. Effective systems and processes along with clear direction from the management team should be in place to ensure the quality of the service provided.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 14: A well-managed service.

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

As a matter of best practice there should be an effective system for identifying and monitoring staff development needs. Staff should have regular access to training and development to enhance outcomes for children.

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

This recommendation was made on 15 March 2017.

Action taken on previous recommendation

The training programme for staff was impacting positively on outcomes for children.

Recommendation 2

As a matter of best practice the manager should effectively monitor the quality of work of each member of staff and the service as a whole. Effective systems and processes along with clear direction from the management team should be in place to ensure the quality of the service provided.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 14: A well-managed service.

This recommendation was made on 15 March 2017.

Action taken on previous recommendation

Not met.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
9 Feb 2017	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
3 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Mar 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Mar 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Dec 2008	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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