

St. Mary's Playgroup Day Care of Children

St. Mary's Primary School
63 East London Street
Edinburgh
EH7 4BW

Telephone: 0131 556 1634

Type of inspection: Unannounced
Inspection completed on: 27 February 2018

Service provided by:
St. Mary's Playgroup Committee

Service provider number:
SP2003003119

Care service number:
CS2003013343

About the service

St. Mary's Playgroup is provided by a parents committee and operated day-to-day by a manager. The playgroup is registered to provide a service to 21 children aged from two years six months to those not yet attending primary school. During holiday periods the age range of the children cared for will be three to seven years.

The playgroup operates from premises within the grounds of St. Mary's Primary School in the centre of Edinburgh. The playgroup share the accommodation with the after school club and have a playroom, kitchen and toilet area and an outdoor play area. The building is accessed by stairs below the playgroup.

The aims and objectives of the service include the following:

'To provide a caring and happy environment facilitating learning through play.

To be welcoming and informative to everyone and encourage day-to-day running of the playgroup.'

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that 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 the 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. GIRFEC 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 GIRFEC. 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. Information on SHANARRI can be found at www.scotland.gov.uk.

What people told us

Before the inspection took place we sent seven Care Standards Questionnaires to the service for distribution to families using the service. One of these were returned to us before the inspection took place. The respondent told us they agreed with the statement "Overall I am happy with the quality of care my child receives in this service."

During the inspection we spoke to four parents. All of the parents we spoke to during the inspection told us they were happy with the service they received, they were positive about staff's relationships with their children and with the activities they took part in.

Self assessment

The service has not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork.

From this inspection we graded this service as:

Quality of care and support

3 – Adequate

Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children were happy to come to playgroup where they were welcomed by staff who knew them well. It was apparent that children had developed close bonds with staff which helped them to feel safe and relaxed in their care.

A range of opportunities to share information helped ensure that parents were kept informed about activities within the playgroup. They included daily conversation when children were dropped of and picked up and use of a secure Face Book page. Parents who spoke to us on the day of the inspection and those who completed our Care Standards questionnaires told us that they felt well-informed about how their children had spent their time in the playgroup.

Accident records gave parents information about any accidents to their children including any first aid treatment given. Parents were asked to sign accident records confirming their understanding of what had happened.

The manager told us that children's records were reviewed regularly and at least once every six months with their families however these were not signed and dated by their families.
We made a recommendation about this
See recommendation 1

In the previous report we asked the manager to develop a simple method enabling them to track children's learning progress and experiences while at playgroup. The recommendation was not met and is carried forward.
See recommendation 2

In the previous report we asked the manager to develop a method for planning children's play experiences to ensure they were responsive to children's ideas, suggestions and experiences. The recommendation was not met and is carried forward. See recommendation 3

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The manager should ensure that when children's records are reviewed they are signed and dated by their families to confirm the information is accurate.

National Care Standards Early Education and Childcare up to the age of 16
Standard 14 Well Managed Service

2. The manager and staff should develop a simple method to enable them to track children's learning progress and experiences at playgroup. This document should be shared regularly with children and parents.

National Care Standards for Early Education and Childcare up to the age of 16. (NCS)

Standard 4 Engaging with children

3. The manager and staff should develop the method used for planning children's play experiences to ensure that it is responsive to children's ideas, suggestions and experiences. Planning should include what the intended learning outcome may be.

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

Standard 5 Quality of Experience

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The playgroup was based in the upper floor of a building in the grounds of St. Marys Primary School Leith. The service consisted of a playroom, kitchen and toilets. Children had daily access to fresh air and active play in the covered outdoor play area. In addition the service had timetabled access to the school playground.

Early Years Scotland policies and procedures were used to support areas including safety, infection control practices and assessment of risk. These were shared with families using the service which helped ensure they knew the steps the provider took to ensure children's general wellbeing.

The layout of the playroom allowed children to move freely between activities. Since the last inspection the provider had made a start in replacing some of the plastic one purpose toys with natural resources and loose parts. They included fabrics and some real life objects. Tyres, cardboard and wood had been introduced to the outdoor area. Loose parts are materials that can be moved, carried, combined, redesigned, lined up, taken apart and put back together again in multiple ways. This helped support children's imaginative play opportunities. The provider agreed that these could be further developed we will monitor this at the next inspection.

Children were encouraged to follow good hygiene procedures including hand washing which helped to support good habits for life. Some children were served lunch in the service however when food was reheated it was not probed and no record of the food temperature was kept. We asked the provider to ensure that they followed best practice guidance when reheating food and we made a recommendation about this. See recommendation 1

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should obtain information about reheating children's food brought from home and ensure that staff follow this at all times when heating or reheating food for children.

National Care Standards Early Education and Childcare

Standard 3 Health and Wellbeing

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff were friendly and welcoming. It was apparent that they had developed positive relationships with families using the service.

Staff had taken part in training in first aid and were about to attend updated child protection training. In the previous inspection we identified the need for some staff to update their training to take account of the pace of change in early years settings and in order to provide better outcomes for children. Two members of staff had taken part in training in Building the Ambition. However in discussion with them they told us they felt there were still gaps in their understanding of how to use best practice to achieve positive outcomes for children. We asked the manager to monitor the impact of training and where necessary ensure that additional support was given to staff. The manager agreed to do this.

During the inspection we carried out a safer recruitment audit of the person most recently recruited to the team. We found that they had been on post before their Protection of Vulnerable Groups (PVG) check had been returned. At that time only one of the references given had been returned. The second reference was received after their employment started. They had been employed for more than six months and had not yet applied for registration with the Scottish Social Services Council (SSSC). The SSSC is the body which registers staff working in the care sector and sets the qualifications required for each post. Staff must apply for registration within six months of starting their first post in the Care Sector. We directed the provider to the Care Inspectorate document Safer Recruitment for Better Recruitment and we made a requirement about this.
See requirement 1

Requirements

Number of requirements: 1

1. It is required that in order to ensure children are protected from harm the service carries out rigorous safer recruitment checks before persons are employed in the service. Before any individual is employed in the care of children safer recruitment checks including the following must be in place.
 - A clear PVG check or scheme update.
 - Two references at least one of which is from the previous employer.
 - Confirmation of registration with the SSSC. Or confirmation of an application to join the SSSC if this is the individual's first post in a care service.
 - Until registration with the SSSC is confirmed the provider must carry out a risk assessment of the individual who must not be left alone in charge of children and who must not carry out any personal care tasks.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(2011/210) - regulation 4 Welfare of users and regulation 9 Fitness of employees.
Time scale: within one week of being notified of this requirement.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The playgroup was well supported by parents, several of them worked in the service as parent helpers. We spoke to some parents during the inspection they told us they felt the manager encouraged them to express their views and took account of any suggestions they made.

Since the previous inspection an action plan for the service had been developed. Targets in the plan were monitored to ensure they remained on track and had been shared with families using the service.

The manager described the opportunities she had to meet with other providers of early years services in the area who were part of the local cluster group. She felt these meetings were positive because they provided opportunities to discuss practice and share ideas. Her intention was for the staff team to visit some of these services as part of their professional development. We agreed that this was a positive step in supporting the team.

We discussed the areas for improvement identified throughout the report and the impact they have had on the services grades. We asked the manager to review her quality assurance systems in order to ensure that these areas were dealt with. She agreed to do this. We will follow this up at the next inspection.

A complaints policy was in place and was known to parents. However the policy had not been reviewed for some time and did not include details of parents right to contact the Care Inspectorate at any time .

We made a recommendation about this .

See recommendation 1

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that the services complaints policy is amended to give families the Care Inspectorate contact details. Families should be aware of their right to contact the Care Inspectorate at any time.

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

Standard 14 Well Managed Service

Grade: 3 - adequate

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

Previous requirements

Requirement 1

Each child attending the playgroup must have a consistent range of information gathered to inform their personal plan. In order to do this the provider must:

- Ensure that registration forms are accurately completed by parents to give the information detailed in the document: 'Records that all registered care services (except childminding) must keep and guidance on notification reporting.' Published by the Care Inspectorate.
- Develop a system for the auditing and review of these forms.
- Ensure that where children were identified as needing additional support that information is kept as part of the personal plan detailing how that child is supported.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. No. 210. Regulation 5.(1)(2). A regulation regarding personal plans.

Timescale: 01 June 2107.

This requirement was made on 25 May 2017.

Action taken on previous requirement

The provider told us that children's information was reviewed every six months however these reviews were not signed and dated, This is carried forward in the report as a recommendation under statement 1 Care and Support.

Met - within timescales

Requirement 2

The provider must ensure that there are enough staff in the playgroup to meet the needs of children and ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users. The method to achieve this must be agreed with the Care Inspectorate prior to implementation.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. No. 210. Regulation 15(a)(b)(i).

Timescale: 01 June 2017.

This requirement was made on 25 May 2017.

Action taken on previous requirement

On the day of the inspection two qualified staff were working in the playgroup. The manager and staff confirmed that there were always a minimum of two staff present.

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 manager and staff should develop a simple method to enable them to track children's learning progress and experiences at playgroup. This document should be shared regularly with children and parents.
National Care Standards for Early Education and Childcare upto to the age of 16. (NCS)
Standard 4 Engaging with children.

This recommendation was made on 29 March 2017.

Action taken on previous recommendation

We did not find any evidence of this in children's folders. The manager agreed that this recommendation is not met and is carried forward into the body of the report under Quality Theme 1 Care and Support.

Recommendation 2

The manager and staff should develop the method used for planning children's play experiences to ensure that it is responsive to children's ideas, suggestions and experiences. Planning should include what the intended learning outcome might be.
NCS Standard 5 Quality of Experience

This recommendation was made on 29 March 2017.

Action taken on previous recommendation

We did not find any evidence of this recommendation having been actioned. The recommendation is not met and is carried forward into the body of the report under Quality Theme 1 Care and Support

Recommendation 3

The manager and staff should improve the quality of the learning environment by: Improving the quality of some of the resources.
Ensuring that there is always enough of a resource for children to play with.
That there is always choice of activities.
That the layout of the playroom and resources engages children in play activities.
NCS Standard 5 Quality of Resources

This recommendation was made on 29 March 2017.

Action taken on previous recommendation

Changes had been made to the layout of the playroom which supported children's play opportunities. This included moving the sand and water play closer together.
Children now have access to block play because the service has purchased a set of large wooden blocks.
Additional general resources had been purchased.
The recommendation is met.

Recommendation 4

The playgroup committee and staff should develop a system which can be used to gauge the quality of the service provided to parents and their children. The assessment should result in an action plan agreed by staff and the committee with clear points for improvement.

NCS. Standard 14 Well Managed Service

This recommendation was made on 29 March 2017.

Action taken on previous recommendation

An action plan had been developed which identified four outcomes. These were currently being monitored. The recommendation is met.

Recommendation 5

Training opportunities should be used to support children, staff development and the service as a whole. The management team and the manager should continue to review staff training needs as the team moves forward and source appropriate opportunities to continue to improve outcomes for children

NCS Standard 12 Confidence in staff

This recommendation was made on 29 March 2017.

Action taken on previous recommendation

Some training had taken place. We will continue to monitor the impact on the quality of the service and follow this up at the next inspection

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
29 Mar 2017	Unannounced	Care and support
		3 - Adequate
		Environment
		3 - Adequate
		Staffing
		3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
23 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
28 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Nov 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
15 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
9 Feb 2009	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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