

Craigentinny Castle Playgroup Day Care of Children

Craigentinny Community Education Centre
Loaning Road
Edinburgh
EH7 6JE

Telephone: 0131 661 8188

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

Service provided by:
Craigentinny/Lochend Playgroup

Service provider number:
SP2003003023

Care service number:
CS2003013206

About the service

Craigentinny Castle Playgroup is provided by a parent run committee. They are registered with the Care Inspectorate to provide a service to a maximum of 24 children at any one time aged between two and a half years and entry into primary school.

The playgroup is run from Craigentinny Community and Education Centre in the residential area of Craigentinny in Edinburgh. The playgroup use the main hall and have access to a fenced outdoor area.

Aims for the playgroup were in place and were shared with parents on the noticeboard and through the playgroup information booklet.

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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We spoke to some children during our visit. Children said they liked to play outside and run around. Children were happy in the group and appeared to be confident with staff and with each other.

We issued 10 care standard questionnaires as part of our inspection. We received one completed questionnaire from a parent. The parent who responded to the questionnaire was very happy with the service and commented on the kindness and professionalism of staff.

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	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 warmly welcomed into the playgroup by staff. Information was gathered from parents about their child when they arrived. This helped staff to meet children's care and support needs during the session. In

addition to daily communication staff had collected a good range of information through the registration form and through observations of each child at play to make sure individual needs were met. Information was current and regularly updated in line with good practice. This gave staff a good up to date picture of each child and their needs.

Children were happy and settled in the group. Children who had just recently started in the group were also relaxed and having fun. The settling in procedure took account of each individual child and was carried out in consultation with parents. This helped to promote a positive first experience of group care for children and their parents. Staff were clear that the settling in procedure could take as long as necessary and parents were actively encouraged to stay with their child to support the process.

Healthy life styles were promoted in the playgroup through the flexible use of the outdoor area, healthy eating at snack and the promotion of good hygiene procedures. Children told us that they were able to go outside nearly every day and throughout the session the door to the outdoor area was open giving children choice to play in or out. The toilets were some distance from the main playroom which limited the opportunities for children to be fully independent, staff however were very good at ensuring children had access to the toilet when requested and discreetly encouraged children to go to the toilet to support the toilet training process.

Staff had continued the work started at the last inspection to improve the range and quality of play opportunities. The manager talked in depth about her vision for the types of play she wished to offer children. We gave some ideas for further developing areas such as the home corner but overall the play provision was good and children were very busy and engaged in their play during the session. When asked what they liked to do in playgroup children one child said they liked to do 'everything!' Another said they liked 'writing and running very fast!'

The keyworker process enabled staff to develop a better understanding of each child. Staff were clear about their keyworker role and said that each parent was informed of who their keyworker was to help develop good lines of communication and support. Keyworkers kept children's development files up to date and we could see that they were using good practice documents to develop their tracking system. Staff were able to talk about children's strengths and areas where they may need a little additional support with their development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The playgroup had daily use of the main hall in Craigentenny Community Education Centre. This hall provided a bright and spacious area for children to use. There was direct access to the outdoor area and the use of the

centre kitchen and toilets. The hall was well maintained and staff made sure that it was safe for children to use through carrying out a range of risk assessments and helping children to understand some very basic rules for their safety and the safety of others.

Staff had changed the way they laid out the hall for children to enable them to use the whole area. This enabled children to have physical play activities indoors as well as outdoors. The outdoor area was used every day and was accessed directly from the main hall. Children were very familiar with the free flow concept of being able to choose to play indoors or outdoors. The soft play area outdoors was a hazard and we have made a recommendation about removing this area in the past. There were now fixed plans to remove the surface and renovate it to make it a useable space. This will increase the range of outdoor opportunities for children.

A range of policies and procedures were in place to promote the safety and security of children using the playgroup. These were shared with parents in the welcome pack and through discussion at the start of the child's placement. This helped to ensure that parents were aware of the playgroups responsibility and how they kept children safe. Procedures such as medication administration, child protection, infection control and accident recording followed good practice guidance which helped to ensure that up to date practice was followed. To enhance procedures staff had carried out training in first aid, food hygiene and child protection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Staff worked well together to provide positive outcomes for children. The new manager was supportive of the playgroup practitioner and had a good approach to working in partnership with them. This had encouraged them to carry out a greater range of training in order to further enhance professional knowledge and meet the requirements for registration with the Scottish Social Services Council.

Recruitment files were well organised and easily accessed. They evidenced that a very good recruitment procedure was in place and carried out in line with good practice guidance and legislation. This helped to ensure that only those suitable to work with children were employed in the playgroup.

Procedures to monitor performance of staff were in place and appraisals were up to date. Staff told us that they felt the appraisal procedure was a good method for identifying areas of interest, strength and areas for professional development.

The playgroup have appropriately checked volunteers helping in the group. We suggested to the manager that these people could have a support and supervision meeting with the manager to assess how they are getting on and if they require any further information or support. We also suggested that the manager could access some

information for regular volunteers on topics such as on child protection, child development and play. This would enhance their volunteer role and help them to be part of meeting the wellbeing indicators for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Good progress had been made to start the process of evaluating the playgroup. This helped to identify the quality of the playgroup and develop an action plan for improvement of the group. The manager had worked through an action plan provided by the previous manager but had also worked with the development officer from the local authority to develop areas of the playgroup.

The manager had a clear vision of how she wanted the playgroup to run and was familiar with good practice documents and childcare practice that she could use to ensure that the well being indicators for children were being promoted.

Parents were warmly welcomed into the group and encouraged to give their views and opinions. As it was a parent run committee this relationship was an important part of the running of the playgroup.

A committee was in place and regular meetings were held to ensure that the playgroup ran smoothly. The manager said that the committee was supportive of her work and the running of the playgroup. This helped to keep this good resource available to the local community.

The manager was aware of her responsibility to make notifications to the Care Inspectorate. We reminded her about timescales for completion of documents needed to approve new committee members as these people are the providers of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

To support staff to meet children's health and wellbeing needs the provider must make sure that each child has a comprehensive personal plan. To do this the provider must:

- As part of the registration process gather the full range of information outlined in the current legislation and the Care Inspectorate document: Records Registered Services Must Keep.
- Keep clear records to evidence that the personal plan has been reviewed at least once every six months in line with legislation.
- Ensure that where there are concerns regarding a child's health or wellbeing these are recorded and addressed in line with Getting it Right For Every Child and associated legislation.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. SSI 2011/201. Regulation 5. - a requirement to develop personal plans for each service user.

Timescale: The provider must confirm to the Care Inspectorate that personal plans are now in place by 30 June 2017.

This requirement was made on 21 April 2017.

Action taken on previous requirement

All children had an up to date registration form and where appropriate a personal plan.

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 actively investigate alternatives to the soft play surface to ensure that the area used by children for outdoor play is fully utilised. National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - Quality of experience.

This recommendation was made on 21 April 2017.

Action taken on previous recommendation

Firm plans were now in place for the removal of the surface and renovation to make the outdoor space more useful. This recommendation was met.

Recommendation 2

To maintain a professional and well trained workforce, who can effectively meet the needs of children, staff should undertake a greater range of formal training and reading to meet their SSSC development targets. National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

This recommendation was made on 21 April 2017.

Action taken on previous recommendation

Staff had increased the range of training undertaken. This recommendation was met.

Recommendation 3

To enhance the consistency and aid the development of the playgroup the manager and committee should further develop the auditing processes. This is to ensure they identify strengths and gaps in the service provided to children and their parents. Monitoring should also be improved to assess the work and performance of the manager, committee and staff. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

This recommendation was made on 21 April 2017.

Action taken on previous recommendation

The manager had worked with the development officer for the local authority to develop auditing processes. This recommendation was met.

Recommendation 4

The committee and manager should seek out, organise and where necessary store securely information about children, their families, staff, procedures and records. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

This recommendation was made on 21 April 2017.

Action taken on previous recommendation

Records and information was now well maintained and securely stored. This recommendation was 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
21 Apr 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
6 May 2016	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
16 May 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
27 Jun 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 2 - Weak Management and leadership 4 - Good
26 Jun 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
12 May 2011	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
12 May 2010	Unannounced	Care and support 4 - Good Environment 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 4 - Good
5 Jun 2009	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 3 - Adequate
13 Jun 2008	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 3 - Adequate 2 - Weak 2 - Weak

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