

Dalbeattie Playgroup Day Care of Children

Dalbeattie Primary School
Southwick Road
Dalbeattie
DG5 4HR

Telephone: 01556 611597

Type of inspection: Unannounced
Inspection completed on: 22 May 2018

Service provided by:
Dalbeattie Playgroup

Service provider number:
SP2003002549

Care service number:
CS2003010852

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service has been registered since 2002.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure 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 in 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's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting It Right For Every Child (GIRFEC) approach puts wellbeing at the very 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'.

Dalbeattie Playgroup is registered to provide a care service to a maximum of 16 children not yet attending primary school, of whom there will be a maximum of 4 children aged 2 to under 3 years.

The care service will operate term time only.

Dalbeattie Playgroup is based at the former Dalbeattie Primary School. It has the use of a purpose built Early Years building. The accommodation is spacious and secure. There is a large enclosed outdoor area where children can play energetically and have opportunities to explore the natural environment. The setting is close to local parks and shops.

Dalbeattie Playgroup is provided by a voluntary management committee and is in partnership with Dumfries & Galloway Council to deliver early learning and childcare.

What people told us

Parents told us:

"All staff have been very kind and have helped my child settle into playgroup."

"My child has come on leaps and bounds, speech has improved and so has confidence."

"The playgroup has a very caring and friendly atmosphere and the environment is always happy."

"My child goes in with a smile and normally doesn't want to leave."

We spoke to children and observed them as they played. They said "I'm a muddy pup" and "I like going fast."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance paperwork. We have made some comments about these in this report.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children were being cared for in a friendly environment by a caring staff team. Staff had developed warm relationships with parents, which enabled them to find out about the needs and interests of the children. This meant that staff knew the children in their care well and were able to tell us about them and their likes and interests.

All children attending the service had personal plans and learning folders. Management and staff had been working on the format of these records and we made some suggestions about how to improve them so that they supported staff to ensure positive outcomes for all children attending the service. We found that the information gathered was not always relevant to the needs of the children. Neither was it being assessed consistently and this meant that opportunities for supporting children were not as effective as they could be, for example during settling in. See recommendation 1.

We saw that staff interacted with children well. They responded to them warmly and with affection. Staff praised children and encouraged them to learn to share and to be safe. Children were forming friendships with one another and we saw that some children had formed attachments to individual members of staff. Children were developing independence and had some opportunities to be helpful and take responsibility around the setting. They were also learning about healthy lifestyles, including good hygiene and we saw that they knew when to wash their hands.

Children had opportunities to learn about their local community and the world around them. Children were involved both in planning the snack menu and in shopping for it, as they regularly went for a walk to the shops. We asked staff to monitor when snack was being served as it was late on in the first session we visited. We sat with the staff and children at lunchtime and considered this to be a relaxed and sociable meal for those children as they talked and laughed together. Drinking water was not freely available for the children when we visited, however, we were advised that it was normally.

The recent move to new premises meant that children were now able to play outdoors every day.

Children had opportunities to explore and investigate their natural environment and we observed them having fun on a bug hunt and experimenting with a variety of different materials, like pipes. Children were also learning about risk as they climbed on the climbing frame and played on the slope behind.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children's care needs should be met in a way which is right for them. Management and staff should work with parents to ensure that they have the information they need to care for children and the time to assess and plan for children's needs effectively.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that my personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices. (HSCS 1.15) and that people have time to support and care for me and to speak with me. (HSCS 3.16)

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were being cared for in a spacious and safe environment. The service had recently moved to new premises which were more suited to the needs of the children attending. Children moved freely around the space available to them indoors. However, we observed that children often ran as they moved around and we have asked the service to review the layout of activities and furniture so that the environment meets children's needs more effectively. This should include ensuring that outside is available from the start of the day so that the needs of the more energetic children are met.

Management and staff had a clear understanding of their roles and responsibilities for keeping children safe. Access to the building was secure and monitored, however, we thought that the service could make it easier for visitors by pointing out where the door bell was. Procedures for maintaining safety in the environment had been developed, which included taking photographs of hazards. We have suggested that children could be more involved in this process and we discussed a different way of assessing risk, which includes looking at benefits so that children have further opportunities to learn about keeping themselves safe.

The service were continuing to develop the play resources available for the children. Children had opportunities to play with some "loose part" resources, which are open ended materials which enable children to develop creativity and problem solving. The materials available for children included pallets, pipes and wood. Staff planned to continue developing the variety of resources both inside and outdoors so that children had increased opportunities to develop their skills and interests.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

There was an enthusiastic and caring staff team working at Dalbeattie Playgroup. Staff were supported and valued by their management and each other. Staff talked to each other throughout the day and shared information about the children and their needs. However, there had been limited opportunities recently for staff to meet formally for planning and for professional dialogue and practice development. See recommendation 1

All staff were registered with the Scottish Social Services Council (SSSC). They had or were working towards an appropriate qualification for their registration. There were now some procedures in place for reviewing staff practice. Staff had had appraisals and some opportunities to discuss their training needs with management. We discussed the requirements for a reflective post registration training log as part of registration to the Scottish Social Services Council (SSSC) with staff. We suggested that annual appraisals could be developed so that they provided staff with the opportunity to reflect on their practice and learning more formally. A staff training needs assessment and plan had yet to be put in place. We discussed this and the manager agreed to develop this. See recommendation 2

The service was a member of Early Years Scotland and followed their procedures for recruiting staff. New staff received some induction training so that they were familiar with the service's procedures. Whilst staff were familiar with child protection procedures, they had not had child protection training recently and were about to undertake an online training opportunity.

Whilst the service had sufficient staff in place to meet the ratios, identified in Annex A of the National Care Standards for Early Education and Childcare up to the age of 16, we observed that there were children who needed more adult support, for example to settle into the nursery routines. Consequently there were not always sufficient staff to consistently meet the needs of all children. See recommendation 3

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Children and their families should experience high quality care and support that is right for them and have confidence in the people providing that care and support. The provider should ensure that staff have sufficient time to meet and to plan for children's needs and improvements to the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that my care and support is consistent and stable because people work together well. (HSCS 3.19)

2. Children and their families should experience high quality care and support that is right for them and have confidence in the people providing that care and support. The provider should ensure that a training needs assessment effectively identifies and plans for the needs of all staff, and includes management support and business development planning.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14)

3. Children and their families should experience high quality care and support that is right for them and have confidence in the people providing that care and support. The provider should review staffing procedures to ensure that staff are deployed in a way and in sufficient numbers to meet children's support needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that my needs are met by the right number of people. (HSCS 3.15)

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

There had been a number of changes within the service over the last year, including moving to a new building and the appointment of a new manager and staff team. Management and staff had worked well together to ensure that changes had happened smoothly and had had a positive impact on children and their families. They were now developing different ways for parents to be involved in the setting and this had included a successful fun day for parents and children. We could see that there were a number of different ways for parents to influence what was happening in the service. We have asked the management team to reflect on and review these to ensure that they are an effective means of involving parents.

An improvement plan had been developed and submitted to the local authority. Staff were developing their knowledge and use of the self evaluation tools which childcare services are expected to use, like How Good Is Our Early Learning and Childcare. There had been some opportunities to use these, but these had not happened recently because there were limited opportunities for staff to meet and plan for improvement. Management valued the support being given by the local authority. They were also developing partnership links with other services in the area, which meant better sharing of practice and information. See recommendation 1, made in Quality Theme 3 - Staffing.

A monitoring calendar had been introduced with the intention of ensuring systematic and focussed monitoring of practice in the setting. We found that there was some duplication, particularly of paperwork and suggested that systems be reviewed to ensure that they have a positive impact on the service's improvement plans and support management and staff effectively. See recommendation 1

We found that the service was not operating within the conditions of their registration, as stated on the certificate of registration. We discussed this with the provider and service manager, who addressed this immediately and in a satisfactory way. The necessary actions to resolve this have been taken since the inspection visit.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children and their families should have confidence in the organisation providing the service. The provider, management and staff should continue to work with parents to develop and embed robust quality assurance processes which support a culture of continuous improvement across all levels of the organisation.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19)

Grade: 3 - adequate

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

Children should have a well-balanced and healthy diet. Staff should review the snack menu using the good practice guidance contained in 'Setting the Table' to ensure that children are offered a well-balanced, nutritious snack menu, which satisfies them.

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

This recommendation was made on 3 August 2017.

Action taken on previous recommendation

The service had reviewed the snack menu to ensure that children were provided with a healthy and nutritious snack. Children were involved in planning and shopping for snack which helped them to learn about healthy lifestyles and independence.

This recommendation is: met.

Recommendation 2

Children should be supported in a way which is flexible and responsive to their needs. Staff should continue to develop their knowledge and understanding of the legal framework underpinning children's care. They should work together to continue to develop the format of personal care plans so that they comply with the legal requirements and are reviewed with parents.

National Care Standards for early education and childcare up to the age of 16 - Standard 6: Support and development and Standard 14: Well-managed service.

This recommendation was made on 3 August 2017.

Action taken on previous recommendation

All children had personal plans and learning journals. We have made some further suggestions about improving these during this inspection.

This recommendation is: met.

Recommendation 3

Children should have regular daily access to fresh air and energetic physical play. Staff should review the structure of the play sessions to ensure that all children have daily opportunities to play outdoors and be energetic.

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

This recommendation was made on 3 August 2017.

Action taken on previous recommendation

The service had moved to new premises with its own outdoor area. Children played outdoors every day.

This recommendation is: met.

Recommendation 4

Children should be cared for in a safe and hygienic environment. Staff should improve their procedures for controlling the spread of infection by reviewing handwashing procedures, nappy changing, storage of items in the children's toilets and ensuring that the necessary repairs are undertaken in the toilets.

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

This recommendation was made on 3 August 2017.

Action taken on previous recommendation

The service had moved to new premises which had appropriate facilities and this had helped with improvements to infection control procedures.

This recommendation is: met.

Recommendation 5

Children should be cared for by a staff team who have gone through a careful selection procedure. The management of the service should review their written recruitment procedures to ensure that they follow safe recruitment practices. Guidance for this is available on the Care Inspectorate Hub. They should pay particular attention to the procedures for seeking references to ensure that references are sought from relevant individuals with an up-to-date knowledge of applicants.

National Care Standards for early education and childcare up to the age of 16 - Standard 12: Confidence in staff.

This recommendation was made on 3 August 2017.

Action taken on previous recommendation

Management of the service were aware of the correct procedures and had updated them accordingly.

This recommendation is: met.

Recommendation 6

Children should be cared for by a confident and competent staff team. Management of the service should develop an effective system for identifying and monitoring staff development needs, which leads to carefully planned training opportunities. These should include Building the Ambition, food hygiene and child protection.

National Care Standards for early education and childcare up to the age of 16 - Standard 12: Confidence in staff.

This recommendation was made on 3 August 2017.

Action taken on previous recommendation

Systems had been developed and now needed to be embedded. We made some further suggestions about training at this inspection.

This recommendation is: not met and a further recommendation has been made in this report.

Recommendation 7

Management of the service should develop a systematic and rigorous calendar for monitoring all aspects of the service. It should take into consideration recognised performance indicators, which will support the service with planned and continuous improvement of outcomes for children and their families.

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.

This recommendation was made on 3 August 2017.

Action taken on previous recommendation

A programme for monitoring had been developed and we have made further suggestions for improving this during this inspection.

This recommendation is: not met and a further recommendation has been made in this report.

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 Jun 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
16 Feb 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings
4 Dec 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
3 Jun 2014	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
27 Sep 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
20 Nov 2009	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
8 Dec 2008	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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