

# North Berwick Playgroup Day Care of Children

North Berwick Community Education Centre  
8 Law Road  
North Berwick  
EH39 4PN

Telephone: 01620 893056

**Type of inspection:**

Unannounced

**Completed on:**

29 May 2018

**Service provided by:**

North Berwick Playgroup

**Service provider number:**

SP2003003167

**Service no:**

CS2003013399

## About the service

The service is registered by the Care Inspectorate. Prior to 1 April 2011, they were registered with the appropriate regulating body.

The playgroup is situated within North Berwick Community Education Centre and is registered to provide care to a maximum of 24 children aged two years to entry to primary school age. The service is available between 9.30am – 12.00pm, Monday, Tuesday, and Friday, with additional provision till 1.30pm for wraparound service. At the time of the inspection 47 children were registered to use the service.

The aims and objectives of the service include the following:

- To provide a safe, caring environment where children can explore and where they can have fun learning new skills and experiencing group activities.
- We endeavour to provide rich and stimulating play to enable children to grow and develop their full potential.
- We recognise the value of parents/carers involvement and the contribution they make in the day to day running of the club.
- We have a positive approach to living in a multi cultural society and welcome children from all cultures in the community.
- We welcome children with additional support needs.

We carried out an unannounced inspection of the playgroup on Monday 28 May 2018, returning to complete the visit on Tuesday 29 May 2018. The inspection was undertaken by two Care Inspectorate Inspectors. At the inspection we spoke with children, their parents/carers, staff and members of the management committee. We observed practice, and checked relevant documentation.

## What people told us

There were up to 21 children present on the days of inspection. We spoke to most, and observed all children who were attending the service. Children were comfortable and confident within the playgroup, and with the staff. They had a range of activities and experiences in which they could engage in and the children remained busy for most of the day. Children were particularly happy when accessing the outdoor area, telling us it was one of their favourite parts of the day.

We spoke to some parents during our time in the playgroup. They were complimentary of the service being provided. They found the staff welcoming and friendly, and told us they were kept informed of what their children were doing in the service. They liked the private Facebook page and found this helpful in keeping informed about the service and day to day activities.

We provided Care Standard Questionnaires for parents/carers to complete prior to the visit. We received eight completed forms for inclusion in the inspection. Parents were complimentary about the service, particularly mentioning the staff, their friendliness, team work and commitment to supporting the needs of the children.

Comments from the CSQs included:

"Great, fun, caring staff. My (child) is very happy to be there."

"The staff know each child and provide a positive, happy and stimulating environment."

"All staff are amazing. My child struggled to separate from me and they have been so supportive, understanding and responsive to (their) needs."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We considered their own improvement plans and quality assurance processes.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

Children and staff shared warm, caring and respectful relationships. Children were supported well as the playgroup was working with good staff/adult: child ratios. Most children were settled within the service and strategies were in place to support children and parents who were finding separation more difficult. This contributed to children's wellbeing and confidence and to them feeling safe with the staff.

Staff play alongside children and provide a choice of appropriate activities and resources for the children to enjoy. Children's independence and confidence was developing as they helped serve their own snack and pour their drinks. They could explore their creative side as they were provided with resources and materials in the craft area, and some loose parts in the playroom and garden. They were developing literacy and communication skills as they were being read too by staff, joined in with singing and rhymes, and provided with a variety of mark making experiences.

Information regarding the care, safety and welfare needs of the children was gathered initially through registration forms and staff kept informed through regular discussion with parents. This contributed to staff understanding children's needs and supporting them, providing for their welfare and continuity of care. However, there was a risk some information could be missed as records such as registration forms and care plans were not updated as required.

All records or plans which support children should be reviewed and updated at least once every six months, and in addition when plans change. This would ensure all staff working with the children had access to the most up to date information about children and could provide for them. A requirement is made.

Staff observe children and take photos to include in their 'All about me' booklet with a short note about the activity. There was little recorded about children's individual learning, and group learning activities were not well planned or evaluated. To support children's learning and development, experiences should be planned and tailored to meet all children's individual learning needs. Individual plans, as well as group plans should be reviewed and evaluated to ensure learning outcomes have been met, and children are progressing. A recommendation is made.

## Requirements

### Number of requirements: 1

1. To protect children's welfare and ensure all staff can access the most up to date information about children and provide for them, the provider should, after consultation with parents/carers, ensure personal plans are fully completed for each child and that plans are reviewed and updated at least every six months thereafter, or when there is a change

**This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care services) Regulations 2011 SSI 2011/210  
Regulation 5 Personal Plans**

### Health and Social Care Standards

**1. I experience high quality care and support that is right for me.**

**1.15 My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.**

Timescale: by 29 July 2018

## Recommendations

### Number of recommendations: 1

1. To support children's learning and development, experiences should be planned and tailored to meet all children's individual learning needs. Individual plans, as well as group plans should be reviewed and evaluated to ensure learning outcomes have been met, and children are progressing.

### Health and Social Care Standards

**1. I experience high quality care and support that is right for me.**

**1.27 I am supported to achieve my potential in education and employment if this is right for me.**

**Grade: 3 - adequate**

## Quality of environment

### Findings from the inspection

Children had good opportunities to explore and play as the environment was spacious, bright, welcoming and had many play areas and resources. Children could make choices in what they played with, and explored. The play area was set up with many activities, and low level storage provided access to additional materials. We saw many children get involved in the craft area, producing creations they made from the selection of loose parts and resources available.

Children's physical development was supported as they had room to run around both indoors and outdoors. Within the playroom children experimented and played with a number of large boxes provided. They created many stories including a tale of pirates on the ship, being supported by staff to find other resources they could use to deepen the experience and provide more fun.

Daily opportunities for outdoor play helped children's motor skills develop. There were many opportunities to move around, negotiate stepping stones, improve balance and transport materials. Children were also able to get imaginative and problem solve as they created runways outside for their toy cars. Some spent time planning and preparing tracks from available items such as wood and guttering.

Children were kept safe as staff implemented systems which ensured that they were restricted from leaving safe areas without the assistance of staff members. Play materials and resources were age appropriate. Children were learning about personal safety as they negotiated resources in the garden, such as the climbing frame and bikes. Staff also considered and discussed with them what they needed to do to keep safe on outings to local woodland areas, promoting children's confidence and sense of responsibility. Some children understood about keeping themselves and others safe. One of the children tidying up, had spilt water from the water tray told us: "I'm wiping the floor so nobody slips".

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

Children had warm, positive relationships with the staff. Children's emotional wellbeing was supported as the staff were quick to provide comfort and reassurance whenever needed. Staff knew the children, their families and the area very well, and were able to provide individual guidance where required to enable families to access services they may require.

Staff were enthusiastic about their work and clearly enjoyed their time there, making it a fun and comfortable place for the children. They worked well together and with the parents, contributing to children getting a consistent approach between home and the service. Children were confident about asking staff for stories and enjoyed sitting with them listening. Safer recruitment procedures contributed to children being cared for by staff who had undergone a rigorous scrutiny prior to taking up post. Staff were confident in meeting children's needs and keeping them safe.

Arrangements for protecting children were effective. Staff demonstrated a good awareness of safeguarding and wider child protection issues. They were secure in their knowledge of how to identify and report concerns to protect children from harm. However, some had not attended child protection training updates for some time. To ensure child protection is highly prioritised regular training and learning should be provided for all staff.

There was an adequate number of adults available to provide a safe service and to meet and exceed the required adult:child ratio's as the staff are supported by rota parents on a daily basis. Consideration should be made to the deployment of these additional adults. For example, they could be used to support the preparation of snack or duties within the kitchen, leaving staff members free to spend time in the play room, supporting children's learning.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The playgroup is managed by a committee of parents who currently use the service. Staff worked well together and there was a feeling of support between the management committee and staff. A new chairperson had been appointed since the last inspection and they were becoming familiar with the regulations in place to enable them to support the service better. They were keen to help the service improve and provided good support and guidance for the manager.

There was a lack of quality assurance processes which would help to identify areas for improvement within the service. Regular and systematic monitoring would allow the committee and manager to identify where improvements can be made. A clear and detailed improvement plan would help staff and management to have a clear understanding of what was expected of them, where the service was aiming for, and improving outcomes for children. A recommendation is made.

To provide improved learning experiences for children, and better planning for individuals and the group staff should be supported to make improvements as identified in the recommendations and requirements of this report. This would include ensuring that staff are confident in writing better quality observations and supporting them to provide more focussed learning plans. Using good practice documents and guidance such as 'How good is our early learning and childcare' and 'Building the Ambition', would help to support any evaluations and improvements.

We found most staff to be registered with Scottish Social Services Council (SSSC). However, there was an instance where a relief staff's registration had not been fully completed within six months of taking up post. The providers must ensure all staff are appropriately registered when working in the service. A requirement is made.

## Requirements

### Number of requirements: 1

1. To safeguard people who use the service, staff members must be registered with Scottish Social Services Council within the stated timeframe. The service must ensure that all staff employed are appropriately registered with SSSC and this registration is up to date.

**Social Care and Social Work Improvement Scotland, Scottish Statutory Instruments SSI 2011/210 9 Fitness of employees.  
By Friday 17 August 2018.**

## Recommendations

### Number of recommendations: 1

1. To further promote the development and improvement of the service and outcomes for children the providers should develop their quality assurance processes and improvement plans.

### Health and Social Care Standards

**4 -I have confidence in the organisation providing my care and support.**

**4.19 - I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.**

**4.23 I use a service and organisation that are well led and managed.**

**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

The service should have a personal plan in place for every child. These plans should show how the service plans to meet the children's health, welfare and safety needs. The plans should be written in consultation with the parent and child.

To ensure plans are kept meaningful, they should be reviewed and updated at least every six months or when significant changes occur in the child's needs.

**National Care Standards for early education and childcare up to the age of 16. Standard 4; engaging with children, standard 5: quality of experience; standard 6: support and development.**

**This recommendation was made on 6 June 2017.**

#### Action taken on previous recommendation

New plans had been introduced, however some lacked information and had not been updated within the required timescale.

**A requirement has been made.**



## Recommendation 2

The service should review the service enrolments documents using:

'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

This can be found on the Care Inspectorate Hub. This is to ensure that they hold all required information about children.

**National Care Standards for early education and childcare up to the age of 16. Standard 14: well-managed service.**

**This recommendation was made on 6 June 2017.**

### Action taken on previous recommendation

To support the development of the management committee and to ensure that they have relevant information which supports the development of the service this will remain a recommendation.

**This has not yet been met.**

## Recommendation 3

The service should review the nappy changing and potty policies and procedures to ensure they are in line with good practice guidance. The service should ensure that procedures promote children right to privacy and dignity, encourage independence and follow appropriate infection control measures.

**National Care Standards for early education and childcare up to the age of 16. Standard 3: health and wellbeing; standard 14: well-managed service.**

**This recommendation was made on 6 June 2017.**

### Action taken on previous recommendation

Nappy changing policy has been adapted from Early Years Scotland documents. As this was a more dated document we suggested the providers should ensure that any changes made are in line with current best practice.

## Recommendation 4

The service had a 'Staffing and Employment Policy' in place. The provider should ensure this is followed for all staff, casual workers and volunteers working in the service. This includes obtaining two references for each candidate. The provider should hold accurate records to demonstrate safer recruitment procedures have been followed.

**National Care Standards for early education and childcare up to the age of 16. Standard 12: confidence in staff; standard 14: well-managed service.**

**This recommendation was made on 6 June 2017.**

### Action taken on previous recommendation

Children are protected as all current staff have been through required recruitment processes including reference checks and updated PVG checks. The service now have a staffing and employment policy in place.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
6 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
5 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Dec 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
7 Nov 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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