

# Ladywell Playgroup Day Care of Children

Forestbank Community Centre  
Forestbank  
Ladywell  
Livingston  
EH54 6DX

Telephone: 01506 430 035

**Type of inspection:**

Unannounced

**Completed on:**

11 October 2018

**Service provided by:**

The Management Committee of  
Ladywell Playgroup

**Service provider number:**

SP2003003155

**Service no:**

CS2003013387

## 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](http://www.careinspectorate.com)

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

The playgroup provides a day care service for a maximum of 15 children aged two to five years, with no more than 10 children under two and a half years of age at any one time. The playgroup is run by a voluntary committee of parents who have overall management responsibility. They employ a manager, early years' educator to plan and deliver the day-to-day service. Students from the local college undertake placements in the service.

The playgroup operates within Forestbank Community Centre, Ladywell, Livingston, West Lothian. The service has use of a large playroom which includes a kitchen area and toilets. There is another room off the playroom which is occasionally used by the playgroup. Children have access to a covered outside play area directly off the playroom.

Aims of the service include:

"To provide a safe and stimulating environment to facilitate children's learning and development through play, embracing all cultures and races and supporting parents as the prime educators of their children."

## What people told us

We spoke to eight children during our inspection. Most of the children who attend the playgroup are between two to three years of age. Due to the young age of the children attending at the time of the inspection they were unable to provide comments on their experience in the service. However, most of the children engaged us in their play and enjoyed our company.

We sent questionnaires to the service; however, the manager told us they had not received them. We spoke with five parents/carers about the quality of the service.

We received the following comments:

"I am very happy with the service. Staff make us feel very welcome. I know the staff and they are like one big family" (this was said by a few of the parents).

"I have chosen to keep my child in the playgroup due to the good service they offer".

"Since my child took up a placement in the playgroup, this is the first time I have seen the children use the other room. He enjoyed it."

"I would like to see more information on the Playgroup 'Facebook' page. For example, some of the activities they do while in the nursery. We could then do some of these at home. This would give me ideas".

"There seems to be a lot of free play. I would prefer to see children getting a bit more direction and more engagement from staff. This would help to support their development".

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. However, we spoke with the manager and she told us that with their recent success in obtaining lottery funding they are planning to develop the service. For example, they plan to put on information sessions for parents/carers in relation to types of activities they could do with them at home.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The playgroup operates from a well-maintained community centre. We found the community centre staff friendly and welcoming. There was a secure entry system in place and this helped keep children safe and secure.

The rooms used by the children in the centre were well maintained, clean and comfortable. Children's work such as, paintings and drawings were attractively displayed. This showed children's work and achievements were valued by staff.

The space within the playroom was designed to encourage children to easily select resources they wished to play with. This supported children's curiosity and promoted their independence. Staff introduced loose parts play within the setting. Materials such as; pine cones, water and sand were accessible to children. This encouraged them to be creative with natural materials.

Parents/carers confirmed they were welcome into the playgroup by staff. They told us they found staff to be 'nice and approachable', and some said they knew the staff very well. This friendly approach supported parents/carers to build trusting relationships with playgroup staff.

We spoke to new parents/carers and they considered they had been given the right level of information when their child first started in the playgroup.

We observed parents/carers being treated with respect by staff and encouraged to stay and settle their child into the group. This positively supported the child's transition from home to the playgroup.

Healthy snacks were provided and enjoyed by the children. Staff referred to the good practice publication 'Setting the Table'. This gave children an opportunity to socialise and develop healthy eating habits.

Children's Personal Plans were developed with parent's input. Parents had the opportunity to document valuable information about their child, such as, if they had a comforter or they enjoyed undertaking certain activities. This showed that parents/carers were included and involved in their child's personal plan.

The manager confirmed they were looking for guidance in relation to the recording of information in children's personal plans. This is covered under the heading 'What the service could do better'.

We observed during our visit a group of children engaged with a member of staff singing songs and playing musical instruments.

Children were seen to enjoy this experience, and this supported their interest in music and rhymes.

## What the service could do better

### Children's experience's and information kept on the children

We noted throughout the inspection some children were not always supported to manage their emotions. We found there was a lack of understanding within the staff team and insufficient information in children's folders meant some children were not adequately nurtured whilst at the playgroup. Staff should put strategies in place to ensure children are effectively supported. These should be clearly documented in each child's personal plan (known by staff as the child's information folder) so that staff can ensure children are properly nurtured and respected. (Please see recommendation 1).

To further support practice, we would encourage staff to ensure that parents/carers fully complete the registration form. Where parents/carers do not have the information to hand, it should be followed up. This will ensure that staff have the necessary information to provide for the wellbeing of that child.

We highlighted to the manager that all information kept on children should be stored securely and we requested that this be addressed as soon as possible.

Staff training, development and knowledge

### Staff had attended a variety of training opportunities to develop their knowledge and skills.

However, the manager and staff require support to implement their learning from training to ensure it impacted positively on children's learning experience. This will support staff to be evaluative and reflective on their practice and drive forward improvements within the playgroup. (Please see recommendation 2).

Procedures were in place to safeguard children. The child protection policy provided guidance for all staff who worked in the playgroup. However, when speaking to staff we were not confident they were fully aware of their child protection procedure. We suggested to the manager she ensure that all staff were fully aware of the playgroup procedures to help keep children safe. (Please see recommendation 2).

### Local Community

We would like to see staff taking advantage of the benefits offered by the wider environment in respect of real-life living and learning, perhaps by making visits to local amenities. Parents also mentioned this to us. The manager explained this was difficult due to the lack of parent/carer helpers, however, she agreed to revisit this with parents/carers to provide children with broader learning experiences.

### Outdoor play provision

We noted on the second day of our visit children accessing the outdoors. They enjoyed some active play which supported children's health and wellbeing. However, there were limited outdoor resources available for children. Children missed out on good quality learning opportunities, such as exploring nature and to be physically challenged. The manager and staff should ensure children's play and learning environment is improved to be more reflective of children's age, stage of development and their interests. (Please see recommendation 3).

## Staff Registration

We noted that a member of staff was not registered with the Scottish Social Services Council (SSSC). We discussed the seriousness of this situation with the manager and the potential consequences for the service if staff are not appropriately registered. (Please see requirement 1).

## Requirements

### Number of requirements: 1

1. All staff working in the playgroup must complete and maintain the relevant registration with the Scottish Social Services Council (SSSC).

This is to ensure care and support is consistent with the Health and Social Care Standards which states that: 4.24 "I am confident that the people who support and care for me have been appropriately and safely recruited and to comply with Regulation 9 (1) & (2)(b) & 15 (a) - Fitness of Employees and Staffing of the Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulation 2011.

## Recommendations

### Number of recommendations: 3

1. Personal plans should be developed for each child that contains relevant and up to date information about their wellbeing. This must include the child's next step of development. If strategies are required then these should be clearly documented and all staff aware of how to support children appropriately.

This ensures that care and support is consistent with the Health and Social Care Standards which state that: My support, my life 1. I experience high quality care and support that is right for me.

Responsive care and support

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".

2. To improve the quality of children's experience, staff should be supported to reflect on their training and implement the learning from training into practice. Examples include; National Guidance 'Pre- Birth to Three', Positive Outcomes for Scotland's Children and Families', and 'Building the Ambition', National Practice Guidance on Early Learning and Childcare Children and Young People (Scotland) Act 2014.

This ensures that care and support is consistent with the Health and Social Care Standards which state that: My support, my life 3: I am confident in the people who support and care for me 3.14: "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".

3.18 "I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty".

3.21 "I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm".

3. To support the manager and staff to plan for children's outdoor environment, we signposted them to good practice national guidance 'Pre- Birth to Three', Positive Outcomes for Scotland's Children and Families' page 46 and pages 65 to 77.

This ensures that care and support is consistent with the Health and Social Care Standards which state that: My support, my life 2.27 "As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creatively".

## 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).

## Inspection and grading history

Date	Type	Gradings
12 Sep 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
14 Oct 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
1 Nov 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
26 Oct 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
25 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate Not assessed
19 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 2 - Weak Not assessed
10 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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