

Ferryden Playgroup Day Care of Children

Ferryden Primary School
Craig Crescent
Ferryden
Montrose
DD10 9RF

Telephone: 07751 148479

Type of inspection:

Unannounced

Completed on:

17 September 2018

Service provided by:

Ferryden Playgroup

Service provider number:

SP2003000559

Service no:

CS2003002838

About the service

Ferryden Playgroup registered with the Care Inspectorate in 2002. It provides a day care of children service to a maximum of 20 children, at any one time, aged from two to an age to attend primary school. The service also provides a breakfast club to a maximum of 16 children at any one time, of an age to attend primary school to 12 years.

A voluntary group of parents who form the committee runs Ferryden Playgroup.

The service operates from Ferryden Primary School, which is based within the village of Ferryden on the outskirts of Montrose. The playgroup has access to the community lounge area of the school, which is shared with other community groups.

Aims of the service included, 'At Ferryden Playgroup we do our best to support all children and families with care and compassion. We value the learning and developments achieved by children through play.'

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. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

There were 13 children present during our first visit and 11 children present during our second visit. We spent our time observing children as they played and the interactions they had with staff. We saw children enjoy their time in the playgroup and have fun as they played with the variety of equipment and activities on offer. Children specifically enjoyed playing with the sand, water, reading stories, singing songs, role-playing in the home corner and being creative with loose parts play.

We provided the service with 10 Care Standards Questionnaires (CSQs) to issue to parents/carers. We received six completed questionnaires before the inspection. Overall, all parents and carers agreed or strongly agreed that they were happy with the quality of care and support their child receives. We also spoke to parents/carers during the inspection. Comments from parents/carers included:

'It is nice because it is not as busy as other services. Staff have more time to speak to you and share if there are any problems.'

'My child gets on really well. He loves to play outdoors. It would be good to get more feedback or meetings with keyworker.'

'We are very happy.'

'Ferryden Playgroup staff are very friendly. They always put children's wellbeing first. My child has grown in confidence and has made a nice group of friends.'

'My child loves going to playgroup and is always keen and excited to attend. My child loves being outdoors, so I am always pleased to hear that on most days they have had this opportunity. The staff are fantastic, very welcoming and always willing to help or give advice when needed. Sophie regularly speaks about the staff at home especially Jan and Alison. I would highly recommend the service, and looking forward to my child being able to attend five days for her anti-pre year.'

'My little one loves attending, has made lots of friends and adores all staff. She has always spoken of her fun day and activities she has been part of. As parents, we/I have always been welcomed and well-informed of day-to-day activities, events and important information. Appreciate this service!!'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance paperwork. These demonstrated how the service was monitoring the overall quality of the service and outlined their priorities for developing the service further.

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 received good quality care and support at Ferryden Playgroup. We recognised this through our observations, discussions with staff and parents as well as reviewing related paperwork.

Children were seen to be very happy, confident and having fun during their sessions. Staff worked hard to ensure all children were included in all parts of the service. Staff's knowledge of each child was very good and reflected the information shared by parents/carers in children's 'My World' documents. These documents were kept up to date and reflected children's current needs that staff worked hard to meet.

Staff promoted children's wellbeing. Where any concerns were identified, staff worked with parents/carers and other professionals such as the health visitor, speech and language therapy and the early years team at Angus Council. Staff discussed a number of support measures that were being put in place to support individual children and reflected on how well these were working and where adjustments were required. Although some support being provided was at an early stage, we were confident that due to the commitment and consistency of staffing and the relationships with parents/carers that staff would continue to provide very good support.

Children freely chose to take part in a range of learning experiences. A recent and popular addition to the playgroup was their role-play shop. This had developed from an interest of the children. Staff had taken some children on a visit to the local shops to explore what would be important to have in their shop. Children enjoyed playing with the products that they had for sale and using the till. Staff planned to develop this further by introducing the real products so these could be transported back to the home corner to further extend children's play experiences.

Achievements were recorded in children's individual learning journals. Staff used these observations to identify possible development opportunities to further children's learning and development. Based on advice from a recent inspection from Education Scotland, staff were working on developing how they track and monitor children's progress. This included developing staff's key worker role to enable a more responsive approach to children's care and learning. We were very happy with the way the learning journals were being developed. We suggested that children could have more opportunity to contribute to their journals and have their voice heard. This should include having access to them at any point in their session if they wish to look back at the activities and experiences they have been involved in.

Children had an opportunity to brush their teeth during each session. This was an opportunity to promote children's health with them. Staff had access to all the appropriate resources through the Child Smile programme which was run by the NHS. We discussed with the manager how tooth brushing could be improved. This included staff modelling what good tooth brushing looked like, talking with children and providing praise where good tooth brushing was taking place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children had access to a good quality environment within Ferryden Primary School. This included a large playroom, access to a dedicated garden as well as sharing the school playground and nursery garden.

Children were very independent in choosing what part of the room to play in and were able to access the majority of the equipment without adult help. Children were very familiar with the routine of the playgroup including children who had recently started attending the service.

Children benefited from changes staff had made to the environment with support from parents/carers. Children enjoyed their new larger sand pit that they could now climb inside to extend their play further. The construction area had been developed to make it more inviting and included more open-ended resources that supported children's imagination and creativity.

Children also had a new art room. This included painting easels, chalkboard etc. This new space has helped staff keep the main playroom clean and tidy. Through our observations, we saw some children were reluctant to go into this space. This was due to the sensor-operated lights that had recently been installed. It was not always picking up the movement of children, so the lights would turn off, leaving the room in darkness. Although staff had tried hard to minimise the impact this was having, we suggested they work with Angus Council to see what improvements could be made.

We discussed with the manager about ensuring the environment and the equipment/resources were suitable for the age and ability of children attending the service. We suggested the service revisit the national document Building the Ambition. This would support staff to reflect on their practice. Building the Ambition provided a very good overview of what younger children needed such as quieter enclosed spaces to help them feel safe and secure.

Children were seen to enjoy outdoor play with staff using all available spaces well. Each of the three outdoor areas provided children with different experiences that catered for their individual needs. Children especially enjoyed water play. Staff had plans in place to develop this within the outdoor environment by adding tubes and pipes for children to pour water through. We discussed with the manager that there was scope to develop the water play indoors too, so that children can access this across all areas of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

A very consistent staff team, who had been employed by the playgroup for a number of years, cared for children. The staff were enthusiastic about their job and worked hard, alongside the manager, to provide a good quality service.

We observed the interactions between staff and children and found these to be very positive. Staff had a genuine care for the children and through our discussions, it was clear staff knew children very well.

The service was developing their key worker system to empower staff to take responsibility for communication and information sharing with parents/carers. This would include ensuring children's 'My Worlds' and learning journals were kept up to date. Parents/carers would be able to meet regularly with their child's key worker to discuss any aspect of their learning and development where the keyworker would be able to provide advice or signpost parents/carers to the appropriate professionals.

Staff had a very good commitment to training, learning and their personal development. Staff had access to a range of development sessions provided by Angus Council that focused on specific topics. Staff had begun to keep clear records of each of these sessions and identified how this had improved their practice. This was a requirement of staff who are registered with the Scottish Social Services Council (SSSC). Staff should continue to use their previous learning and development to develop the service further.

Staff planned to attend Makaton training or update their skills. Makaton used signs and symbols to help people communicate alongside spoken language. Through observing children attending the service, it was clear this would be highly beneficial to support communication for all children. This would be specifically helpful where children had English as an additional language.

The manager had been supporting staff to take ownership and leadership of specific aspects of the service. This is something we encouraged and would like to see developed further. Staff were very keen and capable of leading parts of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The service was led by a manager who had worked for the service for a number of years. An active committee of parents/carers supported her. The manager oversaw the day-to-day running and development of the service.

The manager had a clear improvement plan in place that outlined the areas the service wanted to improve over the coming year. This plan had been written with support from Angus Council's Early Years team. The service were using the national document How Good Is Our Early Learning and Childcare to assess themselves. The manager discussed with us the areas for improvement. We felt these were very achievable and appropriate for the service.

We reviewed the quality assurance systems that were in place to ensure all aspects of the service were regularly audited and any improvements identified were made. We suggested some additional areas that the manager may want to add such as auditing accidents, incidents, medication and staff supervision.

There had recently been a change to parents/carers who sat on the committee. We discussed with the manager the importance of informing us of these changes. This was to ensure we could carry out our checks to make sure the committee were suitable to provide the service. We provided the manager with a copy of the Care Inspectorate's Notification Guidance document and talked her through the notifications that must be made and why.

We discussed with the manager the Health and Social Care Standards that outline what anyone attending a care service should expect. These were published in 2017 and came into effect from April 2018. The service had a copy of these. We shared with the manager some good practice we had seen during inspections around how managers, committees, staff, parents/carers and children had been involved in assessing the quality of the service against the standards. The service should reflect on their work benchmarking against the new standards to ensure children are receiving the best possible care.

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 ensure children are cared for in a hygienic environment, the service should ensure all aspects of the service are kept clean, specifically the carpets in the main playroom.

Timescale: 29 September 2017.

This is in order to comply with: Regulations 4(1)(a) and 4(1)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

This requirement was made on 23 June 2017.

Action taken on previous requirement

The carpet within the main playroom has been cleaned to an adequate standard. This has removed the majority of playdough and stains. The main issue previously was a very small art and craft area. This has been relocated in the newly developed art and craft area. This has reduced the likelihood of mess being created on the carpet.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

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
23 Jun 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
22 Apr 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
10 May 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
17 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
25 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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