

# Poppyview Family Centre Day Care of Children

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**Type of inspection:**

Unannounced

**Completed on:**

15 November 2018

**Service provided by:**

Poppyview Family Centre (SCIO)

**Service provider number:**

SP2013012232

**Service no:**

CS2013322976

## About the service

Poppyview Family Centre registered with the Care Inspectorate in April 2014. It provides a day care of children service to a maximum of 126 children aged from six weeks to 14 years. No more than 34 children may be under the age of two years and no more than 12 may be under the age of 12 months.

The service is located in Methil, Fife and occupies a large purpose built single storey building. The building includes five separate playrooms that have direct access to the large enclosed garden, along with a separate dining room.

A voluntary committee runs Poppyview Family Centre.

The aims of the service include 'to promote a positive, caring and secure environment where the children will be stimulated and can develop self-confidence, self-esteem and self-motivation. Friendly, caring staff are there to build trust and confidence. The staff will develop a partnership with parents based on openness, honesty and a common concern and responsibility for the development of the children attending the centre.'

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

We spent time observing, talking and listening to children as they played and were cared for by staff. Children were generally engaged in a wide range of activities within the centre or outdoors. Many activities were freely chosen by children and were appropriate to their age and ability. Comments from children included:

- 'I roll it, look.'
- 'You're my best pal.'
- 'I'm fishing; I'm going to catch a fish.'
- 'I like having apples for snack.'
- 'I'm going to play outside with my friends, but I need to put my boots on first.'
- 'It's good playing in the garden. You can run around with your friends. These tyres are good for rolling as they are small.'
- 'The after school club is good. You have to follow the rules, but you can do what you want.'

We spoke to a number of parents/carers as they arrived to drop off or collect their children. We also took account of the completed parent/carer questionnaires returned to us before the inspection. Parents/carers were very positive about the experience their children have at Poppyview. Thirteen parents/carers strongly agreed and one parent/carer agreed they were happy with the overall quality of care and support their child receives. A small number of responses identified areas the service could improve. We reviewed these as part of this inspection and shared these with the centre manager. Comments from parents/carers included:

'The staff at Poppyview have been supportive, knowledgeable and because of this, it has been an amazing experience for both myself and child.'

'My child has settled well at Poppyview. All the staff are great with her and you can see how much they care for the children. I love that all the ages mix at times, I feel this is beneficial for all age groups.'

'Staff tell me most things about my child's day.'

'The management and staff have been excellent in addressing my worries about my child and have communicated well with me and all staff who deal with my child. I believe they have gone above and beyond to tailor my child's care to her specific needs and to reassure me in the process.'

'I am very happy with how my child has been treated, staff are fantastic. He is always telling me about the ideas he gets to share and the activities he is involved with.'

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service 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	3 - Adequate

## Quality of care and support

### Findings from the inspection

Children were cared for by staff who had built positive nurturing relationships with children and their families. Children were comfortable approaching staff for help and support with staff generally responding appropriately. We highlighted to the management some examples of where staff could have been more nurturing and asked them to monitor this.

Children had very good opportunities to make choices, which were appropriate to their age and ability, across all areas of the service. This included what activities they took part in, when to have snack or when to play outside. Through our observations and discussions with staff it was clear they knew children very well and worked hard to provide a range of activities and equipment that took account of children's interests.

Children's achievements were celebrated and shared widely with a star moments board that was displayed in the nursery. Along with this staff regularly spoke to parents/carers and shared children's achievements.

Each child had an electronic personal learning journal. Journals were updated regularly, which was popular with parents/carers as was the ability to access these from home. We found the quality of observations made by staff varied. We reminded the service that observations should be specific, clearly focus on what the child had learned and where next steps have been identified, these should be reviewed to ensure children continue to progress. We found that not all children were being appropriately challenged through the activities and experiences on offer, and these should be developed to meet the abilities of all children.

Staff asked children appropriate questions to support their knowledge and understanding. We found that although questions were worded well, staff did not always give children time to think, before providing the answer. Staff would benefit from further training to develop this skill further.

Children who attended the service before and after school talked very positively about their club. This area of the service had been greatly improved since the last inspection. Children were more independent, happier and fully engaged in a range of freely chosen play activities. Staff had begun to consult children on the activities they would like to see and we provided feedback on how this could be improved further to make it more responsive to children's wishes. We suggested the service could use floor books as a method to record children's choices. Children had a worry box that they could leave messages for staff in as a way of sharing their feelings. Staff dealt with these sensitively providing support and reassurance where required.

Information about children's time in the service was shared with parents verbally or in writing for the younger children. Parents/carers told us they appreciated this information, however the quality of this varied depending on the staff member providing feedback. The staff team should review how they share information to ensure this is consistent and meets the needs of parents/carers.

Children who required medication or had allergies were supported very well. We reviewed a range of medication in the service and found this was held and administered safely. We reminded staff to ensure that medication paperwork was fully completed before beginning to give children medication. The nursery cook had very good awareness of allergies and catered for these very well.

To ensure children were kept safe and protected from harm, we reviewed the service's procedures for responding to concerns. We found that there were clear procedures in place that all staff were familiar with. The nursery management had very good relationships with a range of agencies including social work and worked closely with them. We reviewed a range of documents and provided management with some suggestions on how these could be improved through making information more specific. We also suggested using one document to record all significant events so that information could be reviewed easily.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

Children were cared for across five playrooms that were generally bright, attractive and comfortable for children. The majority of the playrooms had direct access to the extensive outdoor play space. In addition, a dining room for lunches was also utilised for the out of school club and other activities.

We found the quality of the environment varied across each of the playrooms. Many of the rooms were welcoming, nurturing and provided cosy and comfortable spaces for children to feel relaxed and secure. Staff and management should reflect on the physical playroom environments and identify what improvements could be made to ensure there is a consistency across the service. Staff should use documents such as Building the Ambition which described good practice in creating caring and nurturing settings that allow wellbeing, communication, curiosity, inquiry and creativity to develop. **A recommendation was made.**

The quality of equipment and resources within the playrooms was generally good, however, we would like to have seen a range of natural resources available for children. These would provide children with opportunities to be creative and use their imagination. Staff should also continually review, update and replenish resources to ensure opportunities are consistently available.

We found infection control was good across all areas of the nursery. Staff worked hard to keep the nursery clean and tidy. We saw staff regularly monitor the cleanliness of the bathrooms to ensure issues were addressed promptly. Children were very good at washing their hands after toileting and before eating. We reviewed the services procedures for nappy changing and found this to follow best practice guidance.

Children benefited from healthy snacks and lunches that were cooked in-house. Children told us they really enjoyed their lunches. Staff and the nursery cook had worked with the children to promote their independence and manners at meal times. This included using a knife and fork, pouring their own drinks and clearing away their plates. Staff sat with children and modelled positive behaviour at mealtimes. Children were being provided with juice at meal times which is not recommended in the nutritional guidance for young children. We asked the service to review this and consider providing milk or water in line with best practice.

Children had very good opportunities to play outdoors. The nursery garden was of high quality and provided a wide range of play and learning experiences. The service had developed a range of loose part play resources which supported children's creativity and imagination. The older children told us the outdoor water tap was broken and that they missed having access to this. We highlighted this to the manager who would look at getting it repaired or replaced. The service would benefit from accessing current guidance on outdoor play and using these to further develop the experiences available outdoors.

Children had good opportunities to access resources within the local community such as the beach, library or local care home. Each of these outings provided a range of different experiences and learning opportunities. The youngest children were taken out using four seat buggies. Although this provided good opportunities we reminded the management that the staff to child ratios must be maintained at all times within and out with the service. Therefore, a requirement was made under the management and leadership section of this report.

We discussed with the management a number of areas across the nursery that were starting to look tired and would potentially need refreshed or replaced in the coming years. The management were aware of this, and although some work had taken place across the nursery, they knew of the areas that would soon require attention.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To ensure all playrooms are equipped and furnished in a way that provides a consistently high quality experience for children, the service should reflect on and review each of the playrooms using best practice guidance suitable for the age group of children.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'The premises have been adapted, equipped and furnished to meet my needs and wishes.' (HSCS 5.16).

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff engaged in an open dialogue with inspectors during the inspection. They highlighted the work of the service well and worked with us to evaluate the service.

Staff were seen to be warm and welcoming to children as they arrived at the nursery. Children and staff knew each other well and had built trusting relationships. Children generally received good quality care and support from staff, although the quality and consistency varied across the nursery. The management should focus on the quality of staffing as part of their observations within the service.

Staff interacted well with children, although at times tasks became the focus of staff attention such as getting children ready to go outdoors, snack times or when changing children. Staff should always focus on providing high quality care, even if this means tasks take longer to complete. Staff should have children's individual care as the focus of their work to ensure they are meeting their needs in a calm, caring and nurturing way.

We saw examples of staff not always treating children with dignity and respect. This was especially the case when identifying if children needed changing. We highlighted this to the management who were clear this was not good practice. The management had provided staff with opportunities to review the Health and Social Care Standards as these outline the standard of care expected. This needed reinforced as it was not consistent across the service. **A recommendation was made.**

Staff had access to a wide range of training, learning and development opportunities. Some of these were accessed through Fife Council, other external training providers or through in-house training. Staff had recently undertaken training in first aid, risky play, provocation and different types of schematic play. Although we could see some evidence of this in staff practice, this was not consistent.

Staff should reflect on their training opportunities and identify how this has improved their practice and in turn improved the service for children. Staff told us that this was an area that they knew could be improved. We suggested keeping a record of their training, learning and development in the service, so this could be updated regularly and discussed with the management team. **A recommendation was made.**

All staff were registered with the Scottish Social Services Council (SSSC) who regulate social care workers in Scotland. As part of this registration, all staff must follow the codes of practice. These set out the standards of practice and behaviour expected of social service workers and their employers. We asked staff about these codes and found that their knowledge was limited, even though these were covered at a recent staff meeting. We asked the management to review these again with staff.

We spoke to all staff about what actions they could take if they had any concerns relating to the service. The majority of staff were aware of the service's whistleblowing policy/procedure but were not always clear about who they could speak to about concerns. We reinforced the service's policy and provided staff with some guidance. All staff should refresh their knowledge of the policy.

The Senior Early Years Practitioners had recently been given more responsibility for different aspects of the service. The seniors told us this was a positive change and that they were enjoying their new roles and responsibilities. We could see some of the improvements this had made. The management plan to develop these new roles further as part of a wider improvement plan.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. To ensure children are cared for in a courteous and respectful manner, the staff should reflect on how they conduct themselves around children to ensure children are treated with dignity and respect at all times.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected.' (HSCS 1.4).

2. To ensure children are cared for by staff who are highly skilled and trained, staff should reflect on their training, learning and development opportunities and identify how this can improve their practice.

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).

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The service is led and managed by the centre manager and her depute. Staff told us they found the management team supportive and were confident that they provided support to them when required.

Staff and parents/carers told us the management were very approachable and that they had good relationships with them. Parents and staff told us that any issues they had raised with the management were dealt with well.

The service had clear methods of communication in place to share information with parents/carers. This mainly focused on the service Facebook page that was updated regularly. There were a range of information boards for parents/carers within the main entrance and outside each of the playrooms.

The service had a clear improvement plan in place. This focused on tackling the areas for improvement identified during the last inspection. We were satisfied with the actions taken by the management to address these areas and have described the progress made later in this report.

The management had put in place a signing out procedure in all areas of the service. When children went home, staff were to update the number on the board so that staff were clear how many children were still present. We found this was not always accurate and that staff were not always clear how many children were still in their care. The management should review this to ensure it is effective, staff are completing it accurately or another system is put in place.

We discussed with the management the importance of ensuring the minimum staff to child ratios are adhered to at all times within and outwith the service. Through our observations, reviewing of paperwork and discussions with staff, it was clear there were certain pressure points at the beginning and end of the nursery session. The management must review the deployment of staff to ensure there is always enough staff to meet the needs of children attending the service. **A requirement was made.**

The service had a complaints policy in place that was displayed at the main entrance for parents/carers. We asked the service to review this so that the range of complaint options were clear, including providing contact details for the committee and updating the details for the Care Inspectorate.



The manager and depute should review their quality assurance systems and processes to ensure these audit all aspects of the service. There should be a focus on the quality of staff practice, the experiences for children as well as the quality of the environment. **A recommendation was made.**

## Requirements

### Number of requirements: 1

1. In order to ensure the safety and wellbeing of children attending the service, the provider must ensure that the correct staff to child ratios are met at all times both within and outwith the nursery and out of school environment by 7 December 2018.

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).

It is also necessary to comply with Regulations 4(1)(a) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SSI 2011/210).

## Recommendations

### Number of recommendations: 1

1. To ensure children receive high quality care and support, the management should review their quality assurance systems to ensure these identify areas for improvement.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

**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 review their lunchtime experience for all children. To promote children's health, nutrition and general wellbeing the service should monitor children's food intake carefully to ensure they have had enough to eat when managing foods independently and when unable to eat foods planned for them they should offer appropriate alternatives.

**National Care Standards, Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing and Standard 6: Support and Development.**

**This recommendation was made on 11 September 2017.**

#### Action taken on previous recommendation

The service has made clear improvements to the overall quality of mealtimes. The nursery cook was very mindful of individual children and supported staff to monitor what had or had not been eaten. Children were independent in eating their meals, pouring their drinks and clearing away. The quality of lunches were good. Staff sat with children at the table and modelled the positive behaviour expected at mealtimes. We were satisfied this recommendation was met.

#### Recommendation 2

The service should support staff to make observations of children's learning and development. They should evaluate these and where necessary identify relevant next steps. Children's learning journals should be updated regularly.

**National Care Standards, Early Education and Childcare up to the age of 16, Standard 6: Support and Development.**

**This recommendation was made on 11 September 2017.**

#### Action taken on previous recommendation

The service were ensuring that learning journals were updated regularly for every child. Although there was still some work to be done around the quality of observations and next steps, we were satisfied the service had made good progress in this area. We signposted the service to the Scottish Social Services Council's online learning around the quality of observations which staff would benefit from accessing. We were satisfied this recommendation was met.

#### Recommendation 3

To further support children to feel secure, included and valued the manager should consider developing the room used by the after school club children. Consideration should be given to the use of displays, organisation and accessibility of resources for the children attending the service.

**National Care Standards, Early Education and Childcare up to the age of 16, Standard 7: A Caring Environment.**

**This recommendation was made on 11 September 2017.**

#### **Action taken on previous recommendation**

There had been major improvements to the service provided by the after school club since the last inspection. The range of experiences had been greatly improved with children telling us they are much happier attending the service. Staff have accessed a range of playwork training courses to up skill themselves in this area. The service has clear plans in place to develop the service further. We were satisfied this recommendation was met.

#### **Recommendation 4**

The service should ensure that attendance registered are accurately completed for all sessions. It should clearly show when children leave the service and the adult they leave with.

**National Care Standards, Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment.**

**This recommendation was made on 11 September 2017.**

#### **Action taken on previous recommendation**

The service had accurate registers in place for all areas of the service which accurately reflected the time children left and who with. As described in the main body of this report, there was still some improvement to be made around staff knowing how many children were in their care, especially around collection and drop of times. Although in relation to this recommendation, we were satisfied this had been met.

#### **Recommendation 5**

It is recommended that all staff take responsibility for ensuring that playrooms are prepared for children.

**National Care Standards, Early Education and Childcare up to the age of 16, Standard 4: Engaging with Children.**

**This recommendation was made on 11 September 2017.**

#### **Action taken on previous recommendation**

We saw that all areas of the nursery were set up well for children to access immediately after arriving in the service. We were satisfied this recommendation was met.

#### **Recommendation 6**

The service should review its approach to quality assurance to ensure that it has a positive impact on the daily experience of children. All areas of the centre should be fully prepared to meet the needs of all children attending.

**National Care Standards, Early Education and Childcare up to the age of 16, Standard 14: Well-Managed Service.**

**This recommendation was made on 11 September 2017.**

#### **Action taken on previous recommendation**

We found that all areas of the service were set up well for children arriving. Staff were clear what was expected from management. We were satisfied 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](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
31 Aug 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
17 Apr 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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