

Keith Play Centre Nursery (and Nippers 2-3 Group)

Day Care of Children

Keith Sports and Community Centre
Banff Road
Keith
AB55 5GT

Telephone: 01542 886142

Type of inspection:

Unannounced

Completed on:

30 November 2018

Service provided by:

Keith Play Centre Ltd

Service provider number:

SP2007008878

Service no:

CS2007143604

About the service we inspected

Keith Play Centre Nursery (and Nippers 2-3 Group) is registered to provide a care service to a maximum of 35 children of whom 25 are aged from 3 years to not yet attending primary school and of whom no more than 10 children are aged 2 to 3 years at any one time. Children aged 2 to 3 years should be accommodated in the room on the first floor.

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

The service operates from two rooms within Keith community centre. The playroom on the ground floor has direct access to a large, secure outdoor play area; the upper has access via an external stairway. The service has use of an adjacent sports hall on a regular basis and swimming pool once a week.

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 GIRFEC, safe, healthy, achieving, active, respected, responsible and included (also known as SHANARRI).

The aims and objectives of the service include:

- to provide a happy, safe, supportive and stimulating environment, promoting achievement for all and celebrating success.

How we inspected the service

We compiled the report following an unannounced inspection. The inspection was carried out by two Care Inspectorate early years inspectors. The inspection took place on 30 November 2018 between 9.00am and 3.30pm. Feedback was given to the managers following the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- the service manager/provider
- service manager
- three staff.

We looked at:

- staff support and supervision programme
- staff meeting minute
- personal plans
- observed practice and the environment
- child protection training
- self evaluation and improvement.

Taking the views of people using the service into account

There was a total of 30 children present during the inspection. They moved freely around the play space and chose from activities such as construction, drawing and play-dough. Children also enjoyed playing outside, creating an obstacle course from crates and pie making in the mud kitchen. Specific comments included:

'I like playing outside'
 'we are going swimming'
 'I am helping to cut the fruit'
 'I am sorting the green teddies'.

Taking carers' views into account

Five parents returned completed Care Standards Questionnaires. We spoke with six parents. They all told us that overall they were happy with the service; they felt information sharing was good and found the staff friendly and approachable. Specific comments included:

'children are playing outdoors more, which is much better'
 'communication is better and staff are friendly'
 'I like it better now nippers are upstairs and older children downstairs'
 'staff are really friendly, my child loves it'
 'it is a lovely service and my child seems happy'
 'there seem to be more activities, which is good'
 'my child learned a lot about red and purple poppies for remembrance day'.

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

Previous requirements

Requirement 1

In order to ensure that individual children's care and support needs are met at all times the provider must review planning to include individual needs, interests and age and stage by 21 September 2018.

This is In order to ensure that care and support is consistent with the Health and Social Care Standard 2.27 which states 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 creativity. It is also necessary to comply with Regulation (15 (a) Staffing) of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 24 April 2018.

Action taken on previous requirement

The service managers had taken necessary action to ensure that the care and support needs of each of the children were being appropriately met. Sessions had been better organised so that children had better access to activities and resources that encouraged exploration and learning.

Met - within timescales

Requirement 2

In order to support children in a sensitive and caring manner so that they learn to regulate their own behaviour the provider must develop positive and restorative strategies in behaviour management by 21 September 2018.

This is in order to ensure that care and support is consistent with Health and Social Care Standard 2.15 I am enabled to resolve conflict, agree rules and build positive relationships with other people as much as I can. It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011), No 210: regulation 4(1)(a) - the requirement to make proper provision for the health and welfare of service

This requirement was made on 24 April 2018.

Action taken on previous requirement

The service managers had developed strategies to promote positive behaviour; the environment was calm and children were engaged in different play with appropriate support from staff.

Met - within timescales

Requirement 3

In order to ensure that effective and robust child protection procedures are followed, the manager must arrange for child protection training to be delivered to the whole staff team by 24 August 2018.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities (HSCS 3.20). Also in order to comply with Regulation 4(1)(a) Welfare of Users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011)

This requirement was made on 26 June 2018.

Action taken on previous requirement

Child protection training had been delivered to the staff team so that they had an appropriate understanding of safeguarding children.

Met - within timescales

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

Previous recommendations

Recommendation 1

Children should be able to enjoy an environment that has a wealth of interesting opportunities and encourages them to be imaginative, inventive and creative. This could be achieved through:

- a) play rooms that are well thought out and organised to promote greater choice
- b) a wider range of resources/play equipment, that include real and natural materials
- c) spontaneous and free flow use of the outdoor play area.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 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 creativity (HSCS 2.27)

Further guidance can be found in the documents:

- building the ambition - national guidance on early learning and childcare.
- my world outdoors - sharing good practice in early years in how services can provide play and learning wholly or partially outdoors.
- our creative journey

The above are available at - hub.careinspectorate.com

This recommendation was made on 26 June 2018.

Action taken on previous recommendation

We acknowledged that the manager and staff had made some progress in providing more opportunities for children to have fun with creative and exploratory play. There was a greater focus on natural materials within the rooms. The managers recognised that incorporating responsive planning linked to children's interests would also enhance children's learning. We considered that there continued to be scope for this to be developed further and this was discussed at feedback. The recommendation is therefore continued.

Recommendation 2

Staff should take part in training and development that enables them to provide quality experiences for children, supporting them to achieve their potential. This should be achieved through:

- a) tiered line management supervision with individual staff
- b) the development of a staff training action plan, taking account of individual and collective needs, that is effectively monitored and implemented
- c) the impact of training on outcomes for the children
- c) shared learning and responsibility for taking forward improvements.

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)

I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11)

This recommendation was made on 26 June 2018.

Action taken on previous recommendation

Whilst changes within the staff team were considered beneficial, it meant that the team had not yet established a shared vision for the service and training needs continued to be identified. Shared learning and the impact of training had not been established. This was discussed with the managers at feedback and the recommendation is continued.

Recommendation 3

A continuous and well judged pace of change linked to strong self evaluation for improvement should be established, so that there is a positive impact on outcomes for children. This could be achieved through:

- a) an evaluation calendar/planner to assist with specific, clear and measurable targets.
- b) the involvement of staff, children and parents/carers.
- c) observation and reflection by the manager and staff.

Further guidance is available in the framework document: How good is our early learning and childcare

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve (HSCS 4.8) and

I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19)

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)

This recommendation was made on 26 June 2018.

Action taken on previous recommendation

Self evaluation remained an area for improvement although parents had been given greater opportunity to share their views. Staff meetings were beginning to provide an opportunity for discussion and monitoring continuous improvement. Self evaluation remained at the early stages and both managers recognised that it needed to be embedded within the service.

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
17 May 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
27 Nov 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 May 2017	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
20 Apr 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
30 Apr 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
25 May 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
21 Jun 2010	Announced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
27 May 2009	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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