

Kiddiwinks Playgroup

Day Care of Children

Kemnay Cricket Pavilion
Bogbeth Park
Bogbeth Road
Inverurie
AB51 9ND

Telephone: tba

Type of inspection:

Unannounced

Completed on:

22 January 2019

Service provided by:

Kiddiwinks Playgroup

Service provider number:

SP2003000504

Service no:

CS2003002640

About the service

Kiddiwinks Playgroup has been registered since 2002. This day care of children service operates in the village of Kemnay, in rural Aberdeenshire, to the west of Aberdeen city.

At any one time, the service is registered to provide a care service to a maximum of 15 children aged from 2 years to those not yet attending primary school.

The current aims of the service include:

- To offer a warm, safe, stimulating environment for your child to explore and have fun, appropriate to their age and stage of development and have an open and honest partnership with you, their carer.
- To encourage your child to grow in confidence and develop new skills.
- All our activities will help to expand your child's language, both expressive and comprehension.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

During the four mornings of inspection there were between seven and eleven children using the service. The children were comfortable in the setting and whilst interacting with the staff. They were engaged with the activities and involved us in their play. Staff were kind and nurturing towards the children and welcoming to families.

During the sessions we visited there were one or more parent volunteers assisting in the playroom. All parent helpers had undertaken a Protection of Vulnerable Groups check (police check) before helping at playgroup.

Nine parents returned Care Standards Questionnaires (CSQs). We had the opportunity to speak with a further four parents during our inspection. Parents felt welcome in the playgroup and most parents felt they were kept informed about what was happening in the service.

Parent comment included:

- "My child is very happy at Kiddiwinks and would happily attend every day."
- "There is a consistent support for my child and me."
- "Any concerns I may have are addressed promptly."
- "Kiddiwinks is a small playgroup and is an invaluable resource to Kemnay."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance processes. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

Staff warmly welcomed children and families as they arrived at playgroup and during 'pick up'. Most of the children were two years old and staff supported children to settle into the room appropriate to their stages of development and individual personalities.

During each session staff were aware of children's individual needs and offered support and care in a manner sensitive to those needs. Staff highlighted the importance of appropriate support for the whole family and parents told us that staff were approachable and responded quickly to any concerns they may wish to discuss.

Staff were aware of the importance of the early identification of individual needs in effectively supporting the welfare and good outcomes for the children using the service.

In discussion with parents, staff recorded appropriate information about each child before they started with the service (personal plan). This individual personal plan was regularly reviewed with the parents in order that staff may consistently support children's changing needs.

Staff appropriately encouraged and praised children during the sessions and supported children to explore the available activities. Staff extended children's play using the resources available in the playroom. We discussed with staff the possibility of extending children's learning further should they review and enhance the resources immediately available to the children and the staff. Please refer to Quality of environment for further information.

Staff maintained an appropriate record and practice in relation to medical needs which included individual children's allergies and dietary requirements.

Staff were beginning to undertake some observations of children's development, however, this was not yet effectively used to support individual children's developmental progress. **(See recommendation 1).**

Staff encouraged children to contribute to conversation and voice their opinions. Children's preferences influenced current and future planning of activities.

Staff supported children to contribute to the daily activities in the playroom, this included snack. Children enjoyed tidying up their plates/cups and leftover food when they were finished. Being involved in the snack process promoted children's self-esteem, independence and self-help skills.

We discussed the positive benefits of flexi snack to the free flow of play for the children. Whilst this had been tried before, staff agreed that it would be beneficial to introduce free flow snack to the current group of children using the service and assess the benefits.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To appropriately support and extend all children's learning and development the provider, manager and staff to ensure effective implementation of a system of observation and assessment which fully supports individual children's next stages in learning and development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I receive high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11) and that "I am encouraged and helped to achieve my full potential" (HSCS Principles: Wellbeing).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The playgroup was provided from a local authority community hall in Kemnay and had the use of a playroom with access to toilets, a kitchen area, a small secure outdoor space and a large local park.

Staff demonstrated awareness of the secure entrance and exit of children. There was a staff member at the playroom door to greet children when they arrived and to ensure children left with an appropriate adult at the end of the session. This promoted the safety of children.

Throughout the sessions staff promoted children's safety in the playroom without being overly protective. Staff supported children to extend their play, however, at times; this was restricted due to the limitations of the available resources in some areas of the playroom.

The room layout had been improved since the last inspection and we now discussed ways in which areas, for example craft and mark making could be further developed to more fully engage and motivate children. This area would benefit from a wider range of resources to support and encourage children's thinking, investigation, problem solving and creativity. Throughout the room the ready availability of open-ended resources and a range of natural materials would further enhance children's learning experiences. **(See recommendation 1).**

We also discussed ways in which flexible snack time would support and enhance children's free flow play experience and the manager and staff confirmed that this would be introduced and evaluated.

Due to the very cold weather and icy ground and equipment in the outdoor play area the children did not play outside during this inspection.

Parents told us that the children used the outside space and also played in the park when there were parent helpers to assist.

Best Practice reference documents, (this list is not exhaustive):

Care Inspectorate, The Hub:

My World Outdoors: http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf

Loose Parts Play Toolkit
<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

Our Creative journey
<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

Play Scotland: Works to promote the importance of play for all children.
<http://www.playscotland.org/>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To appropriately support and extend children's learning experiences the provider, manager and staff to ensure all learning areas engage and motivate children. These activities and resources to promote sufficient challenge which encourages thinking, investigation, problem solving, cooperation and creativity.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials" (HSCS 1.31) and "I am encouraged and helped to achieve my full potential" (HSCS Principles: Wellbeing).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff were effectively deployed in the service with two staff present during each session, together with one or more parent helper. All parent helpers had undertaken a Protection of Vulnerable Groups (PVG) (police check) and discussion with staff of duties to be undertaken whilst in the service.

The service had recently safely recruited a qualified practitioner to replace a practitioner who had left the service. Once the service received the new member of staff's PVG update check she would begin her employment.

The service was currently staffed by the manager, a qualified practitioner and a staff member who provided relief cover. All staff had been safely recruited; this included the uptake and receipt of two appropriate references, PVG check, interview and an appropriate check with the Scottish Social Services Council (SSSC), the registration body for social care workers.

Staff were appropriately qualified for the roles they undertook and current permanent staff maintained up to date core training and practice that is, first aid, food hygiene, child protection and infection control. The manager undertook regular training and development in relation to her role and taking into account the needs of the children using the service.

Staff were caring and nurturing with children and the playroom had a relaxed and welcoming atmosphere. Children were comfortable approaching staff and staff supported children to engage with the available activities. Please refer to the Quality of care and support, recommendation 1 for further information in relation to staff supporting children to progress their learning and development.

We discussed ways in which staff should develop the system for children's observation, assessment and next steps in learning in order to ensure improving outcomes for children and accurate, individual records of learning to be shared with parents.

During the sessions staff were appropriately vigilant regarding children's safety, they ensured a safe environment whilst they encouraged children to assess and manage their own risk, appropriate to each child's level of development. This supported children's decision making skills and knowledge about keeping themselves safe.

Staff encouraged children to express their ideas and feelings and supported children to develop strategies to cope with new or challenging situations. This encouraged development of children's self-confidence and decision making skills.

Best practice reference documents (this list is not exhaustive):

Building the Ambition - National Practice Guidance on Early Learning and Childcare Children and Young People (Scotland) Act.

<http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf>

Pre-birth to Three - Positive Outcomes for Scotland's Children and Families.

<http://hub.careinspectorate.com/media/108777/lts-pre-birth-to-three-guidance.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

Quality of management and leadership

Findings from the inspection

Since the last inspection the committee had employed a new manager who had been of positive benefit to the service, for example the manager had undertaken ongoing training and development which influenced staff best practice and supported improving outcomes for children.

Following the resignation of one of the practitioners a new practitioner had recently been recruited. During the recruitment period the service had continued with the manager, part time practitioner and one of the service supply staff. During this time the committee had been supportive of the manager and staff and continued to provide good support to the staff team.

During the recruitment period the manager and staff team had required to concentrate on providing a daily service to the children and families and had been unable to implement some of the identified improvements. Please refer to the other quality themes within this report for further information.

The manager and staff team continued to be enthusiastic about improving the quality of the overall service and were supported by the local authority Principal Teacher (PT) to identify areas for improvement.

The PT had developed a service improvement plan for 2018/19 using the quality indicators from best practice document, 'How Good Is Our Early Learning and Childcare'. The plan was influenced by the PT's observation and discussion with staff.

The current plan has identified how the service will:

- self evaluate for self-improvement
- secure children's progress.

The progression of the improvements identified by the service and this inspection will be reviewed at the next inspection.

During the year there was some consultation about the service with parents and we discussed with the manager ways in which regular, effective feedback may be promoted.

The service demonstrated some strengths. We discussed ways in which improvements could be made by building on strengths while addressing those elements that are limiting positive experiences and outcomes for children and families using the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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 provider, manager and staff to ensure that all staff regularly assess their training and development needs and then undertake regular, comprehensive training and development which influences best practice and promotes good outcomes for the children in their care. This training to include, but not exclusively, child protection, child protection for managers, first aid, food hygiene, infection control, developing high quality observation, assessment and planning.

National Care Standards Early Education and Childcare Up to the Age of 16 – Standard 12: Confidence in Staff and Standard 14: Well-Managed Service

This recommendation was made on 6 February 2018.

Action taken on previous recommendation

The manager and staff regularly assess their training and development needs and undertake training as appropriate. Staff undertake training in line with their personal needs and also to support the individual needs of the children using the service. Staff discussed how training undertaken had influenced their knowledge and thinking and their practice.

This recommendation has been effectively actioned.

Recommendation 2

The provider, manager and staff to develop a range of quality assurance strategies, to be implemented in a manner which ensures the regular and effective assessment and improvement of the overall service, including improvement to the outcomes for children. The strategies to take into account relevant feedback from all those with an interest in the service including, but not exclusively, children, parents, other professionals.

National Care Standards Up to the Age of 16 - Standard 13: Improving the Service and Standard 14: Well-Managed Service

This recommendation was made on 6 February 2018.

Action taken on previous recommendation

Staff had some strategies in place to support service improvement which included an initial development plan supported by the local authority principal teacher. This plan was in the early stages and had not yet been implemented. Please refer to Quality of management and leadership for further information in relation to this recommendation.

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
4 Dec 2017	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
17 Jan 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak

Date	Type	Gradings	
3 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate
2 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 2 - Weak
5 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 4 - Good 3 - Adequate 2 - Weak
27 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
20 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed 3 - Adequate
25 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
2 Apr 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

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