

Scout Hall Playgroup Day Care of Children

Scout Hut
Old Skene Road
Westhill
AB32 6RL

Telephone: 01224 742455

Type of inspection:

Unannounced

Completed on:

1 May 2019

Service provided by:

Scout Hall Playgroup

Service provider number:

SP2003000531

Service no:

CS2003002670

About the service

Scout Hall playgroup registered with the Care Inspectorate on 1 April 2011. This day care of children service operates in the town of Westhill, to the west of Aberdeen city.

The service is currently registered to provide a care service to a maximum of 24 children. The age range of the children will be 2 and a half years to those not yet attending primary school.

The playgroup aims include:

- To provide an inclusive, family orientated, warm, welcoming and safe environment, in which the children feel secure, happy and can have fun.
- Careful planning and regular evaluation allows us to provide a broad and balanced range of relevant, challenging, stimulating and rewarding opportunities that are responsive to each child's individual needs.
- To strive to promote and establish close partnerships with parents, staff, professionals, agencies and the local community, which allow the development of caring relationships for all.

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 this inspection visit there were 20 children attending the playgroup, the children ranged in age from 2 and a half years to 4 and a half years. The children were relaxed with the staff and the inspector and engaged us with their activities.

Children now enjoyed independent access to outdoor play Monday, Tuesday, Thursday and Friday of each week and the flow of play appeared to be working well. The group was currently investigating small creatures and children were very enthusiastic to discuss the worm farm, tadpoles, ladybirds, slugs and spiders that they were looking after.

Fifteen parents returned care standard questionnaires. We had the opportunity to speak with a further six parents during our inspection. Parents told us that the playgroup was very welcoming and that staff were extremely approachable, caring and professional. Parent comments included:

"My child is so happy and content at Scout Hall Playgroup. The staff have gone out of their way to make him feel secure and ensure that playgroup is an enjoyable experience."

"Absolutely wonderful playgroup."

"A fantastic environment for my child to grow and develop his skills. The staff are extremely approachable, caring and professional. They clearly try their best to fulfil the needs of every child. Scout Hall is a great playgroup which I have recommended to others."

"The staff share a great bond with each other and demonstrate excellent teamwork, working fluidly with each other during the sessions and creating a very safe space for the children."

"The playgroup is very welcoming."

"Scout Hall playgroup has the most experienced and dedicated staff I have ever been with. They show great care to every child and are great with children needing help to integrate. Activities are wide ranging, interesting and stimulating."

"My child loves playgroup and has developed relationships with other children and staff. My only comment would be that feedback is not always forthcoming, as a parent you have to actively seek it."

"Friendly and welcoming staff. My child is always happy at the setting. The children learn through play within the setting and my child has responded very well to this approach."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own quality assurance processes. These demonstrated 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	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

The service had a warm and welcoming ethos and children, parents and staff enjoyed relaxed and respectful relationships.

To support the settling process, staff gathered comprehensive information about each child before they started with the service and also offered a home visit to families, should they feel this would benefit their child during the settling in process. Staff were sensitive to the needs and wishes of individual children and families.

Staff knew children and families very well and recognised the benefit of effective, early intervention should this be appropriate for an individual child and their family. Staff supported children and families in a sensitive manner whilst appropriately respecting privacy and confidentiality.

Staff responded effectively to children's and families' changing support needs and worked together with parents to offer continued best support to individual children.

Children were supported to achieve whilst in playgroup and their achievements were celebrated with both staff and their families. Using available resources, staff extended children's learning where appropriate.

Staff supported children to be as independent as possible. For example, snack helpers were supported to undertake cutting of fruit, counting utensils, plates and cups and tidying up afterwards.

The service was run by a parent committee. Committee members were readily available to parents and staff and their contact information was available on the parent noticeboard.

The committee had regular meetings to which parents and staff were invited. They discussed items related to the running of the group and a large part of this was regular fundraising.

The manager had good communication with the committee and felt supported in her role.

The staff and parents had good communication using a variety of methods. These included a closed Facebook page with regular updates about the group and activities, parent evenings to discuss their child, parent information evenings, which included knowledgeable discussion and information about child car seats and their installation and regular parent/child questionnaires.

Parents were also involved in regular parent rota duty. Parents enjoyed this time with the group seeing how their child interacted and could have a relaxed chat with the staff.

What the service could do better

Whilst staff had a very good knowledge of individual children's and families changing support needs not all pertinent information was recorded in each child's personal/care plan.

The information was shared appropriately between staff but this was not always recorded in each child's plan. Staff should ensure that all relevant information is not only shared appropriately, but is accurately recorded in children's personal/care plans. This will ensure a clear ongoing record of each child's changing support needs, which is easily accessible to relevant individuals and supports consistent staff implementation. This promotes effective support leading to positive outcomes for children.

The current committee member dealing with human resources, manager and staff described safer recruitment processes however; one staff file only contained one reference. Safer recruitment procedure recognises that two references be obtained. It would appear that only one of the returned email references was printed, the second reference will be printed and forwarded to us for review.

We discussed the complications that staff had with the current system of planning, tracking and monitoring. Currently, planning and tracking of children's learning and development was shared by all staff for all children, which resulted in an unclear learning and development pathway for individual children.

The manager and staff should, as a priority, research and develop a system of planning, tracking and monitoring which effectively supports individual children to reflect and also have a key role in leading their own learning.

In support of a more individualised approach, it may be beneficial to again review the 'key person' system. The difficulties of staff working part time may be offset by having a key person 'buddy' system. If implemented successfully this system may support a more effective and comprehensive understanding of individual children's learning development and care needs.

Some aspects of the current Improvement Plan had been implemented. However, the service did not yet have comprehensive quality assurance strategies, which were regularly and effectively implemented by all staff.

We discussed with the manager that appropriate delegation (with timescales) of responsibilities throughout the staff team, may promote a more effective and sustainable implementation of identified improvements, which then influence improving outcomes for children and families using the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
18 Apr 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
20 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 May 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 May 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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