

## First Steps Playgroup Day Care of Children

Beattie School  
The Mall  
Livingston  
EH54 5EJ

Telephone: 01506 777883 or 777512

**Type of inspection:**

Unannounced

**Completed on:**

23 April 2019

**Service provided by:**

First Step Playgroup Management  
Committee

**Service provider number:**

SP2003002976

**Service no:**

CS2003012082

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are often referred to as the SHANARRI indicators (see above). We use these indicators at inspection, to assess how services are making a positive difference for children.

Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

First Steps Playgroup registered with the Care Inspectorate on 1 April 2011. The service provides day care of children to a maximum of 10 children aged one to six years with differing complex medical and care needs.

The playgroup operates within Beatlie School campus. Children have access to a large playroom, soft play area, a quiet room, sensory room and an enclosed garden area. Separate toilets and a changing area situated the side of the playroom. A small kitchen is available for the preparation of snacks.

The written aims of the provider include: 'First Steps aims to provide a safe, caring and stimulating environment where young children can learn through their play. We aim to provide the best start in their educational life and support them to become successful learners and confident individuals in their journey to becoming responsible citizens and effective communicators.'

## What people told us

Throughout the inspection we saw that children were very well settled and happy in the care of staff. Children experienced their wishes being positively responded to as staff knew how they communicated their needs. This meant they enjoyed their time at playgroup as staff quickly supported them when they indicated what they wanted to do.

During the inspection we saw that parents/carers had very good relationships with staff. They spent time chatting and sharing information with them at drop off and pick up times. Parents liked the positive ethos promoted in the service which helped children make progress. Comments included;

'Absolutely amazing. My daughter loves going and has a great connection to all members of staff. I couldn't ask for anything better'.

'Staff care deeply about the children and show this through the activities they organise and engage children in'.

'Staff are interested in the life of each child and always remember important dates of family events to ask children about'.

## Self assessment

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

## What the service does well

A key strength within the service was how staff valued children's individuality and promoted their rights which resulted in a child centred approach. The skilled and experienced staff team worked very effectively together which meant that children felt nurtured, valued and supported as there was a consistent approach to each child's care. Many of the interactions with children was on a 1:1 basis which meant children had undivided attention when being supported.

The staff had well established relationships with other professionals and played a pivotal role in the team around the child (TAC). Within personal plans, we saw that staff identified appropriate areas to support children's development. Regular updates showed that their progress and achievement were well monitored. The flexible, child led approach ensured children experienced being valued, nurtured and supported by staff who knew them well.

Children's health and wellbeing was supported as they had daily access to outdoors for fresh air and exercise and benefited from healthy snacks. We saw that children had healthy appetites and enjoyed the food that was prepared. Snack time was a positive experience for children as it was relaxed, promoted social interaction and supported the development of self-help skills.

The environment for children was bright, welcoming and well maintained. Children had access to a range of suitable spaces within the service that included soft play and a sensory room. All resources were in a good state of repair and suitable to meet the needs of the children. The playroom was well organised for children so they could choose what they wanted to do. There was direct access to the outdoor area where children could use large equipment or spend time in the garden area. Throughout the inspection we saw that staff ensured children were safe when participating in activities.

Staff had used quality indicators to evaluate the service and compile an improvement plan. This had resulted in staff implementing changes to improve experiences for children. For example the lay out of the playroom environment had made it less restrictive and staff found children now used all areas of the playroom better. More natural resources further enhanced opportunities for children's learning and development.

## What the service could do better

The service should develop the record keeping in respect of medication. The should ensure all the information outlined in 'Management of medication in daycare of children and childminder services' is recorded for each child. We advised the service to remove consent for administering medication from the admission forms as this should only be obtained when a child requires to be given medication. They should ensure medication no longer needed is returned to parents.

Due to the premises being shared, storage of some equipment was difficult. Staff advised this may ease due to changes planned within the school. They also had plans in place to change background for displays so they were more neutral. Following a recent change to the layout of the room staff observed that children used all areas better. They will continue to monitor this and make changes to improve experiences for children.

## 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](http://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
3 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
15 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
21 Oct 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
6 Jun 2012	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
30 Jun 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
23 Sep 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good
10 Jul 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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