

Kinlochbervie Playgroup Day Care of Children

Manse Road
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Telephone: 07782165240

Type of inspection:

Unannounced

Completed on:

27 May 2019

Service provided by:

CALA Direct Management Services

Service provider number:

SP2010011106

Service no:

CS2010278777

About the service

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: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Kinlochbervie Playgroup has been registered since 2011 and provides a service to children and their families from aged nine months up to primary school age. The service is provided from a purpose-built unit on the outskirts of Kinlochbervie close to the local primary school.

What people told us

The children present during the session were observed as being happy and relaxed in the care of the staff. There was a very good rapport between the children and staff which allowed for natural and open communication. The children enthusiastically told us about the various activities they enjoyed taking part in while at nursery. Being outdoors was particularly popular.

During the inspection we spoke with three parents and carers, and four parents and carers gave us feedback through our questionnaires. Parents and carers were generally happy with the care and support their children received. However, they were dissatisfied with the communication with management in relation to the running of the service, particularly difficulties in ensuring minimum staffing levels required to keep the service open.

Comments made included:

'My child loves going to nursery/daycare and really enjoys playing with friends there.'

'Although practitioners provide an extremely high quality service, showing great care and respect to my child, service is being let down by management, very inconsistent staffing, high staff turnover, inexperienced new staff and random closures due to no staff.'

'We have had numerous issues with no staffing meaning myself or my husband have had to take days off work.'

'CALA are not managing the centre well enough, not actively recruiting to solve this issue which is only going to get worse.'

'My child is not getting the same level of service that children in other services are.'

'My children both enjoy attending this centre and they are always happy.'

'We are extremely worried about the future of the centre.'

'I feel my son is not receiving enough 'pre-school' education and attention. Often staff are pre-occupied by the younger children.'

We discussed parents comments at inspection and in particular the issues raised. The manager explained that staffing difficulties had occurred in the previous year which they had attempted to resolve. Recruitment of relief staff remains an issue. The manager also acknowledged that the nursery had closed on two occasions over the winter due to poor weather conditions and a heating failure.

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 of 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	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

During this inspection we looked at Quality Statement 3 - We ensure that service users' health and wellbeing needs are met; and Quality Statement 4 - We use a range of communication methods to ensure we meet the needs of service users. We found that the service was performing to an adequate level.

We concluded this after:

- talking with parents and carers
- speaking with the children
- observing staff interaction with the children
- talking with the early years practitioners
- discussion with the manager
- inspection of relevant paperwork, including personal plans
- evaluation of completed care standards questionnaires.

The early years practitioners recognised the importance of establishing positive working relationships with the families of the children who attended. These relationships allowed for open communication and information sharing. We were able to observe staff being very welcoming when parents arrived to collect their children and providing them with feedback about their child's day at the nursery. The parents we spoke with described the

early years practitioners as being friendly and approachable and appreciated the opportunity to speak to them at the beginning and the end of sessions.

Feedback from parents and carers did however highlight that they had some concerns in relation to the sharing of information by the management of the service, both in relation to their children and the overall running of the service. They were dissatisfied with being given very short notice if the service was unable to open due to staff shortages. They were also of the opinion that there were delays in information being shared with them in relation to their own children and any concerns within the nursery.

The staff knew each of the children and their individual needs very well. However, the service did not have in place completed written personal plans for each of the children who attended. During the inspection and feedback we discussed with the manager and staff what the purpose of written personal plans were, the information which should be included in them and where they should be stored. The service should collate the information they held on each child into detailed, individual personal plans to ensure that there was an appropriate written record of the individual needs of each child in their care and how best to meet them. Personal plans should also include the names and contact details for any other professionals involved with individual children. There should also be clear protocols in place for those children with specific health and/or dietary needs. There should be evidence that all personal plans are reviewed with parents and carers and updated as and when necessary. **(See requirement 1)**

During the inspection, we sat with the children and the staff while they had a snack. This was a sociable time where the children spoke about what they had been doing earlier and telling staff about what they would be doing later in the day. We discussed with staff how they could further involve the children in snack preparation and develop their independence skills. We also spoke with the manager and staff about how they could extend the experience by replacing the plastic cups and plates with ordinary crockery.

The service should extend the opportunities for outdoor play and learning. On the day of the inspection, the children all enjoyed their time outdoors. However, the outdoor space was in parts over grown, there were broken resources and only limited choices available to the children. Greater use could be made of loose parts and open-ended resources both indoors and outdoors to enrich the learning experience and encourage the children's investigative and imaginative play. The children should be given greater opportunities to take part in activities which involved challenge, learning about risk and taking responsibility for their own safety and that of others. During the inspection we discussed where the manager and staff could access relevant guidance and best practice to develop this area of their service, including 'Loose parts play' and 'My world outdoors.'

Requirements

Number of requirements: 1

1. The service should review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health needs.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 - Regulation 5(1)(2) - Personal plans.

Timescale: 30 August 2019.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

During this inspection we looked at Quality Statement 2 - We make sure that the environment is safe and service users are protected; and Quality Statement 5 - The accommodation and resources are suitable for the needs of the service users. In particular we focussed on the opportunities for outdoor play and learning. We found that the service's performance in this area was adequate.

The service had access to two large playrooms although only one was used throughout the day with the second room only tending to be used for sleeping children. Within the main playroom there was a range of different activities available to the children. The older children present particularly enjoyed playing at the arts and crafts table and creating their own junk models. They enthusiastically described what they had made. We discussed with the manager and the staff benefits of having more natural and open-ended resources within the playroom. We directed them to relevant websites and best practice guidance. We also discussed having more challenging activities available for the more able children to enrich their learning and play experiences.

Although the large playroom opened directly onto the fully enclosed outdoor area, only limited use was made of this space on the day of the inspection. We discussed with the manager and the staff the benefits of making greater use of the outdoors. We also suggested that the service should look at how they could increase the opportunities for free flow between the indoor and outdoor areas throughout the session.

As stated earlier in this report, the outdoor space was in need of some development. There were overgrown areas, broken equipment and resources, and a reliance on plastic toys. Work required to be completed to develop and ensure that the outdoor area was a safe, interesting and exciting area where the children could take part in a range of challenging and fun activities. During the inspection, we suggested it would be helpful to staff to visit other services to see their outdoor learning facilities. We explained to the manager and staff where they could access best practice such as; 'My world outdoors', 'Loose parts' and 'Space to Grow' to get ideas as to how they could improve the area.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

During this inspection we looked at Quality Statement 3 - We have a professional, trained and motivated workforce which operates to Health and Social Care Standards, legislation and best practice; and Quality Statement 4 - We ensure that everyone working in the service has an ethos of respect towards service users and each other. We found that the service's performance was good.

We concluded this after:

- speaking with the staff
- discussions with the manager
- observation of staff practice and interaction with the children
- talking with parents and carers
- evaluating responses and comments in the completed care standards questionnaires
- examination of policies and procedures.

The early years practitioners presented as being enthusiastic and very committed to providing a positive experience for the children in their care. We observed staff being very caring, nurturing and responsive towards the children. The staff were very friendly and welcoming to the children and their families when they arrived each day.

The parents who completed the care standards questionnaires prior to the inspection indicated that they felt that staff treated their children fairly and with respect and provided a service where everyone was made to feel welcome. The parents spoken with on the day of the inspection were equally positive in their comments and stated that staff were approachable and welcoming.

At the time of the inspection, one of the permanent members of staff had been on long-term absence and was unlikely to return to work in the near future. As a consequence the remaining staff were having to do increased hours as there were no bank staff available locally. The uncertainty around appointing staff to provide appropriate staffing levels was having an impact on staff morale. The parents who provided feedback were also unhappy with the staffing situation and often not knowing who would be working in the centre with their children on any given day. They felt that some of the children found it quite unsettling.

We discussed with the manager the need to review the system of staff appraisals and individual support and supervision meetings for staff. The purpose of these meetings should be to provide an opportunity for the staff with their manager to review and reflect on their practice, identify agreed goals and training needs, and identify any action to be taken and by whom. We discussed the importance of regular support and supervision meetings and how they fed into the individuals staff appraisal, the skills and training audit, the training plan and ultimately the service's improvement plan.

The staff spoken with had only limited knowledge of various best practice guidance and were not all aware of the Care Inspectorate 'hub' and other relevant websites where they can access a wide range of information, legal advice and guidance. Staff need to be more aware of best practice and should be supported to continue their professional development. We discussed with the manager using staff meetings as an opportunity to sign post staff to current guidance and to discuss how it impacts on their service. We also suggested individual members of staff taking responsibility for researching best practice guidance and sharing what they had learnt with the rest of the team.

During the inspection we directed the staff to various useful websites including; Education Scotland, Scottish Social Services Council and the Care Inspectorate 'hub' which provide information in relation to professional learning. We also discussed the various options available in terms of training.

The manager should ensure that there are regular full staff meetings. These meetings should be at a time to allow all staff and management to attend. Staff should be encouraged and supported to attend full team meetings to ensure they are all actively involved in the ongoing self-evaluation and development of the service. Full team meetings would also allow for the sharing of best practice, information and ideas. Written minutes should be produced for each team meeting.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

During the inspection we looked at Quality Statement 2 - We involved our workforce in determining the direction and future objectives of the service; and Quality Statement 4 - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide. We found that the service's performance was adequate.

We concluded this after:

- feedback from parents and carers
- talking with the staff
- discussion with the manager
- looking at relevant policies and procedures
- looking at the improvement plan for the nursery.

Within the nursery, there were some opportunities for the children to provide feedback and suggestions as to how the service could be further developed. The children were actively encouraged to be involved in decisions relating to the day to day running of the service. We were able to look at the mind maps and floor books readily available within the nursery to support this.

As stated previously, the parents and carers we spoke with were of the opinion that the staff did take account of their feedback and suggestions in relation to the day to day running of the service, however they were dissatisfied with communication with management. They did not feel that there was direct and open communication. They did not feel that they were being encouraged to give feedback in relation to the service and its ongoing development.

With regards to the staff being offered the opportunity to be actively involved in the quality assurance of the service, this too was limited. As stated under Quality Statement 3 – Staffing, there were few occasions when there were either formal or informal discussions where the early years practitioners could discuss with the manager the ongoing development of the service provided, as well as their own professional development. The staff were not offered individual support and supervision meetings with the manager. The group support and supervision meetings tended to be limited in their content and generally focussed on the day to day running of the service.

The staff would benefit from time being made available for them to access best practice and to keep up to date with any new developments in service provision. Regular support and supervision meetings with the manager would also provide another opportunity for staff to be involved in determining the direction and future objectives of the service.

As the manager of three day care of children services, the manager only had limited time available to fulfil her management role and responsibilities. Also, due to staff shortages, much of the manager's time at the service required her to be working on the floor. There were minimal formal meetings between the manager and the staff, and there was little opportunity for observation or monitoring visits to the nursery.

The manager must ensure that there is an effective system of quality assurance in place to improve all areas of practice and improve outcomes for children. Regular monitoring visits to the nursery should be completed to assess and review the service provided and staff given clear feedback in relation to the findings. There should be regular meetings where the manager and staff can review improvements to the service and their practice, identify next steps and action points. Staff should receive regular support and supervision sessions where they are supported to reflect on their practice and the impact on improving the quality of children's experiences. Staff training needs should be identified and arrangements put in place to allow staff to attend appropriate training. This requirement remains outstanding. **(See requirement 1)**

Requirements

Number of requirements: 1

1. The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) develop and implement a rigorous quality assurance programme
- b) implement regular effective support and supervision for all staff
- c) involve staff in the systematic evaluation of their work and the work of the service
- d) put clear plans in place for maintaining and improving the service
- e) ensure the manager effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 – Regulation 3 – Principles and Regulation 15 (a) and (b) – Staffing.

Timescale: 1 November 2019.

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

There are no outstanding recommendations.

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	
7 Jun 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
26 Oct 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Nov 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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