Bonnyrigg Playgroup
Day Care of Children
Waverley Pavilion
Waverley Park
Bonnyrigg    EH19 3BU

Inspected by: Linda Smith
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 23 September 2008
Service Number  |  Service name
---------------|-----------------|
CS2007149983   | Bonnyrigg Playgroup

Service address

Waverley Pavilion
Waverley Park
Bonnyrigg    EH19 3BU

Provider Number  |  Provider Name
----------------|-------------------|
SP2003002779     | Bonnyrigg Church Playgroup Management Committee

Inspected By

Linda Smith
Care Commission Officer

Inspection Completed

23 September 2008

Period since last inspection

12 months

Local Office Address

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Introduction
Bonnyrigg Playgroup registered with the Care Commission on 1 April 2002 under the name of Bonnyrigg Church Playgroup. The Playgroup changed premises in August 2007 to Waverly Pavilion in Waverly Park, Bonnyrigg where the name was changed.

They are registered to care for a maximum of 26 children between the ages of two and a half and five years. They operate 9.30 am - 12 noon on Monday, Tuesday and Wednesday. Term time only.

At present there are 29 children on the register. On the day of the inspection there were 19 children, three staff and one parent helper present.

The aims of the playgroups include:
"We aim to provide a fun, positive environment where each child can develop their physical, social and communication skills through play."

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 5 - Very Good
Quality of Environment - 5 - Very Good
Quality of Staffing - 5 - Very Good
Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission’s assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report was written following an unannounced inspection which took place on 23 September 2008 between the hours of 9.30 am and 12.15 pm.

Before the Inspection

The Annual Return
The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form
The service submitted a paper copy of the self-assessment form as requested by the Care Commission.

Views of service users
Ten parent/carer questionnaires were sent to the playgroup and three were returned to the Care Commission prior to the visit in which parents gave their comments on the service. The Officer spoke with three parents at the time of the visit.

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment
(RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection
The manager and two practitioners.

Evidence
During the inspection evidence was gathered from a number of sources including:

A review of the range of policies, procedures, records and other documentation, including the following:
- Records of the children
- Child Protection statement
- Infection Control Policy
- Certificate of Medication
- Certificate of Insurance
- Infection Control Policy
- Risk assessments
- Behaviour Management Policy

- Observation of the environment both indoors and outdoor and equipment.
- Observation of staff interaction with children and parents.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: http://www.carecommission.com/

Fire Safety Issues
The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection
One requirement was made at the last inspection:
A policy and procedure on staff training and development must be designed and implemented. This is in order to comply with SSI 2002/114 Regulation 4(1)(a) - a requirement that providers shall make provision for welfare of service of service users. This has now been met.

Comments on Self Assessment
A completed self-assessment form was submitted by the service. This was completed to a satisfactory standard and reflected the service provided. The self-assessment included evidence of strengths, evidence of areas for improvement, information about relevant issues and a target date for completing improvement sections.

View of Service Users
Nineteen children were present during the inspection visit. The Officer spoke with a number of the children throughout the visit. Representative comments included:
"I like playing outside."
"The ladies are really nice."
"I like all the fruit we get at snack."

View of Carers
Ten parent/carer questionnaires were sent to the playgroup and three were returned to the Care Commission prior to the visit in which parents gave their comments on the service. The Officer spoke with three parents at the time of the visit.

Parents indicated that they were happy with the service provided.
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

Parents, carers and children were routinely involved in service development and evaluation. A variety of methods to facilitate their development was in place including daily discussion with parents, carers and children.

Very good use was made of pre-attendance meetings with parents and children to gather information about children’s care and support needs. The manager described the importance of ensuring that parents and carers were given sufficient information about the service and had the opportunity to ask questions and give feedback. Parents confirmed this to be true reflection of the service. Settling in procedures were very good and parents were encouraged to ask questions and make comment. This was witnessed by the Officer at the visit. A carer commented to the Officer “This is my first day on duty and it’s great. Everyone is so friendly”.

Questionnaires given out to parents included questions about how well that staff met care and support needs. Comments received were discussed, evaluated and informed future practice. A parent commented to the Officer that “The ladies are always approachable and answer any questions.”

The service had obtained a copy of the Birth to Three document. Through this and training staff were involved in they explored ways in which to gain the views of the young children attending the service. Smiley face questionnaires were used with the children and evaluated by staff.

Regular newsletters were given to parents, keeping them up to date with events in the playgroup. The most recent newsletter was viewed by the Officer. A notice board kept everyone up to date with what was going on in the group.

Parents who completed a Care Commission questionnaire highlighted that they felt staff took into account their views and wishes on their child's developmental needs, interests and personality.

The written information given to parent/carers included a statement on parents involvement in the Playgroup. This statement included “Parents are an integral part of the playgroup structure for both your contributions of ideas and enthusiasm.”

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 1.1, 5 - Very Good

Areas for Development

Management and staff were committed to maintaining and improving their service in relation to this statement.

CCO Grading
Statement 3: We ensure that service user’s health and wellbeing needs are met.

Service Strengths

Through discussion with the manager and staff, it was evident that they knew the children and their families well. They were committed to meeting children's individual needs and interests. Through observation the Officer confirmed this to be accurate. A registration pack was in place for parents to complete ensuring that children's individual needs were to be met. This included an 'All About Me' leaflet, Statement of Aims and Objectives of the service, Health and Safety Policy and Infection Control Policy. A parent confirmed to the Officer that they had been given a lot of information about the service and that they had furnished the service with information about their child.

The service’s policies and procedures detailing how staff ensures that children’s health and wellbeing needs were met were very good. Practices observed during the inspection visit in relation to infection control, healthy eating and good hygiene evidenced that staff were implementing the service's policies and procedures.

Records for accidents and incidents were clear, complete and signed by parents. Appropriate written permissions had been sought from parents.

Parents commented that they were very happy with the range and choice of food provided. Children commented to the Officer that they liked their snacks. Snack menus were on display for parents.

Through discussion with staff, it was evident that they had a good knowledge and understanding of their role in protecting children. The manager was the designated child protection coordinator for the service. Good links had been developed with a range of professionals from other agencies. The service followed guidance and policy outlined by the Scottish Pre School Play Association (SPPA). Child Protection information was displayed on the notice board. Parents could access to the service's child protection policy.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 1.3. 5 - Very Good

Areas for Development

The manager and staff were committed to maintaining and improving their service in relation to this statement.

CCO Grading
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

Opportunities for parents/carers to be involved in developing the environment were very good. Regular discussion time for consultation on all aspects of the service was planned into the programme. Parent/carer questionnaires contained questions on the environment. These were viewed by the Officer and were found to be supportive of the service.

At the start of any childcare arrangement parent/carers were shown around the environment. This was witnessed by the Officer at the visit.

Parents confirmed to the Officer that they were given the opportunity to comment on the quality of the environment and that their views were acted upon. A signing in and out book had been put in place after two parents had raised this in service questionnaires. The Officer observed this being used.

The comments made in Quality Statement 1.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 2.1, 5 - Very Good

Areas for Development

Management and staff were committed to maintaining and improving their service in relation to this statement

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We make sure that the environment is safe and service users are protected

Service Strengths

Good procedures were in place to ensure that the environment was safe and children were protected. Regular risk assessments were carried out and documented.
Good systems for checking that appliances and equipment were maintained in accordance with health and safety legislation were in place and documentation was displayed on the notice board. The accommodation was cleaned daily by a cleaner and throughout the day by staff as the need arose.

On the day of the inspection visit the accommodation was clean and well maintained. All safety requirements were being adhered to. Parents who completed Care Commission questionnaires and parents interviewed indicated that they felt that the premises were safe and secure and that they were as clean as they would like them to be. A parent commented to the Officer that staff ensure that the children are safe at all times.

Staff demonstrated a good understanding of infection control in line with infection control guidance. All staff had completed formal childcare training and were able to keep up to date with current best practices through this. Good hygiene routines were practiced with children in relation to toileting and nappy changing. They kept abreast of issues relating to infection control through National Health Service Lothian. Staff had completed training in infection control.

The National Health Service’s communicable diseases information was on display.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 2.2: 5 - Very Good

**Areas for Development**

In their self assessment the service highlighted an area for development in relation to this statement: “We would like to improve on the outdoor play by having the grass replaced by matting and to be able to provide trikes and bikes.”

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Through discussion with parents, it was evident that the manager and staff were held in high regard and that positive relationships had been developed. Evidence of service user's appreciation had been expressed through cards, letters and pictures from parents and children. These were viewed by the Officer.

Parents confirmed that they had every confidence in the staff and that they would feel able to approach the manager if they had any issues regarding staffing.

Regular staff and parent committee meetings are held where staffing is discussed. These meetings are minuted for all to see.

The comments made in quality statement 1.1 also applies to this statement.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 3.1: 5 - Very Good

Areas for Development

Management and staff were committed to maintaining and improving their service in relation to this statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

All staff were qualified in accordance with criteria set by the Scottish Social Services Council (SSSC). Staff had received a copy of the SSSC Codes of Practice and were aware of the process of registration.

A staff development policy was in place and staff training needs had been identified. Staff
were aware of the National Care Standards and kept up to date with best practice through formal training and childcare journals.

Staff appraisals were undertaken and staff had completed evaluation reviews. Staff codes of practice were in place. A whistle blowing policy was in place.

Staff files were well organised and included training certificates. Through discussion with staff it was evident that they felt valued and supported. Staff were clearly committed to developing their knowledge and skills. Staff meetings were held on a monthly basis. These were minuted and used to discuss forward planning and current issues.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 3.3: 5 - Very Good

**Areas for Development**

Management and staff were committed to maintaining and improving their service in relation to this statement.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

The service was run by a voluntary management committee which included parents of children using the service. Regular committee meetings were held and minutes of these meetings were recorded.

The comments made in Quality Statement 1.1 also apply to this statement.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 4.1, 5 - Very Good

Areas for Development

Management and staff were committed to maintaining and improving their service in relation to this statement.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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.

Service Strengths

The service was committed to ongoing development.

The manager described how the process of self evaluation had heightened the awareness of the management and staff to areas they needed to develop as well as areas where they were doing well.

Good methods were in place for accessing advice and information from professionals from other agencies including Midlothian Association of Play and the Scottish Pre School Play Association.

The statement of aims and objectives was reviewed regularly alongside other policies and procedures.
The manager was aware of the service's responsibilities to send relevant notifications to the Scottish Social Services Council and to the Care Commission.

Based on the findings of this inspection the service has been awarded the following grade for this statement: Quality Statement 4.4: 5 - Very Good

**Areas for Development**

The Officer discussed quality assurance systems with the Manager and the need for the group to continue to evolve processes through which involve service users, carers, staff and stakeholders.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
Public Liability Insurance was in place through Royal and Sun Alliance with a renewal date of April 2009.

Four recommendations were made at the last inspection. These have now all been met.

Requirements
There were no requirements made at this inspection.

Recommendations
There was no recommendations at this inspection.

Linda Smith
Care Commission Officer