Care service inspection report

Little Pets Playgroup
Day Care of Children
Wardlawhill Parish Church
Hamilton Road
Rutherglen
G73 3DQ
Telephone: 07944 381991

Inspected by: Lynn Clements
Not applicable
Type of inspection: Unannounced
Inspection completed on: 13 September 2011
Contents

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2 How we inspected this service
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Service provided by:
Little Pets Playgroup

Service provider number:
SP2003001470

Care service number:
CS2003006434

Contact details for the inspector who inspected this service:
Lynn Clements
Telephone
Email enquiries@scswis.com
Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>4</td>
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<tr>
<td>Quality of Management and Leadership</td>
<td>N/A</td>
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</table>

What the service does well

Staff are friendly, approachable, motivated and assertive. They know the children and parents well. They work well as a team and maintain a good rapport with the children.

The children are happy, able and competent. They are comfortable and confident in the care environment. They are encouraged to make decisions about activities and aspects of their care.

What the service could do better

The signing in and out sheet should correspond with the amount of children present.

Children and parents should assess environment, staffing and management and leadership. Staff should demonstrate how their views and suggestions are actioned.

One requirement and two recommendations are repeated from the last inspection.

The current registration certificate must be displayed.

What the service has done since the last inspection

Most recommendations and requirements from the last inspection have been addressed.
Recruitment processes have improved.

**Conclusion**

At this inspection 3 quality themes were inspected against each containing 2 quality statements. For the statements considered at this inspection this service is performing at a:

* good level for 6 quality statements.

Since the service was last inspected, the grades for these themes have improved.

**Who did this inspection**

Lynn Clements  
Not applicable
1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

Little Pets Playgroup provides daycare to a maximum of 26 children aged 2 years 9 months to those not yet attending primary school. The service operates 5 days a week during term time.

The service is provided from Wardlaw parish church, Rutherglen, South Lanarkshire.

The service aims to provide an environment where children are actively involved in learning through play. The full aims and objectives statement is available to people who use the service.

Based on the findings of this inspection this service has been awarded the following grades:

- Quality of Care and Support - Grade 4 - Good
- Quality of Environment - Grade 4 - Good
- Quality of Staffing - Grade 4 - Good
- Quality of Management and Leadership - N/A

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.
How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

Basis of the report:
This report was written following an unannounced inspection visit carried out by Lynn Clements, Inspector on Wednesday 31 August 2011 between the times of 9 am and 11:30 am. The inspection was completed on the morning of Tuesday 13 September 2011.

Before the Inspection:
The Annual Return
The service submitted a completed annual return as requested.

The Self-Assessment Form
The service submitted a self-assessment form as requested.

Views of service users
We issued 20 care standards questionnaires and asked the staff to give these to people who use the service, 7 were completed and returned before the inspection. The care standards questionnaire provides an opportunity for parents or carers to comment on the quality of the care service.

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 Inspector which considers complaints activity, changes in the provision of the service, nature of notifications made to the SCSWIS by the service (such as absence of a manager) and action taken upon requirements. The Inspector 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.

During the inspection process:
In this inspection we gathered evidence from various sources, including the relevant
sections of policies, procedures, records and other documents including:
* the self assessment
* questionnaires
* newsletters
* minutes of staff meetings
* staff appraisals
* photographs
* range of policies and procedures
* risk assessments
* staff files
* accident reports
* administration of medication folder

Discussions with various people, included:
* the manager
* three care staff
* children individually and in small groups
* 7 parents/carers.

The Inspector also observed practice, the general environment and resources.

The inspection also took account of The Social Care and Social Work Improvement Scotland (Requirements to care services) Regulations 2011.

**Grading the service against quality themes and statements**

We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.
Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any requirements we made at our last inspection

The requirement
The provider must arrange appropriate hand washing facilities for food preparation and appropriate facilities for washing dishes.
This is in order to comply with: SS114 4 (1) Welfare of Users
Timescale - Two months from the issuing of this report

What the service did to meet the requirement
This requirement has been partly met, is in progress and is repeated in quality statement 2.5.

The requirement is: Not Met

The requirement
The provider must ensure that recruitment procedures include a system of checking candidates’ physical and mental fitness to work with children.
This is to comply with SSI 2002/114 Regulation 19 (2)(a) Fitness of employees
Timescale for implementation: Within one month of the date of issue of this report

What the service did to meet the requirement
Systems are in place to check the physical and mental fitness of candidates therefore this requirement is considered met.

The requirement is: Met

The requirement
The provider must establish a secure recording system for Disclosure Scotland checks undertaken.
SSSC Code of Practice - Employer Make sure people are suitable to enter the workplace. 1.2 Check criminal records & relevant registers
SSI 2002/114 Regulation 9 (1) Fitness of employees
Timescale for implementation: Within one week of the date of issue of this report

What the service did to meet the requirement
A recording system for disclosure checks is in place therefore this requirement is considered met.

The requirement is: Met
The requirement

The provider must establish a recording system to evidence that relevant professional registers have been checked in respect of staff and applicants.
SSI 2002/114 Regulation 9 (c) Fitness of employees. Regulation 19 (2)(d) Records
SSI 2002 / 114 regulation 13(b) Care homes providing nursing
SSSC - 1.2 Check criminal records & relevant registers. Defined registration requirements to practice for identified titles of staff
Timescale for implementation: Within two weeks of the date of issue of this report

What the service did to meet the requirement

Professional registers are now checked regarding staff and applicants therefore this requirement is considered met.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection

Seven recommendations were made in the last inspection report.

1. The service should progress the development of the outdoor area as soon as possible to enable children to access daily fresh air and exercise.

This recommendation has been addressed and the outdoor area is used regularly.

2. Arrangements for changing children should be improved.

This recommendation has been addressed.

3. The provider should seek advice and assessment as a premises serving food from the local authority Environmental Health Department.

This recommendation is in progress and is repeated in quality statement 1.3.

4. The bin with the snack area should be replaced.

The bin has been replaced therefore this recommendation is considered addressed.

5. The service should ensure children’s involvement in assessing and improving the quality of staffing.

This recommendation is in progress please see the recommendation is quality statement 3.1.
6. The provider should ensure that the recruitment process includes identifying whether staff have the necessary skills to carry out their function, and to keep records of this in staff files. This should include verifying qualifications certificates and keeping interview notes.

Systems have been put in place to ensure this recommendation is addressed.

7. The provider should review and amend the services recruitment policy and procedures to include all key components as detailed in the report.

The recruitment policy and procedures are adequate and fit for purpose therefore this recommendation is considered addresses

The annual return
Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. The manager identified what they thought they did well, areas for development and any changes they planned.

Taking the views of people using the care service into account
All children were settled and content in their surroundings and happily engaged in play. The children chatted to the Inspector about their chosen activities and what they enjoyed doing. They were proud of their achievements and clearly enjoyed the environment, resources and equipment. Staff cared for the children appropriately.

Taking carers' views into account
We sent out 20 care standards questionnaires to the service for distribution to people who use the service, 7 were completed and returned before the inspection. These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership. The responses did not raise concerns.
In the care standards questionnaires returned to us parents said:

“The staff are friendly and approachable and if I have any issues they are dealt with efficiently, my child is extremely happy in the playgroup and has great relationships with all the staff”.

“The staff are always friendly, happy and helpful”.

“My child is excited to go to the playgroup each morning”.

“Staff are confident and welcoming and there is a good atmosphere in the nursery”.

7 carers/parents participated in the inspection and were happy with the service.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 4 - 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

Since the last inspection the grade for this service has been maintained.

We found that people who use the service are asked for their views in a variety of ways to encourage involvement and consultation about aspects of the service.

Staff consult with children and use a range of methods. This includes daily discussion time, one to one discussions and small group discussions. Mind mapping occurs and children’s views are recorded linked to the curriculum for excellence target learning outcomes. New initiatives are planned to gain children’s views in accordance with the UN convention of the rights of the child.

Children’s views are recorded by staff to inform planning responsive to their interests. Children chose resources and are consulted about trips and outings. Children provide suggestions throughout each session and were encouraged by staff. They were able to influence what they wanted to learn. Staff were quick to respond to their suggestions and views. The outcome was that children were motivated and confident in the service.

Parents and carers make comments or suggestions about the service and the curriculum for excellence. Methods are used by staff to gain their views. Parents and carers can:

* provide suggestions, attend meetings and assist staff with initiatives,
* attend parents night, classes, meetings and open days,
* provide written information about what the service can improve on,
* give their views through newsletters, evaluations and questionnaires.

Seven carers who took part in the inspection said they were happy with service their child received. They told us that:
* the care and support they and their child received was good.
* The children were busy active and they liked the outdoor play area and activities on offer.

The outcome is that parents had a good awareness of the care and support received and were involved in the care process service.

After a review of documentation, discussions with staff and children and observation of practice we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**
In their self assessment returned to us the area of improvement recorded by staff shows that they plan to continue to involve children in self assessment.

See the areas for improvement and recommendation in quality statement 3.1.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

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

**Service strengths**
Since the last inspection the grade for this service has improved.

Written aims and objectives reflect how the provision meets the needs of people who use the service. Physical and active activities are promoted as well as activities that promote play. We found that the activities on offer were suitable for the children present.

Policies and procedures support good practice and personal safety.

Staff demonstrate a good understanding of meeting young children’s needs. They have a caring, warm manner and are responsive to the children in their care. The staff are clear about their roles and responsibilities.

Children are encouraged by staff to care for and consider each other.

Opportunities exist for children to have a rest or quiet time when required.

The service has a child protection policy and through discussion staff demonstrate a good understanding of their roles and responsibilities in protecting the children in their care. Staff receive updated training in child protection.
Children are encouraged to wash their hands. The snack offered very good experiences for the children. Children and parents were fully consulted about snack. The outcome was that a high percentage of children had a good awareness of healthy eating and enjoyed this experience. Staff attend a range of training including food hygiene and first aid.

After a review of documentation, discussions with staff, children and parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
In their self assessment returned to us the area of improvement recorded by staff shows that they plan to interact more with children at snack time. During the inspection although the overall snack experience for the children was good, we found that:
* The snack was swift and hurried and staff should sit with the children to prevent this.
* Liquids should be offered at all times with snack.
* There should be enough space for the children to fully enjoy snack.
* Snack could be used to promote consultation and information sharing.
* Children could adopt more roles and responsibilities at this time.

We have made a recommendation that these are taken into account.

One recommendation is in progress and repeated from the last inspection. We have recommended that this is addressed.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations
1. The provider should seek advice and assessment as a premises serving food from the local authority environmental health department. National care standards for early education and childcare up to the age of 16, standard 2 - a safe environment and standard 3 - health and well being.

2. Staff should review snack and consult with the children about how this experience could be improved. National care standards for early education and childcare up to the age of 16, standard 5 - quality of experience.
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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
Since the last inspection the grade for this service has been maintained.

In addition to the information recorded under quality statement 1.1 we considered how parents and children assessed the nursery environment.

We found that the children are consulted about the environment both inside and away from the service. Parents confirmed this occurred and told us that they provided suggestions about the environment both indoors and out. Parents thought the environment was pleasant, stimulating and smoke free.

After a review of documentation, discussions with staff, children and parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
In their self assessment returned to us the area of improvement recorded by staff said they plan to continue to consult with stakeholders.

During the inspection we saw that the appearance of the house corner and the book corner could be improved. The book corner was rarely accessed by the children and was not inviting. Neither area contained soft furnishings although the house corner was used well. We have made a recommendation that these areas are reviewed following consultation with the children. Staff should consider the way they work to enable them to establish if areas are effective and well used.

The service should continue to improve the way in which children are involved in assessing and improving the quality of the environment. See the areas for improvement and recommendation in quality statement 3.1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Recommendations

1. Staff should enable the children to assess the environment to ensure the outcomes for them are improved. National care standards for early education and childcare up to the age of 16, standard 5 - quality of experience.

Statement 5
The accommodation and resources are suitable for the needs of the service users.

Service strengths
Since the last inspection the grade for this service has improved.

Children, parents and staff are familiar with the accommodation. Children and staff are familiar with the resources. Children know how to access and change resources and spoke confidently about this process. Furniture is moved to enable children to participate in their choice of play. The outdoor area is used well and accessed regularly.

The accommodation is secure and welcoming. Security of children is a high priority.

Overall people who use the service thought that their child had access to a good range of materials and that the activities were stimulating and challenging.

After a review of documentation, discussions with parents, staff and children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
In their self assessment returned to us the area of improvement recorded by staff shows that they plan to improve the food preparation area.

We found that the room was set up for the children and staff could consider ways to further involve the children in this process.

One requirement is in progress and repeated from the last inspection. We have recommended that this is met within the recommended timescale.

See the areas for improvement and recommendation in quality statement 2.1.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0
Requirements

1. The provider must arrange appropriate hand washing facilities for food preparation and appropriate facilities for washing dishes.
   This is in order to comply with SS1 NO. 210/2011, regulation 4(1)a - welfare of users
   Timescale 3 months
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

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

Service strengths
Since the last inspection the grade for this service has improved.

In the care standard questionnaires returned to us:
* 4 parents strongly agreed and 3 parents agreed that the staff had involved them and their child in developing the service.
* 7 parents strongly agreed that overall they were happy with the quality of care their child received.

Parents and carers are encouraged to make comments or suggestions for improvements in the service. They are encouraged to be members of the committee who oversee the running of the group. Various methods were used by staff to gain parents views including:
* interviewing prospective staff,
* completion of questionnaires,
* providing feedback and fund raising.

Parents are consulted about many aspects: care and support, health and wellbeing, communication, equal opportunities, the environment, food, the staff, activities, trips and outings and the general service. Parents provide suggestions about trips and outings, staffing, fund raising and information they receive. They support the work of the staff and provide ideas and views to support children’s learning. Newsletters inform parents about audits of questionnaires they have completed.

Staff consult with children using a range of methods. Children provide suggestions and are encouraged by staff. Information gathered is audited by staff and used to inform the planning process.

People who use the service wrote in the care standards questionnaires returned to us: “Staff provide care and attention; the quality of care is exceptional.”

After a review of documentation, discussions with staff and children and observation of practice we have found the service to have a very good performance in relation to this quality statement.
Areas for improvement
In their self assessment returned to us the area of improvement recorded by staff shows that they plan to further involve stakeholders in assessment of staffing.

Although children are comfortable in the staffs care and parents told us that they were confident in staffs’ abilities we found that the service should continue to improve the way in which children and parents are involved in assessing and improving the quality of the staff.

We have recommended that this is addressed.

Grade awarded for this statement: 4 - Good
Number of recommendations: 1
Number of requirements: 0

Recommendations
1. People who use the service should assess the environment and staffing in the service and improve the outcomes for the children following such assessment. National care standards for early education and childcare up to the age of 16, standard 13 - improving the service.

Statement 2
We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths
Since the last inspection the grade for this service has improved.

The provider had a recruitment and selection policy and procedure.

Prospective employees were required to complete an application form. They were provided with written information and were fully informed about the aims and values of the service.

Recruitment practice required candidates to undergo a PVG check and provide names of two referees one of which was from the immediate previous employer.

Records about PVG checks were appropriately stored.

There was also a system to ensure that candidates were physically and mentally fit to undertake the work for which they were employed.

The provider had a system to check and record prospective employees’ qualifications.
Contracts of employment were issued for all staff.

After a review of documentation and discussions with the manager and provider we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**

In their self assessment returned to us the area of improvement recorded by staff shows that they plan to further develop the system for appraisals.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
## 5 Summary of grades

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<thead>
<tr>
<th>Quality of Care and Support - 4 - Good</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<tr>
<th>Quality of Environment - 4 - Good</th>
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<td>Statement 1</td>
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<td>Statement 5</td>
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<tr>
<th>Quality of Staffing - 4 - Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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| Quality of Management and Leadership - Not Assessed |

## 6 Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>10 Nov 2010</td>
<td>Unannounced</td>
<td>Care and support 3 - Adequate</td>
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<td>Environment</td>
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<td>Staffing</td>
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<td>3 - Adequate</td>
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<td>Management and Leadership</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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This inspection report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cănain eile ma nithear iarrtas.

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