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

Inspected by: Pamela Cormack
Type of inspection: Unannounced
Inspection completed on: 5 December 2012
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

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<thead>
<tr>
<th>Quality of Care and Support</th>
<th>5</th>
<th>Very Good</th>
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<tr>
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What the service does well

The Manager and staff at Bonnyrigg Playgroup are committed to working together and with parents to ensure that they meet each child’s needs.

The staff set up the playroom every day with a variety of different learning opportunities. The layout of the room allows children to move freely from one activity to another.

Parents receive up to date information through regular newsletters, information on notice boards and regular discussions with staff.

Parents and staff are involved in various fundraising activities for the playgroup.

What the service could do better

Bonnyrigg Playgroup should establish a parent-led management committee that will carry out its functions in line with the constitution.

They should consider a system and tool that will allow them to measure the quality of the service they provide.

The service should consider more ways for parents and children to influence the quality of the staff, management and leadership.
The staff should ensure that children get regular fresh air and exercise during a session.

**What the service has done since the last inspection**
The service continued to keep parents informed of what was happening in the playgroup through their informative newsletters and noticeboard.

Staff continued to build positive relationships with children and parents.

**Conclusion**
Bonnyrigg Playgroup is held in high regard by the parents who use it.

The manager and staff work closely to ensure that the service runs effectively.

The service provide a fun environment for young children to take part in a range of activities.

**Who did this inspection**
Pamela Cormack
1 About the service we inspected

At the Care Inspectorate, we award grades for services based on the findings of inspections. The history of grades that services were previously awarded by the Care Commission is also available on the Care Inspectorate website.

Before 1 April 2011, Bonnyrigg Playgroup was registered with the Care Commission. On this date, the new scrutiny body, the Care Inspectorate took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011, Bonnyrigg Playgroup continued its registration under the new body the Care Inspectorate.

The playgroup is registered to care for a maximum of 26 children aged between two and five years. They operate between the hours of 9.15 am - 11.45 am on Mondays, Tuesdays and Wednesdays. Term time only.

On the first day of the inspection, there were 18 children present, the manager, two members of staff, one parent helper and a representative from Midlothian Play Association (MAP) present.

On the second day of the inspection, 19 children were present, the chairperson, the manager, and two members of staff, one parent helper and one grandparent.

The accommodation consists of a playroom, a kitchen and toilet facilities. There is a grassy area outdoors, which was used occasionally for outdoor play.

The aims of the playgroup 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 this service has been awarded the following grades:

- **Quality of Care and Support** - Grade 5 - Very Good
- **Quality of Environment** - Grade 5 - Very Good
- **Quality of Staffing** - Grade 4 - Good
- **Quality of Management and Leadership** - Grade 4 - Good

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.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 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

We wrote this report after an unannounced inspection visit to the playgroup between the hours of 9:00am and 12 noon on Tuesday 20th November 2012. We returned to the playgroup for an announced visit between 9:00am and 12.40pm on Wednesday 5th December. We gave feedback to the chairperson, the manager and two members of staff at the end of our second visit.

We issued 18 questionnaires to the parents of children who used the service. Nine parents completed and returned these to us before the inspection. We used their feedback to inform our inspection.

As requested by us, the service submitted a self-assessment form before this inspection. They also submitted an annual return in 2012.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Evidence from the service’s most recent self-assessment
- Certificate of Registration
- Public Liability Insurance
- Comments/suggestions book
- Parent welcome letter and information
- The service’s policy folder
- Children’s personal folders
- Activity planning
- Parent rotas
- Staff training records
- A sample of newsletters
- Service’s Care Commission evidence folder
- The services own questionnaires completed by parents and children
- Our questionnaires completed by parents and returned to us
- Photographs of children taking part in various activities
- Child Protection policy
During the inspection process we spoke with:
1. the manager of the service
2. two members of staff
3. the chairperson
4. the janitor
5. two parents and a grandparent who were helping during our inspection
6. a representative from Midlothian Association of Play (MAP)
7. a few older children
8. a parent of a child who we telephoned after the visit.

We also looked at the environment and some of the equipment and resources.

**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 recommendations we made at our last inspection

We did not make any recommendations at the last inspection.

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 before the inspection. We were satisfied with the way that they had completed this. They identified what they thought they did well, some areas to improve the service and changes that they planned.

Taking the views of people using the care service into account

There were 18 children present at our first inspection visit and 19 at our second visit. The children were aged between two and three years. We observed all the children and spoke to a few of the older children. They told us what they liked to play with at playgroup. All the children appeared happy and relaxed with staff and were engaged in the activities provided.

Taking carers' views into account

We found all parents to be very complimentary of the playgroup. Their comments and feedback to our questionnaires have been included in this report under the relevant themes and statements. In addition to this, all 'strongly agreed' that overall, they were happy with quality of care their child received from the service. Three parents included the following comments in their questionnaire:

*This is my second child attending this playgroup. Both children have looked forward
to going to playgroup each day and excited to tell me their stories when they are picked up, which is a recommendation in itself. I would not hesitate to send another child to this playgroup."

"My child has settled well and is enthusiastic about attending playgroup. He is very animated when discussing activities about playgroup and really looks forward to going."
I would highly recommend this playgroup to both my friends and the wider community. I firmly believe that my child has grown up emotionally through attending this playgroup. My child loves this playgroup and this makes me love it too."
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

Grade awarded for this theme: 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

We found that Bonnyrigg Playgroup had very good systems in place to make sure that parents and children could be involved in assessing and improving the quality of care and support. We concluded this after we spoke to the chairperson, the manager, two staff members and parents of children who attended the playgroup.

We saw that the service asked parents for their views in several ways. These included:

- Asking them for written information about their child’s care and support needs at the start of their placement. This included information of their likes/dislikes, toileting needs, comforters, favourite toys, if they had any friends at the playgroup or pets at home. This initial information allowed staff to reassure children, comfort them, get to know them and meet their care needs.
- Exchanging important information about children’s care at the beginning and end of the session. We saw staff warmly welcome children and their parents into the service when they arrived. Staff discussed with parents, their child’s needs, progress, behaviour issues and activities at home. In addition, we heard the manager and a parent discussing fundraising events and various other issues regarding the running of the service.
- Questionnaires, which the service distributed at intervals to ask parents about a range of issues, including the quality of the care and support their child received, activities, snacks, behaviour, fundraising and staff. We saw evidence
that the service had responded to various comments from parents, informing them of their plans through a newsletter.

• A range of newsletters, which the service regularly sent out to parents. We found that these were informative and had a wide range of information about activities, plans for future activities, fundraising events and how parents can get involved. We saw some newsletters, which included results of parent questionnaires and how the service planned to use feedback to make improvements to the children’s care, the environment and policies.

• A comments and suggestions book gave parents the opportunity to formally make comments on the care and support their child received and any other aspect of the service. The comments we read confirmed that parents were extremely happy with the care their children received, comments included: “X has settled back in really well after the holidays. She jumps out of bed really excited on playgroup days.”

• At a ‘meet and greet’ evening where they could meet the staff and find out about how the service runs. Parents were encouraged to help with fundraising activities and parent rota. This gave them opportunities to contribute to their child’s care and be involved in some decisions about the service.

Staff got the children’s views by supporting them to complete a ‘smiley face’ questionnaire. These asked for their views on various issues, including their favourite snack and activity.

The service’s notice boards kept parents fully informed of events, plans, visitors and reminders of how they could become involved in the service.

When starting to use the playgroup, parents received a welcome pack. This gave them information about how the service aimed to meet children’s care and support needs. It also included the playgroup aims and objectives, behaviour policy, parental involvement opportunities, child protection and complaints policies. All parents who returned a questionnaire to us confirmed that they received clear information about the service before their child started to use it.

We spoke with a range of parents during both our visits. They all confirmed that they were very happy with the settling in process and the information they gave and received from the service. We also read positive feedback from parents in the services comments book about the settling in process. One parent wrote, “My child has settled well and is enthusiastic about attending playgroup.”

During the inspection, we saw staff comforting a child who was still settling in. They gave them lots of attention and their personal comforter to help.

We examined the completed questionnaires which were returned to us, and the minutes of staff meetings. We saw that the service had acted on issues, which were raised by people who use the service.
The 'parental involvement policy' informed parents, "We welcome your input and invite any comments or suggestions you may have. Your contributions, ideas and enthusiasm will help us enormously in maintaining our high quality service".

We saw that the children were very comfortable in approaching staff to ask for help and support.

In our questionnaire, all five parents strongly agreed or agreed that staff shared information about their child’s learning and development with them and where appropriate their child.

**Areas for improvement**

The staff confirmed that they work on the children’s folders in their own time. They may wish to consider a way of involving the children in developing their own folders during playgroup time. This would give the opportunity for staff to work individually with children and get their feedback and comments about their experiences. It also allows the children to manage their own folder and direct their own learning (see recommendation 1).

The service should consider more ways to gather information from children, which they could use to develop their care and support. They could consider using ‘circle time’ as an opportunity to ask children what they have enjoyed playing with and what they would like staff to put out the next day.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. We recommend that the service further develop age appropriate opportunities for children to express their views, make choices and give their feedback. The service should ensure that they use children’s views to develop the care, support and activities.
   National Care Standard 5, Early Education and Childcare up to the age of 16, Quality of Experience.

**Statement 3**

We ensure that service users’ health and wellbeing needs are met.

**Service strengths**

We found that Bonnyrigg Playgroup had very good systems and policies in place to support children’s health and wellbeing needs. These included aims and objectives, and a settling in policy. The playgroup’s systems and policies ensured that staff
understood and met the needs of the children who attended. Each member of staff had worked in the service for at least three years therefore, providing children with continuity of care. The settling in policy confirmed that staff would be aware of the need for sensitivity, reassurance and flexibility during the settling in period. It told parents: "We aim to make the setting a welcoming place where children can settle quickly and easily because consideration has been given to the individual needs and circumstances of each child and their families". On the day of the inspection, a grandparent told us that the playgroup was "The most welcoming place she had ever been." She said, "The staff are really friendly."

At the start of the placement, parents provided information of their child’s dietary needs, emergency contact details, medical history, and parental consent for staff to take photographs of their child and take their child on outings.

We saw that the interactions from the staff reassured, supported, praised and respected children during the inspection. Staff responded to most of the children’s requests and comforted any child who was upset. They demonstrated to us that they had a good understanding of children’s health needs and preferences.

We saw children being encouraged to share and develop friendships. Staff had a caring, supportive, patient and gentle manner with children.

We looked at observations that staff had written about the children. They told us that they used the information to plan their next steps in the children’s development.

We saw staff providing a healthy snack of fruit, yoghurts, cheese and oatcakes for the children, which confirmed that the service promoted healthy eating. We saw snack menus displayed in the entrance hall.

We saw certificates, which confirmed that all staff had attended training, to support up to date and best practice in Infection Control, Food Hygiene, Child Protection and First Aid.

The playgroup had various systems and procedures in place to support children’s health and well being needs. These included:

- An infection control policy, which we saw staff taking account of through children’s toilet/hand washing routine and the distribution of food. The playgroup had a portable hand washing system in the playroom.
- A system for the administration, storage and recording of medication, accidents and incidents.
- Policies and procedures to support the safety of the children. These included, the health and safety policy, risk assessments, medication and accidents policies.
- Systems and procedures for the protection of children. Discussions with staff confirmed that most understood the correct procedures to follow. The service informed parents of their responsibilities regarding child protection through information they gave them when they first started and in the service’s policy folder. All nine parents who returned a questionnaire to us were confident that the staff would protect their child from harm, abuse, bullying and neglect.
- A variety of information relating to children’s health, wellbeing and community events displayed in the entrance hall.

In our questionnaire, all nine parents confirmed that the service provided a healthy and well-balanced diet, which met their child’s dietary and cultural needs.

**Areas for improvement**

One member of staff wasn’t confident about the procedure for reporting child protection concerns. She confirmed that she would revisit the procedures and agreed with the importance of keeping up to date with current practice in relation to child protection. We will follow this up at the next inspection.

We didn’t see the children experience outdoor play during our first visit. However, they did during our second visit. Through speaking to staff and parents, it was clear that the children did not routinely play outdoors while at playgroup. The staff should ensure that children get fresh air most days unless the weather is severe. Staff agreed to consider the best time to plan outdoor play into the routine. We will follow this up at the next inspection.

The playgroup may wish to consider participating in the National Tooth brushing Scheme, ‘Childsmile’.

One child had access to a drink during the session, out with snack time. The service should consider a way to ensure that all children can have access to drinks during the session.

At the first visit, we found that the children’s toilet was cold. This was also, where the nappy changing area was situated. We suggested that the heater (situated high on a wall) be switched on first thing in the morning to allow the toilet to heat up. This was done for our next visit.

During our first visit, we were concerned when we saw children standing on a seat to wash their hands after toileting. This was replaced by an appropriate children’s step when we returned for our second visit.
Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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
Taking account of some of the strengths in Quality Theme 1, Statement 1 we found that the service provided very good opportunities for both parents and children to influence improvements in the environment, including activities and resources. These included:

- Opportunities to answer questions about the environment and activities in the service’s own questionnaires.
- Opportunities to get involved in various fundraising activities. They were also able to influence decisions about how to spend monies raised. For example, a sponsored obstacle course in June 2012 raised money for an end of term children’s party.
- Opportunities to provide staff with useful information such as their child’s likes/dislikes through a very informative ‘all about me’ form. Staff told us how this information informed the activities and learning experiences that they offered.
- Opportunities to assess the environment during the settling in period when they were encouraged to stay with their child.
- Opportunities to assess the activities and the environment during parent rota. We saw guidelines for parents taking part in ‘rota’ and a parent told us that they were given clear guidance and direction when in the playroom.

In our questionnaire, four parents agreed that staff asked for their child’s views about the activities and outings, and used them to plan future activities. The remainder of the parents stated that they were unsure.

Areas for improvement
Some ways that the service had used to get feedback at our last inspection visit, we were unable to evidence at this visit. For example, picture boards, which staff used to help the children to make choices about what they would like to do in the playgroup.
They should continue to maintain the level of feedback about all aspects of the service.
They should continue to keep all parents informed of any changes or improvements they plan or make because of feedback and suggestions.

We saw limited evidence of how staff had developed children’s activities from the observations taken. They should ensure that they update activity plans regularly to show how they are extending children’s experiences and learning using their observations of children and their feedback.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

0. We recommend that the service

**Statement 2**

We make sure that the environment is safe and service users are protected.

**Service strengths**

We found that the service had appropriate systems and policies in place to ensure the safety of the children, parents and staff using the building. They shared the building with various other groups. This meant that staff had to set up and clear away equipment and resources before and after every session. However, this allowed them to assess the risk and check equipment for defects every day.

We found that the areas used were clean, in a good state of repair with appropriate heating, lighting and ventilation. The welcome area was tidy and bright with information about the service.

There was a procedure for visitors, including a visitor book. We saw that the outside door was locked after all the parents had left the building, ensuring the children’s and staffs safety.

On the day of the inspection, all children were engaged in meaningful experiences, on their own, with their peers or with a member of staff. Although limited for display space, we saw two attractive displays of children’s artwork for children and parents to see.

We saw children moving freely between a range of activities in the playroom. However, as the toilet was outside the main playroom a member of staff always went with children. We found that the outdoor area was safe and suitable for children.
All nine parents either ‘strongly agreed’ or ‘agreed’ that the service had a suitable range of equipment, toys and materials for the children.

**Areas for improvement**

The playgroup should ensure that children’s artwork in the playgroup is clearly identifiable for children and parents. The manager agreed to do this.

We did not see any tabletop displays linked to current themes and topics for the children during the inspection. The service should consider introducing relevant interactive tabletop displays.

Although we only saw the children using the outdoor area once during our two visits, we did not see staff undertaking a risk assessment or safety check on the outdoor area before the children went out (see recommendation 1).

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. We recommend that the service carry out a safety check on the outdoor area before allowing children to access it.
   National Care Standard 2, A Safe Environment, Early Education and Childcare up to the age of 16.
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

In addition to the strengths and comments made in Statement 1 of Quality Themes 1 and 2, we found that the service were good at promoting and providing opportunities for parents and children to assess and improve the quality of staff. They were kept up to date with staffing changes and developments through regular newsletters and information on notice boards.

The staff tried to involve parents in the service through a range of initiatives, such as encouragement to join in fundraising activities and parent rota. This allowed parents to work alongside staff, observe their practice and build up relationships with them. In addition, staff and parents told us about the well-attended ‘meet and greet’ night, which allowed parents to meet staff and find out about the service.

Parents and children could give their feedback about staff to the manager, who was always available, or the chairperson, who helped in the service once a week.

A few parents had used the comments book to give their feedback. Comments included:

"The staff all work very hard to keep the children happy and interested."
"Thank you so much for all your investment and progress with X. It is great to work with such a caring group."

We read 'thank you' cards, which confirmed that parents and children’s appreciated the work staff did with them. One parent wrote on behalf of their child, "A massive thank you for all your time and attention that has helped me develop. I look forward to nursery and its all thanks to you."

Six parents who returned questionnaires to us, 'strongly agreed' that staff have the skills and experience to care for their child and support their learning and development. Three parents ‘agreed’ with this statement. One parent wrote, "The staff are very welcoming and provide lots of activity stations to keep each child
A parent who returned a questionnaire to us wrote, "The staff are friendly, polite and very approachable both towards me and my child."

**Areas for improvement**

We didn’t find as many opportunities for parents and children to give their feedback about the staff as they did about the care, support and the environment. The service should consider more ways to encourage feedback and involvement in assessing and improving the quality of staff (see recommendation 1).

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

**Number of recommendations:** 1

**Number of requirements:** 0

**Recommendations**

1. We recommend that the service develop more opportunities for parents and children to influence staffing, management and leadership in the service.

   National Care Standard 13, Improving the Service, Early Education and Childcare up to the age of 16.

**Statement 3**

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

**Service strengths**

We found that the way in which the service trained and motivated staff was very good. All staff had worked in the service for a number of years, providing continuity for children and parents as well as confirming their motivation.

We found that the service had polices in place to support how they would promote a professional workforce and motivate and train staff. These included a recruitment, equal opportunity and whistle-blowing policy.

Minutes of staff meetings confirmed that staff met regularly to discuss issues in the service and training records confirmed that staff had attended various training since the last inspection.

Staff who spoke to us were confident about the lines of communication, roles and responsibilities of other staff and the manager.

Five parents who returned a questionnaire to us ‘strongly agreed’ that their child appeared happy and confident with the staff. Four parents ‘agreed’ with this statement.
Areas for improvement
The service should continue with the very good practice of motivating and training staff.

Grade awarded for this statement:  5 - Very Good
Number of requirements:  0
Number of recommendations:  0
Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths
In addition to the strengths and comments we made in Statement 1 of Quality Themes 1, 2 and 3, we found that the service were good at promoting and providing opportunities for parents and children to assess and improve the quality of Management and Leadership.

Parents had the opportunity to assess and influence the management team if they joined the Management Committee.

The service had a complaints policy and procedure that parents could use if they were unhappy with any aspect of the service. This procedure included details of how they could contact the Care Inspectorate.

Areas for improvement
Although the service was set up to run with a parent-led Management Committee, we found that there were no parents on this committee. We discussed this with the Chairperson and Manager. We reminded them of the conditions of their Constitution, which stated the minimum percentage of the management committee which should be parents involved in the service.

The manager told us that they found it difficult to get parents to join the committee. However, one parent who spoke to us at the inspection visit said she would be happy to join but had not been asked. The manager and chairperson agreed to make establishing a Management Committee for the service their priority (see recommendation 1)

The manager, chairperson and staff told us that they often have difficulty thinking of ways to involve parents. We suggested that they speak to the Scottish Pre School Play Association (SPPA) or visit other playgroups for ideas.

The Chairperson was unaware of all the responsibilities involved in her role. We discussed this with her and she agreed to find out more about her responsibilities.
The service should consider developing aims and objectives, which clearly define the role and responsibilities of the manager and the management committee (see recommendation 2). We also signposted her to SPPA and MAP.

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

**Number of requirements:** 0

**Number of recommendations:** 2

**Recommendations**

1. We recommend that the service provider establish a Management Committee that will carry out the functions in line with their constitution.
   National Care Standard 14, Well-Managed Service, Early Education and Childcare up to the age of 16.

2. We recommend that the provider develop aims and objectives, which clearly define the role and responsibilities of the manager, chairperson and management committee members.
   National Care Standard 14, Early Education and Childcare up to the age of 16, Well-managed service.

**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’s approach to improvement through quality assurance was good.

The service could measure the quality of the service informally by using feedback and comments from parents and children as described throughout this report. This included directly assessing the quality when attending as a parent helper.

Through discussion, the manager confirmed her understanding and responsibility to report any misconduct of staff to the Care Inspectorate and SSSC.

During our first visit, we saw that the service benefited from involvement and feedback from a representative from MAP. They gave feedback and improvement ideas on the quality of the play that the service provided.

A member of staff, who spoke to us at the inspection, confirmed that they had been involved in the self-assessment process for the Care Inspectorate.

Parents who gave their views at the inspection stated that a member of staff was always available at the beginning or end of each session to speak to them. We confirmed this at the inspection.
Areas for improvement

The service did not use a quality assurance model to measure the quality of the service. Although the manager had attended training, we did not see any evidence of this yet. Two other staff were also due to attend this training. We discussed the different tools that could be used with the manager, such as the National Care Standards. She confirmed that they would address this before the next inspection (see recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Recommendations

1. We recommend that the service introduce a formal system to measure the quality of the service they provide.
   National Care Standard 14, Well-managed service. Early Education and Childcare up to the age of 16.
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
There is no other information related to this inspection.

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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### 6  Inspection and grading history

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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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