Little Pets Playgroup
Day Care of Children

Wardlawhill Parish Church
Hamilton Road
Rutherglen
Glasgow
G73 3DQ

Telephone: 07944 381991

Type of inspection: Unannounced
Inspection completed on: 19 April 2017

Service provided by:
Little Pets Playgroup

Service provider number:
SP2003001470

Care service number:
CS2003006434
About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service has been registered since 2003 and registered with the Care Inspectorate since 1 April 2011.

Little Pets Playgroup is registered to provide a care service to a maximum of: four children aged two years and nine months and 22 children aged three years to those not yet attending primary school.

The service operates in the mornings only, Monday to Friday, during term-time. The provider of the service is Little Pets Playgroup Management Committee. The service are in partnership with South Lanarkshire Council who provide early learning and childcare funding for those children who are eligible.

The service operates from a church hall in the Rutherglen area of South Lanarkshire. They have exclusive use of the hall, toilets and outdoor area during the hours of operation.

The aims of the service include:
‘to provide a safe, stimulating environment for children to learn through play, to enable children to gain confidence in a happy environment.’

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that 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’ (GIRFEC), Scotland’s national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parents to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

There were 16 children in attendance on the day of the inspection. We observed the children as they took part in a variety of activities and learning experiences, both indoors and outdoors. We saw that the children were happy, settled and confident after returning from their two-week spring holiday. All children were fully engaged in activities throughout the session. Children’s comments included:

‘We’re going outside.’
‘We are making yucky chocolate cake.’ (outdoor ‘mud kitchen’)
‘I need more firewood.’ (using a wheelbarrow to transport resources outdoors)
‘I’ve leaving my jacket.’ (going outdoors)
‘I like coming here.’
‘I need more water.’ (collecting water from the tap to take to the outdoor area)

We sent five questionnaires to the service to be distributed to the parents/carers of the children. We received three completed questionnaires before the inspection. We also spoke to five parents on the day of the inspection.
All parents were overall very happy with the quality of care their child received at the service and spoke very highly of the staff team, the welcoming, nurturing ethos within the service and learning opportunities their children had received. Comments included:

‘My child loves this nursery, as do myself and my husband. The staff are very attentive to children and parents. It’s clear they’re all very passionate about their job and this reflects in the children’s learning. Excellent experiences covering the curriculum are provided every day. Fantastic nursery.’

‘Our child has grown in confidence, has learned so much and participated in a wide range of activities, both on site and off. Little Pets provides a fun, yet safe environment, where our child has settled in very well, due to the caring and professional staff.’

‘I can’t believe the variety of experiences undertaken in one day. I like the large playroom with staff all supervising the children.’

‘I am happy with the service. It was recommended by friends who had previously used it. Staff are caring and very approachable. They get out most days and have been to the library, care home and the park for forest school experiences. I have had no issues at all.’

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

From this inspection we graded this service as:

Quality of care and support: 5 - Very Good
Quality of environment: 5 - Very Good
Quality of staffing: 5 - Very Good
Quality of management and leadership: 4 - Good

Quality of care and support

Findings from the inspection

We focused on two aspects within this quality theme - child protection and meeting children’s individual needs.

Child protection training took place in-house on an annual basis for the whole staff group. We saw that the most recent training had been evaluated by the manager. Relevant child protection information and the named child protection co-ordinators for the service was displayed for staff and parents at the entrance to the hall. This highlighted the importance of the role and responsibility all adults had in contributing towards the health and safety of all children.
Personal plans contained detailed information for each child. This contributed towards identifying and meeting the child’s individual care, health and wellbeing needs. Parents and children had been consulted about children’s preferences, interests and personal learning goals and systems were put in place to record these. This respected and included both the children’s and parents’ views and suggestions. We saw that parents had been included in making decisions to support their child’s needs, such as sharing and devising strategies, detailing health care plans and giving consent where additional support had been requested from external agencies. All parents we spoke to agreed that they were kept updated on their child’s development and could look at their child’s learning journal at any time.

Medication was stored in line with current best practice guidance. We advised that the administration of medication forms should be reviewed and adapted to maintain a clear record of when medication had been administered. The expiry date of medication should be recorded to ensure that new medication could be requested from parents in plenty of time. This would contribute towards the health and safety of children who may require specific medication when at nursery. The service had a copy of current best practice guidance ‘Management of medication in daycare of children and childminding services’ to assist them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

We focused on two aspects within this quality theme - a safe and secure environment and outdoor learning experiences and community links.

The service was warm and welcoming with a secure entrance. Staff and children were involved in the day-to-day risk assessment of the indoor and outdoor environment. This gave children responsibility and raised an awareness of their own and others safety. Recent repairs to the heating system and hot water supply addressed a requirement made at the last inspection and a review of snack preparation and procedures ensured practice was now in line with infection prevention and control procedures.

The outdoor area had been further resourced to include a ‘mud kitchen’, gardening tools and some natural resources. This supported children’s imaginative play and offered cross-curricular experiences outdoors. The service had also linked in with local community groups to share ideas, recent research and take part in shared experiences. Recent examples included the children and staff visiting a local care home for older people to participate in activities with the residents, joining a local group to take part in an outdoor ‘forest school’ project and taking part in planting and looking after the environment with a local public park organisation. This had further developed and enriched the children’s learning experiences, encouraged responsibility, a respect for the needs of others and promoted active play, health and wellbeing.
Quality of staffing

Findings from the inspection
We focused on two aspects within this quality theme - staff interactions with children and the impact of staff training.

We saw that staff were caring, nurturing and welcoming towards the children as they settled back into nursery after the spring break. Children were offered choices of where to play and could independently choose resources during free play. Snack and a ‘together time’ offered opportunities for all of the children and staff to come together to have a discussion about their learning, discuss healthy snack choices and take part in a whole group social experience.

All staff were responsive to the interests and needs of the children. Examples included one child coming indoors to fill a watering can with water to extend his outdoor learning experience, rotating resources to meet children’s interests and encouraging the children to have responsibility as ‘helpers’ throughout the session by setting the table for snack and risk assessing areas. Bright wall displays and a large floor book of a recent ‘Scotland’ topic, demonstrated examples where responsive planning had taken place and activities planned to meet children’s interests, offer challenge and problem solving.

We sampled some staff training which had taken place since the last inspection. Training was now evaluated to record the impact it had on outcomes for children, staff development and the service as a whole. One example was Forest School Training where children, parents and staff had worked closely over a four week period with a local group exploring, investigating and extending outdoor learning experiences for the children. This had resulted in all staff applying for more formal training in this area and plans to extend opportunities for the children within their own outdoor area and an identified space within a local park.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good
Findings from the inspection

We focused on two aspects within this quality theme - staff appraisal and self evaluation and monitoring.

We saw that staff appraisals had been carried out for all members of staff as recommended at the last inspection. This reviewed the staff member’s role, responsibility, strengths, development needs, future goals and identified how their individual needs could be met, for example, through training. All staff confirmed that they felt valued and included in the ongoing improvement of the service.

The management committee who provided the service were made up from parents whose children attended the service. This ensured that parental involvement was encouraged and promoted. Daily conversations took place as parents dropped off and collected their children and questionnaires and a closed group on a social networking site offered additional methods of consultation and involvement. Open days and parents’ meetings took place periodically throughout the year to discuss and review the child’s individual progress and development needs and we saw that children and parents had evaluated topics and children’s learning experiences. This contributed to all families being included and informed in a variety of ways.

An improvement plan identified the priorities for the year which included Spanish, literacy and outdoor learning. We saw that some monitoring had taken place, such as children’s use of areas within the playroom, healthy snack options, children’s profiles, resources and reviewing and updating all policies. Although we acknowledge that the service had made some progress in improving the self evaluation and monitoring of the service, we advised that monitoring could be further developed and extended to include more specific areas, such as staff practice and identify clear outcomes. Therefore we have repeated a recommendation made at the last inspection. (See recommendation one)

There was a new management committee in place in September 2016. We had not been notified of these changes at that time. We sent the manager a copy of Care Inspectorate guidance to assist her and the management committee with the required records which must be kept, the required notifications which must be made and the timescales of informing the Care Inspectorate about changes within the service. (See recommendation two)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service provider, manager and staff should establish systematic and rigorous procedures for self evaluation and monitoring of the service, using local and national guidance and legislation, which leads to clear plans for the improvement of the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well Managed Service
2. The provider and manager should ensure that they are aware of the required records which must be kept by the service, the required notifications which must be made to the Care Inspectorate and the timescales of these. Information is detailed within the document 'Records all services (excluding childminders) must keep and notification reporting guidance.'

National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well Managed Service

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

There was no hot running water for children or staff to wash their hands throughout the day of the inspection. The manager stated that this had been reported to the church board, who are the landlords of the premises. The provider must ensure that there is running hot water at regulated temperatures at all times the service is in operation to ensure that children and staff can wash their hands properly, as this has the potential to cause infection. A written maintenance record should be kept by the service to log when a repair has been raised, the actions taken and the outcome.

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 4(1)(a) - a provider must make proper provision for the health, welfare and safety of service users

Timescale: within two weeks of this report

This requirement was made on 22 April 2016.

Action taken on previous requirement
The service confirmed that the repair was completed over the weekend following the inspection.

Met - within timescales

Requirement 2

One member of staff was not registered with the Scottish Social Services Council (SSSC), as required. Following the inspection we contacted the manager who confirmed she had assisted the staff member in the completion of the online application form.
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 9(2)(b) - a person is not considered fit to be employed in a care service unless they have the appropriate qualifications, care and experience.

Timescale: confirmation of registration to be made available to the Care Inspectorate within two weeks of receipt of this report.

This requirement was made on 22 April 2016.

Action taken on previous requirement
An application for registration was submitted in the week after the inspection. The staff member is now registered with the SSSC, as required.

Met - within timescales

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

Previous recommendations

Recommendation 1

From the four personal plans we sampled, we noted the following inconsistencies:
- not all individual learning goals had been dated to identify when they had been agreed or to show when they had been achieved
- not all children had ‘next steps’ identified
- there were no records to follow up on one child’s identified medical needs
- the content and information recorded varied between children/keyworker groups
- the personal plans were not monitored by the manager.

Therefore, we have recommended that personal plans should be reviewed and monitored regularly by the keyworker, parents and the manager to ensure that they contain accurate and up to date information.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing

This recommendation was made on 22 April 2016.

Action taken on previous recommendation
Personal plans had been reviewed and updated to ensure that they contained all required information. Therefore, this recommendation has been met.

Recommendation 2

We noted from our sample of personal plans that one child had an identified allergy. There were no written records in place of meetings with the parent, no care plan in place to identify the signs, symptoms or severity of the allergy or the course of action to take in the event of an allergic reaction.
The lack of written information and procedures had the potential to cause harm to this child, should the child suffer an allergic reaction while in the care of the nursery.

Therefore, we have recommended that the service meets with parents whose children have identified health or medical needs to identify and record how the child’s health needs are to be met while the child is at nursery.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing

**This recommendation was made on 22 April 2016.**

**Action taken on previous recommendation**

We saw that records of meetings with parents had resulted in a written care plan being put in place. Medication was now stored to meet the needs of the child. Therefore, this recommendation has been met.

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**Recommendation 3**

There was not a designated food preparation area which was free from other resources available in the hall. There were no staff handwashing facilities nearby and no fridge to store items which may need refrigerated. The manager was unsure where snack had been prepared that morning.

The service should review the food preparation area, current practice and storage facilities to ensure that all food is stored and prepared in line with current good practice guidance.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2: A Safe Environment

**This recommendation was made on 22 April 2016.**

**Action taken on previous recommendation**

The service had reviewed snack preparation procedures to include the use of portable cool storage for food and water and had the use of the kitchen in the adjacent hall to prepare snacks, if necessary. Therefore, this recommendation has been met.

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**Recommendation 4**

We sampled three staff files. Although there were two references in place for two of the staff members, there was only one reference for the third person. The majority of references were on plain paper without letter headings. There was no reference to the SSSC within the recruitment policy.

The service should improve their recruitment procedures, records and policy to be in line with current safe recruitment practices, which would contribute to the overall protection and safety of people who use the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12: Confidence in Staff

**This recommendation was made on 22 April 2016.**

**Action taken on previous recommendation**

The recruitment policy had been reviewed and updated to include reference to the SSSC and procedures were now in line with current safe recruitment practices. There had been no staff recruitment since the last inspection. Therefore, this recommendation has been met.
Recommendation 5

Not all staff were aware of their responsibility for ensuring that they met the post-registration training and learning criteria with regards to their SSSC registration. They did not all have records or evaluations of training or research undertaken. Further information is on the SSSC website. This recommendation has been repeated from the previous inspection.

Staff should ensure that they are aware of the requirements of their registration with the Scottish Social Services Council (SSSC) and ensure that they complete and keep the required documentation.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12: Confidence in Staff

This recommendation was made on 22 April 2016.

Action taken on previous recommendation
Staff were now aware of their responsibility in ensuring that their registration was up to date and that all records and evaluations of training and research should be recorded. Therefore, this recommendation has been met.

Recommendation 6

The service provider and manager should review the systems for monitoring staff registrations with the Scottish Social Services Council (SSSC). This is to ensure that individual registrations have been applied for, kept up to date and that staff are supported to meet any conditions on their registration. The manager should ensure that she keeps accurate records.

National Care Standards Early Education and Childcare up to the age of 16: Standard 12: Confidence in Staff and Standard 14: Well Managed Service

This recommendation was made on 22 April 2016.

Action taken on previous recommendation
We saw that the manager had raised the issue and importance of SSSC registration with staff at their annual appraisal. There were systems in place to monitor staff registration. Therefore, this recommendation has been met.

Recommendation 7

Some policies had been reviewed and updated since the last inspection, but not in a systematic manner. We highlighted the safe recruitment policy as one of the priorities from this inspection.

The service provider should review, update and improve the service’s policies and procedures in a systematic manner to ensure that these accurately reflect the service being provided, current legislation and best practice guidance.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well Managed Service

This recommendation was made on 22 April 2016.

Action taken on previous recommendation
We saw that all policies and procedures had been reviewed and updated since the last inspection and were now being reviewed in a systematic manner. Therefore, this recommendation has been met.
Recommendation 8
The service provider, manager and staff should establish systematic and rigorous procedures for self evaluation and monitoring of the service, using local and national guidance and legislation, which leads to clear plans for improvement of the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well Managed Service

This recommendation was made on 22 April 2016.

Action taken on previous recommendation
We saw that the service had made some progress in improving the self evaluation and monitoring of the service, but advised that this should be further developed and extended to include specific areas and identify clear outcomes. Therefore, this recommendation has been repeated at this inspection and is detailed under theme 4 of this report.

Recommendation 9
The service provider should ensure that annual appraisals are carried out for all members of staff. This includes all nursery staff and the manager. This is to review the staff member’s performance, evaluate their job description, recognise their strengths and development needs and how these needs could be met. This would contribute to the improvement of staffing, management and leadership within the service.

National Care Standards Early education and Childcare up to the age of 16: Standard 14: Well Managed Service

This recommendation was made on 22 April 2016.

Action taken on previous recommendation
We saw that annual staff appraisals had taken place for the manager and both members of staff to address the areas mentioned above. Therefore, this recommendation has been met.

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.
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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma níthear iarrrtas.

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برخی شاخصات برخواستگر کننده و متمایزی و نمایش نمودن می‌تواند کلی با کلی بی‌باشد.

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Название: Little Pets Playgroup

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скасування

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