Bonnyrigg Playgroup
Day Care of Children

Waverley Pavilion
Waverley Park
Bonnyrigg
EH19 3BU

Telephone: 0131 663 5832

Type of inspection: Unannounced
Inspection completed on: 18 December 2017

Service provided by:
Bonnyrigg Church Playgroup
Management Committee

Service provider number:
SP2003002779

Care service number:
CS2007149983
About the service

Bonnyrigg Playgroup is registered to provide a service to a maximum of 26 children aged from two to five years. The service is provided from a single storey pavilion located within the Waverly Park area of Bonnyrigg, Midlothian. The space comprises of a large hall used by the children. A small kitchen and cloakroom are located off the hall. The hall provides direct access to a spacious outdoor play area. The playgroup has sole use of the building during the hours it operates.

The aims of the service are:
“To provide a fun, positive, environment where each child can develop their physical, social and communication skills through play”.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting It Right For Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

There were eighteen children present during the first day of the inspection. There were seventeen children present on the second day we returned to the service. The children present were observed to be settled and relaxed during their sessions.

We sent out fifteen care standards questionnaires and four completed questionnaires were returned prior to the inspection. All strongly agreed with the statement “overall, I am happy with the quality of care my child receives in this service. During the inspection we spoke with five parents.

Comments received from both sources included:

“My daughter loves playgroup and happily talks about her day when she arrives home. Staff always have a smile and good morning for myself and my daughter. Great service”.

“My son absolutely loves playgroup and since he started attending I have noticed a huge improvement in both his behaviour and development”.

“My child is so settled she is really comfortable”.

“It’s brilliant and has brought my child on leaps and bounds”.

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Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. The service did not have a current development plan. We discussed with the service what they thought they did well and any identified areas for improvement. There was limited quality assurance information available for the service.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of environment</td>
<td>3 - Adequate</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>3 - Adequate</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>3 - Adequate</td>
</tr>
</tbody>
</table>

Quality of care and support

Findings from the inspection

We observed children to be settled and relaxed throughout most of our visit. Staff knew them well and had developed strong relationships meaning children were nurtured and included. Children were comfortable approaching staff, asking for support should they require it. Staff were kind and warm and we could see that children responded very well to them. Parents and children were welcomed into the service creating an inclusive atmosphere.

The service gathered detailed information on children meaning they could keep them safe, nurtured and healthy whilst at the playgroup. The service used this information to plan for children settling in and managing any care needs. Staff had developed positive relationships with parents meaning they were included in the service. Children were nurtured and included as there were good procedures in place for settling in. Children and families visited the service prior to them starting so they were able to become familiar with the routines and begin to develop relationships with staff. Staff were aware of children who required additional support and were sensitive to their needs. They supported children to be included in activities whilst also ensuring they had opportunities to spend one to one time with an adult.

The activities and experiences varied throughout the session meaning children could make choices about how and where they played. This helped them to make independent choices. The staff team changed resources and discussed what was offered each day. They based some of these decisions on the children’s interests meaning preferences were respected. We discussed with the service that some of the activities offered were very adult led and we asked them to consider how they could be led more by the children. This will allow children to develop their creativity and problem solving skills.

Snack was a sociable time where children enjoyed being together and chatting with their friends. Staff sat with children at snack offering a positive role model for meal times. Snacks were healthy and varied allowing children to try new tastes and foods. Children enjoyed some group activities such as singing together at the end of the session. Prior to this activity staff began to tidy the hall. This disrupted the flow of children’s play and they became disengaged with what resources were left. We discussed that the service should look at ways to develop the ending of the session to avoid this situation.
Quality of environment

Findings from the inspection

The environment was secure, clean and well-organised meaning children were safe and healthy. Children had space to leave their belongings, this helped them to feel respected and valued. Accidents were managed effectively meaning children were safe.

A variety of core resources provided children with opportunities to play as part of a group or individually. The sand area was attractive and inviting with a variety of resources that supported children to extend their play. Other areas of the environment lacked open-ended play materials, this limited children’s opportunity to explore through curiosity and enquiry. We discussed with the service the need to include more diverse, natural materials into the environment to support children’s learning and development. We have signposted them to a variety of resources to support this development. (See recommendation 1)

The service had an attractive outdoor space that offered children the opportunity to take part in physical activity and access fresh air. On both days we visited the service children did not get access to the garden area. We spoke to the service about ensuring that children have more access to outdoor play throughout the year. This would support them to be active and healthy. (See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children are achieving and active when at the playgroup, the service should ensure children have opportunities to explore a wider variety of open-ended, natural materials. These materials can support children to develop their creativity, curiosity and enquiry.

   National Care Standards: Early education and childcare up to the age of 16
   Standard 5: Quality of experience.

2. In order to promote children’s health and wellbeing the service should ensure that children have access to outdoor play during each session.
National Care Standards: Early education and childcare up to the age of 16
Standard 11: Access to resources.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The service had worked hard to ensure that staff were recruited safely resulting in children being safe and protected. Suitable references and safe person checks were carried out in line with the service’s recruitment policy. Staff received an induction prior to starting their employment. This ensured they were clear about their role and what responsibilities they held in relation to caring for the children.

The staff team were suitably qualified to meet the care needs of children meaning they were safe and nurtured. Staff were warm and attentive which helped to create an inclusive space for children to play. Staff understood children as individuals and supported them with a variety of strategies including one to one support.

Staff training had been limited since the last inspection. Some staff had completed child protection training; however, gaps remained in relation to understanding play, best practice and child development. Children’s experiences were mixed as some staff had limited knowledge about how to develop play experiences and enhance resources to support play. We spoke with the manager about addressing the training needs of staff and have made a recommendation about this. (See recommendation 1)

The service had team meetings but found it difficult to hold them regularly. Staff did not have an opportunity to routinely discuss the day-to-day running of the service or plan together for children’s learning. This affected the quality of the environment and the quality of experiences that were offered. They did not always follow current best practice in relation to play, creativity and enquiry. The children would benefit from a staff team who are confident in relation to understanding the principles of best practice and using these to develop the service. (See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to ensure that children have access to a quality environment and more varied play experiences the service should ensure that all staff undertake training in relation to their role and use this to develop their practice.

National Care Standards: Early education and childcare up to the age of 16
Standard 13: Improving the service.

2. In order to ensure that children’s experiences are meaningful staff should use best practice materials to reflect on and evaluate their own practice and the opportunities the service offers children.
Quality of management and leadership

Findings from the inspection

The enthusiastic manager was committed to promoting a warm and welcoming environment for all children and families. There were effective communication systems in place. Regular emails and end of term reports supported families to be included in their child’s playgroup experience. Parent’s spoke highly of the service and shared that they felt supported by the manager and staff. Parents told us they valued the social experience the playgroup offered their children. This was a significant strength within the playgroup.

The service has a number of policies and procedures supporting them to keep children safe. The service was aware of how to contact other professionals should children require additional support. The manager ensured that children’s information was gathered prior to them starting and this was updated regularly. This meant that the service was fully informed of any changes that may affect a child’s care or learning. We advised the manager that changes were required to the absence policy. The manager agreed to review this policy to ensure staff are clear on what they should do if a child does not attend and also make parents aware of their role in contacting the playgroup.

The manager had an awareness of best practice documents and should now ensure these are used to support positive outcomes for children. There was a lack of effective quality assurance systems in place and very limited monitoring of the provision. In order to ensure improvements can be sustained the provider and manager should develop a system that allows reflection and quality assurance to be embedded across the service. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to improve outcomes for children and support management and staff development the provider should develop a quality assurance process which allows the service to reflect on what it does well and identify areas for improvement to be worked on.

National Care Standards Early Education and Childcare up to the age of 16, Standard 14: Well-managed Service.

Grade: 3 - adequate
Previous requirements

Requirement 1

The provider must ensure that all staff have the suitable skills, qualifications and experience for the work that they are to perform. Where applicable, time must be given to address issues that arise.

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.

Timescale for implementation - This should be achieved within three months from receipt of this report.

This requirement was made on 15 March 2017.

Action taken on previous requirement

Two qualified members of staff have been employed since the last inspection. They had a suitable induction and have completed child protection training. Staff training remains an area for development and we have made a recommendation about this.

Met - within timescales

Requirement 2

The provider must maintain records relating to staffing in line with current legislation. In addition, safer recruitment practices must be adopted and implemented consistently and records maintained to evidence that safer recruitment practices have been followed.

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.

Timescale for implementation - This was brought to the manager’s attention during the course of the inspection therefore relevant records should be in place upon receipt of this report. We would expect the existing recruitment policy to be reviewed and safer recruitment practices to be implemented also from receipt of this report.

This requirement was made on 15 March 2017.

Action taken on previous requirement

The provider and manager have reviewed the service’s recruitment policy and have developed a good understanding of safer recruitment. They are following best practice guidance and all staff recruited since the last inspection have been recruited safely. The procedure is clear and the documentation shows clearly the practices undertaken. Staff files are organised and held relevant paperwork in respect of their role.

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

Previous recommendations

**Recommendation 1**

The manager should speak to the committee about securing time to monitor service delivery as a whole; using legislation and best practice guidance to review existing policies and procedure before implementing these. National Care Standards Early Education and Childcare up to the age of 16, Standard 14: Well-managed Service.

This recommendation was made on 15 March 2017.

**Action taken on previous recommendation**

The manager and provider have met to discuss the service, some policies and have also discussed some areas they should work on. This remains an area for development as little monitoring or self evaluation has taken place since the last inspection.

**Recommendation 2**

Consideration should be given to ensure that all staff have appropriate time to reflect on children’s experiences, staff’s performance and the suitability of the environment, using the best practice document, “Building the Ambition” to support reflection.

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

This recommendation was made on 15 March 2017.

**Action taken on previous recommendation**

Staff have some knowledge of best practice but this remains limited. This remains an area for development and staff have had very minimal training on best practice documentation.

**Recommendation 3**

Time should be given to staff to ensure that personal plans are not only in place for each of the children as individuals, but updated in line with current legislation and best practice. Staff should use the information that they gather from children, parents and observations to plan effectively for each child as an individual. Wellbeing indicators associated with the Scottish Government programme, “Getting it right for every child” should be considered and used also to assess each child’s individual needs.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6: Support and development.

This recommendation was made on 15 March 2017.

**Action taken on previous recommendation**

Personal plans are updated in line with legislation and best practice. Information is detailed and used to plan for children settling in and their care needs. Staff are using GIRFEC to record progress and some learning.
Recommendation 4

The medication policy, and associated documentation, should be updated in line with the current best practice document, “Management of medication in daycare of children and childminding services”, publication code: HCR-0514-087.

NCS Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing and Standard 14: Well-managed Service.

This recommendation was made on 15 March 2017.

Action taken on previous recommendation

The policy has been updated. We informed the service of some changes that were now required to the corresponding paperwork which we are confident they will complete.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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