

Scruffs Registered Childcare Day Care of Children

Unit 3
Station Yard Industrial Estate
Castle Douglas
DG7 1LA

Telephone: 01556 502205

Type of inspection: Unannounced
Inspection completed on: 13 March 2018

Service provided by:
Scruffs Childcare Limited

Service provider number:
SP2010011119

Care service number:
CS2009234649

About the service

Scruffs Registered Childcare is provided by Scruffs Childcare Limited. It has been registered with the Care Inspectorate since 30 July 2010. It is currently registered to provide care and education to a maximum of 24 children aged six weeks to 12 years old. The care service will operate between the times of 07:30 to 18:00 all year. Staffing ratios are as stated in the National Care Standards, early education and childcare up to the age of 16. (annexe A) A minimum of two adults must be present at all times. The manager is supernumerary.

The service operates from a self-contained building on the outskirts of Castle Douglas town centre, easily accessible to parks, shops and local amenities such as library. The premises have two main rooms, separated for differing age groups, along with a sleep room and kitchen. There is a secure outdoor area to the rear of the building.

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 (also known as GIRFEC). Set up by the 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 (GIRFEC). 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 approximately 18 children attending through out the day we inspected. We saw that they were happy, busy and engaged in play, both indoors and out. We found that staff promoted a friendly and nurturing ethos which contributed to children being respected and valued. Children were keen to tell us about their nursery and the fun they had there.

Children told us:

"Did you see me singing there? - Child performing on the outdoor stage.

"I'm a monkey-this is a monkey's bed "- child who was playing outdoors.

"Me and my friend have made this cake for you"- child playing with play dough

We sent twelve parental questionnaires to the service to distribute to parents on our behalf. At time of writing this report, eight responses had been received, which we used in our findings.

Comments included:

"(Child) has loved Scruffs from the word go!. She is always so excited to go in and I always love to see what activities she has been up to. She loves all the staff-especially Senga"

"All staff members are very helpful and friendly towards myself and my son and I have never had any issues with any part of their service"

"Fantastic quality of care. They are very accommodating, great fun and nice people. My son asks to go even on the days he's not in. The team are also always very happy to answer any questions and discuss our needs privately"

"Scruffs is a fantastic childcare facility with very dedicated staff"

Scruffs Childcare is excellent childcare provider. My child has developed socially, emotionally and intellectually. Her child development is so advanced with the activities and curriculum done and she is a happy child there. I am extremely happy with the service and wouldn't hesitate recommending this service to other parents."

My child had special needs and all the staff are very invested in helping (Child) in any way they can. My child has come on leaps and bounds and a massive part is that down to all the staff at Scruffs. I love this nursery as does my child. The staff are wonderful"

"Cannot praise the staff at Scruffs nursery enough. They are so helpful, caring, understanding and flexible to our needs"

Self assessment

We did not ask daycare services for children services to submit a self assessment this year. We spoke to the manager about their priorities and looked at their self assessment and found they were managing the self-evaluation well.

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	not assessed
Quality of management and leadership	not assessed

What the service does well

Children enjoyed their time at Scruffs Registered Childcare, which had a happy, friendly atmosphere. This meant that children were content and busy, playing both indoors and outdoors and going out on walks. Staff supported children very well and provided a nurturing and positive ethos. We could see that children clearly loved staff and there were close bonds between them.

Children were encouraged to try new things and staff had worked hard to provide a very good variety of interesting resources and areas within the rooms to provide challenge and interest. Parents we spoke with told us they could see where their children played and that they were very happy with the choice and quality of resources.

Children who needed additional support were well supported by staff who knew them well, meaning their care was delivered in an individual way. We looked at a sample of children's personal plans and found that staff had

gathered good information from parents about how best to support them and help them meet their developmental milestones. Staff we spoke with could confidently tell us how they met children's needs and followed their interests by offering well planned activities.

Children were encouraged to be independent. We saw them taking turns, sharing and being considerate of others: they told us how they liked being given jobs to do which meant their self-esteem was well-considered.

The service provided home cooked meals for children. Parents told us how their child enjoyed this service and that the social aspect it offered. Children were seen to enjoy their food and staff were supporting younger children, while allowing them independence to learn to use cutlery. Children had good opportunities to be well hydrated with water easily accessible for them in the playroom.

What the service could do better

Though each child had a personal plan, we spoke with the manager about how these could continue to be developed and improved.

We found that the systems for recording administration of medication could be improved. We discussed this with the manager who agreed to amend their practice using the guidance-Management of Medication in daycare of Children and Childminding Services. Care Inspectorate 2014.

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

We discussed how the environment could be further improved by careful monitoring. This should lead to continued good experiences for children, such as increased access to STEM (Science, Technology, Engineering and Maths) resources and dressing up clothes.

We discussed safe and appropriate sleep arrangements for young children. We asked that staff ensure they follow good practice guidance relating to sleep, share this with parents and include this information within children's personal plans.

We discussed the impact of the new Health and Social Care Standards-My Support My Life with the manager. Staff were aware of the new standards and were committed to implement them into practice. We asked that the team start working to see how best to use them, in advance of full implementation.

The manager confirmed that she was in correspondence with the Scottish Social Services Council (SSSC) to ensure she was meeting the requirements of a condition in relation to her registration.

We spoke with the manager about establishing effective exit interviews with staff, which should include reminding them of their responsibilities relating to the SSSC.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
21 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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