Bonnyrigg Playgroup
Day Care of Children

Waverley Pavilion
Waverley Park
Bonnyrigg
EH19 3BU

Telephone: 0131 663 5832

Type of inspection:
Unannounced

Completed on:
29 October 2018

Service provided by:
Bonnyrigg Church Playgroup
Management Committee

Service no:
CS2007149983

Service provider number:
SP2003002779
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”.

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. 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.

What people told us

We visited the service on Tuesday 9 October 2018 and Wednesday 10 October 2018. We returned to the service on Monday 29 October 2018 and provided feedback to the manager. One Care Inspectorate inspector carried out the inspection.

On both inspection visits there were 15 children present. Most children presented as happy and relaxed. Most children were comfortable playing alongside the inspector and some confidently engaged the inspector in their play.

Prior to the inspection the service had not received any Care Standard Questionnaires (CSQs). During the inspection we gave the service eight CSQs to give to parents. Four completed CSQs were returned following the inspection. Three respondents strongly agreed and one agreed with the statement “Overall, I am happy with the quality of care my child receives in this service.”

We spoke with six parents during the inspection visits. Comments from both the inspection and CSQs included:

“"My child has been there almost a year, in that time the staff behaved and conducted themselves correctly. They are always happy and approachable and have a good nature to the children and parents/grandparents. My child has progressed well, learning something each day. He is always happy to go. I feel it is a safe and secure environment for him to grow and develop."

"The playgroup has been a great success for my son... my son is happy and content, asking to come to playgroup on his days off. Applies to only a few members of staff, when child isn’t settled at drop off certain members don’t help. Others are amazing and go out of their way to help."

"Awesome playgroup. It has been really good and my child has come on leaps and bounds."

"All the staff are brilliant."
“My child is much more relaxed here. He asks to come and runs in without saying goodbye. He feels really secure and settled.”

“My child loves it. He comes two days a week. It has really brought on his speaking.”

“The staff are brilliant, really reassuring, really tactile and it puts my mind at ease. There is loads for my child to do.”

“We always get really good feedback. The playgroup is really welcoming and friendly.”

We shared these comments with the manager and were confident the playgroup would consider any issues arising from them.

**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 improvement 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:**

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<th>Quality of care and support</th>
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**Quality of care and support**

**Findings from the inspection**

Staff were kind, warm and welcoming meaning children presented as happy and secure. Children had developed good relationships with staff engaging in them in their play and seeking comfort from them as required. Good relationships with parents meant they felt confident leaving their child in the care of the staff team.

Children received good levels of support when settling in. Staff knew children’s preferences, needs and backgrounds. These were taken into account and supported staff to provide a continuity of care between home and the playgroup.

Staff recorded and acted upon children’s ideas and interests meaning experiences were of interest to the children and they were motivated to take part. Staff should now begin to develop the way in which they track children’s learning so that they can develop more meaningful next steps. This will support children to develop as confident learners.

Personal plans contained key information to help keep children safe and promoted their wellbeing. Some personal plans now required updating and the playgroup should ensure that every child’s personal plan is updated at least every six months or sooner if required.
Children were protected as staff had appropriate knowledge in relation to child protection issues and were able to evidence how they would manage any concerns. Most staff had completed training in relation to child protection that supported them to safeguard children.

Children were offered nutritious balanced snacks, which contributed to them being healthy. We discussed the snack time routine with staff as it was very structured with children all sitting together at the same time. This limited children’s choice in relation to when they ate and did not promote their independence. We discussed some ideas on how the playgroup could develop snack time and when we returned to do feedback they had introduced a more flexible, rolling snack. We will follow up on the progress of this at the next inspection.

The playgroup had a system in place for managing medication, however they did not have medication on the premises for a child who may have required it. We asked the playgroup to review the system and ensure it followed the best practice guidance, ‘Management of medication in daycare and childminding services’. We were confident they would do this and will follow this up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were safe as the playgroup had secure arrangements in place for entry and exit. Parents and carers signed children in and out with staff monitoring the system.

Children were active as they were able to access the garden for most of the session. Since the last inspection, the playgroup had adopted a free-flow approach to outdoor play. This was a recommendation at the last inspection and children were clearly benefitting from this. Within the garden, there were interesting features such as a mud kitchen that supported children to develop their imagination. Staff had an awareness of ‘Loose Parts’ play and had plans to develop these resources within the outdoor area of the playgroup. Loose parts refer to items that are not toys. They have open-ended possibilities for children to explore, create, discover and use imaginatively. We will follow up on the progress of this at the next inspection.

The layout of the playroom area could be better designed to include more nurturing spaces for children to explore and relax if they should wish. Towards the end of the first inspection visit a child was becoming tired and upset. Whilst staff were warm there were limited comfortable spaces where they could sit with the child to promote a sense of nurture. We spoke to the staff about developing some of the space available and suggested some resources that might help create more nurturing spaces within the room, for example softer lights, cushions, rugs, a canopy area. We will follow up on this at the next inspection.
Whilst most children were busy and engaged for much of the session there were limited opened ended natural materials for them to explore. These resources would support children to develop their natural curiosity, enquiry and problem solving skills. We made a recommendation about resources at the last inspection, as this had not been met; we have made a further recommendation. We signposted the playgroup to best practice guidance to support them with this area for improvement. (See recommendation one).

The playgroup had a system in place for recording accidents so that parents were informed of any accident their child had whilst attending. However, when we reviewed some completed accident forms there was at times, some information missing and parents had not always signed the completed forms. We discussed this with the manager and were confident they would review how they completed these forms to ensure they followed best practice in relation to recording any accidents. We will follow this up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To promote children’s curiosity, inquiry and creativity the playgroup should provide more open-ended, natural resources for children to explore in their play.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states that, ‘As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials’ (HSCS: 1.31).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Children were respected and included because staff offered appropriate praise and encouragement. This helped to promote children’s confidence and self-esteem. A keyworker system supported children and families as they settled into the playgroup. Staff worked well with parents to ensure that the strategies for settling in were supportive and consistent. This helped children to feel secure and valued as they made the transition into a new environment.

Since the last inspection, there had been some additions to the staff team. This meant the skills and knowledge within the team had expanded resulting in positive outcomes for children. For example, one staff member had taken a lead on the introduction of more sensory activities. These were supporting children to develop their investigative skills, which promoted a sense of wonder as they played.
Staff were aware of some best practice documents such as ‘My World Outdoors’ and ‘Building the Ambition’. They were beginning to use this guidance to develop some aspects of the playgroup. We will follow up on the progress of this at the next inspection.

Staff had attended various core training such as child protection and first aid. These opportunities supported them to promote children’s health and wellbeing. One staff member had completed a unit on play as part of a college course. She was able to demonstrate how this had supported her work with the children. Children would benefit further from staff attending more training in relation to play, environments, creativity, and wellbeing. Attending training in these areas would support positive outcomes for children and help staff further develop their practice and knowledge.

Whilst the playgroup did not have a formalised development plan, the staff team were involved in some self-evaluation. For example, they contributed their ideas to a recent funding bid that the playgroup was due to submit. It was evident that staff knew what additional resources would benefit children and had included these in the funding paperwork.

Staff had an appropriate induction when they begin working in the playgroup, this helped promote children’s safety and wellbeing. We discussed with the manager how the induction areas could be developed to include discussion about the role of the Scottish Social Services Council (SSSC - the regulator for the social service workforce in Scotland). The induction should also cover the role of the staff member in registering with them. This is to ensure children are cared for by staff that are registered with the appropriate body for their work. We have made a recommendation relating to this within management and leadership.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - good

### Quality of management and leadership

**Findings from the inspection**

Parents spoke highly of the service and shared that they felt supported by the manager and staff. Parents told us they valued the caring and friendly ethos of the playgroup. This was a significant strength within the playgroup. One parent commented: “The manager provides a home from home feeling to the children. She is very friendly and fair to everyone. All the staff are very friendly and approachable and I always feel 100% happy leaving my son.”

The manager had worked well with the team to promote leadership roles. For example, one staff member had taken on responsibility for the closed social media group. This resource helped the playgroup communicate with parents and allowed them to see what experiences their child had in playgroup.
When reviewing staff files we found that the playgroup followed safer recruitment practices, which contributed to children being cared for by staff who were appropriately skilled and competent within their role. However, as part of the recruitment process a staff member had not completed their registration with the SSSC in the expected timeframe and the manager did not have a good enough overview of this. There was no policy in place to guide staff or the manager regarding the expectations of registration. To ensure that children are cared for by staff who are appropriately registered the manager must develop a monitoring system to keep track of registrations and applications to register. The playgroup should develop a policy that clearly details the requirements and timescales for registration and also what action the playgroup would take should staff fail to maintain their registration. (See recommendation one).

The playgroup is run by a management committee made up of volunteers which can include parents and carers or other people who wish to support the playgroup’s work. However, when inspected the playgroup were not adhering to the committee arrangements as outlined in their own constitution. The constitution states that the committee should consist of at least five members. The service found it difficult to fill these roles but in order to continue operating as the provider of a regulated care service they need to adhere to their constitution and address the lack of members. As a result of this, we have made a requirement so that the Care Inspectorate can be confident that the service is operating in line with legislation. We will follow up on this requirement in accordance with the set timescale. (See requirement one).

The manager and staff were aware of some key best practice guidance and had begun to use this to develop aspects of the playgroup. Children and families would benefit from the playgroup developing a more robust and effective approach to quality assurance and self-evaluation. This would help them to set targets for areas of improvement and offer opportunities for greater reflection and development. We made a recommendation about quality assurance at the last inspection. This had not been met and will be carried forward into this report. (See recommendation two).

Requirements

Number of requirements: 1

1. By Friday 14 December 2018, the provider will provide the Care Inspectorate with the names, contact details and addresses of the management committee of this service.

This is in order to comply with the Public Services Reform (Scotland) Act 2010 section 53(6). Which states that SCSWIS may at any time require a person providing any social service to supply it with any information relating to the service which it considers necessary or expedient to have for the purposes of its functions under this Part.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states that, ‘I use a service and organisation that are well led and managed’ (4.23 HSCS).

Recommendations

Number of recommendations: 2

1. To ensure children are cared for and supported by staff who are registered with the appropriate regulatory body the playgroup should ensure there is a system in place to monitor the staff team’s professional registration. To ensure staff are clear on the expectations of their registration with a professional body and any codes of conduct relating to their registration the playgroup should develop a policy to support this.
This is in order to ensure care and support is consistent with the Health and Social Care Standard which states that, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (3.14 HSCS).

2. 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.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states that, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (4.19 HSCS).

Grade: 3 - adequate

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 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.

This recommendation was made on 14 February 2018.

Action taken on previous recommendation

The service had audited some of the resources they had, however most of the resources available to children were one purpose toys. We have discussed this area of improvement with the service and have made a further recommendation as part of the inspection.
Recommendation 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.

This recommendation was made on 14 February 2018.

Action taken on previous recommendation
Children had free-flow access to the playgroup garden for much of the session. The playgroup had increased the amount of time children were able to play outside and allowed children more choice in when they accessed the outdoor area. This recommendation has been met.

Recommendation 3

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.

This recommendation was made on 14 February 2018.

Action taken on previous recommendation
Staff had undertaken training since this last inspection. This included training on play and nurturing environments. Whilst children would benefit from staff continuing to attend a range of training this recommendation has been met.

Recommendation 4

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.

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

This recommendation was made on 14 February 2018.

Action taken on previous recommendation
Staff had developed a greater awareness of best practice guidance and were beginning to embed the principles of best practice within some areas of the provision. However, there were limited opportunities for staff to reflect on best practice as the playgroup did not have a clear improvement plan and quality assurance methods were limited. We have made a further recommendation about the playgroup developing its use of best practice and improving its approach to quality assurance. This recommendation has been incorporated into the theme of management and leadership.
Recommendation 5

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.

This recommendation was made on 14 February 2018.

Action taken on previous recommendation
This recommendation had not been met. We have made a further recommendation about best practice guidance and the playgroup’s quality assurance methods.

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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<th>Type</th>
<th>Gradings</th>
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ไทย

ชนโรงเรียน

日本語

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Inspection report for Bonnyrigg Playgroup

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