

Balgreen Playgroup Day Care of Children

c/o Balgreen bowling club
Pansy Walk
Off Balgreen Road
Edinburgh
EH11 2AT

Telephone: 0131 313 5097

Type of inspection:

Unannounced

Completed on:

12 June 2019

Service provided by:

Committee of Balgreen Playgroup

Service provider number:

SP2010011107

Service no:

CS2003012002

About the service

Balgreen Playgroup is based in the grounds of Balgreen bowling club Edinburgh. The service is registered to provide a care service to a maximum of 17 children aged from two years to entry into primary school. During the hours of 11.30 am - 12.15 pm Monday - Thursday only a care service may be provided to ten children aged from two years to entry into primary school.

The care service shall operate between the hours of 9.00 am - 12.15 pm Monday - Thursday and 9.00 am - 11.30 am on a Friday

The playgroup has access to an entry hall, main playroom, toilets and kitchen area. There is also an enclosed outdoor play area which can be accessed through the playroom.

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), 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(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

Before the inspection took place we sent eight Care Standards questionnaires to the service for distribution to families using the service. Six of these were returned to the Care Inspectorate before the inspection took place. Three of the respondents strongly agreed and three agreed with the statement "Overall I am happy with the quality of care my child receives in this service." Additional representative written comments and comments from parents we spoke to on the day of the inspection are included below:

"Looking forward to using the service for my next child."

"Staff are lovely, very friendly. We always feel welcome."

"My child looks forward to playgroup and there's always plenty for them to do."

"More opportunities to drink water."

"We've always been happy with the playgroup service. I know my child is safe and having fun."

"The staff know my child well and they make time to talk to me if necessary. I think it would be a good idea to have occasional more formal opportunities to chat to staff."

Self assessment

We did not ask the service to submit a self assessment before the inspection. During the inspection we spoke to the manager about their improvement plan and quality assurance measures.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Effective settling in and information gathering procedures helped ensure that staff had the knowledge required to care for children and meet their needs. Information was reviewed at least once every six months to ensure it remained relevant. This had a positive impact on children's experience as they were greeted and cared for by staff who knew them well as individuals.

The staff team had worked on areas for improvement identified in the previous inspection. This resulted in children experiencing greater opportunities to be independent including self serving their snacks and being able to access toys and resources without the need for adult help.

Staff understood their responsibilities to safeguard children. Policies and procedures detailing the action staff would take in the event of concerns were regularly updated and shared with families.

Children who wished to do so took part in age appropriate projects in areas including the environment, looking after their bodies and healthy eating. A number of children were eager to tell us why these things were important for their health. On the day of the inspection staff had organised an outing to look at local wildlife with the support of a local environmental group. We saw that children enjoyed the outing and were well supported by staff to think and ask questions about what they were learning.

All of the staff were qualified or in training and had registered with the Scottish Social Services Council (SSSC). The SSSC is the body that sets out the training and qualifications necessary for staff working in the care sector. Staff must register with the SSSC in order to work with children.

New staff took part in a thorough induction. Staff told us the induction, which took place over a few days, helped them to understand their responsibilities and prepared them for their role in the service.

The staff team worked well together. They were part of a local cluster group and benefited from regular opportunities to meet with other early years professionals. Staff told us they valued these opportunities to share experiences and take part in professional dialogue with early years colleagues.

Since the previous inspection staff had taken part in training including first aid, food hygiene, child protection, performance review for staff, and Up up and Away. These supported their professional practice and helped to improve outcomes for children.

What the service could do better

Children spend regular periods of time outdoors however the service has not yet moved to a free flow experience between in and outdoors. Staff should continue to consider how this could be achieved.

Staff should consider how they can build a greater challenge into activities that would develop children's sense of wonder and allow them to experiment, test their knowledge and persevere in their thinking.

We looked at children's personal plans. Staff knew children well and were confident in discussing their developmental stages and interests. However written information needed to be more consistent and next steps more specific and focused on children's development.

We asked the provider to review the use of character driven one purpose dressing up costumes and one purpose plastic toys. The introduction of natural open ended resources would support the development of more imaginative and creative play.

Staff told us they had opportunities to talk to the manager about their work and professional development, however there was no record of this. We asked the manager to ensure that system was put in place to ensure that as a minimum staff had an appraisal of their work on a yearly basis.

The committee should continue to look at achievable ways to improve the current nappy changing facilities.

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.

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's information is current and up to date, we recommend that the playleader should review their personal care plans every six months. Parents should be involved in this process.

National Care Standards Early Education and Childcare up to the age of 16.

Standard: 3 Health and wellbeing.

This recommendation was made on 27 April 2016.

Action taken on previous recommendation

Care plans are now updated every six months with parents involvement therefore this recommendation has been met.

Inspection and grading history

Date	Type	Gradings
18 Jan 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
9 Mar 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Mar 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
7 Nov 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
24 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
28 Oct 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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