

Chimes Playgroup Day Care of Children

East & Old Church Hall
Chapel Street
Forfar
DD8 2AB

Telephone: 07985 370066

Type of inspection:

Unannounced

Completed on:

2 October 2019

Service provided by:

Chimes Playgroup Committee

Service provider number:

SP2003000556

Service no:

CS2003002836

About the service

Chimes Playgroup operates from the East and Old Church Hall within the centre of Forfar. The service is provided by a voluntary management committee who have overall responsibility for the service. The playgroup has use of a large hall which is set up to provide a range of play experiences. They also have access to toilets, a kitchen and a garden to the rear of the building. The playgroup operates a mixture of morning and afternoon sessions.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. Chimes Playgroup is registered to provide a care service to a maximum of 32 children from the age of two years to those who are not yet attending primary school.

We wrote this report following an unannounced inspection, carried out by two inspectors, which took place on 1 October 2019. We gave feedback to the service on 2 October 2019.

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 parent(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. They are often referred to as the SHANARRI wellbeing indicators.

Chimes Playgroup aims to:

- Respect the child, their family and each other
- Be positive role models
- Be engaging and inclusive
- Be fully committed to the group
- Actively promote child centred learning.

What people told us

We provided the service with 12 Care Standards Questionnaires (CSQs) for parents and carers of children using the service. Five completed questionnaires were returned to us before the inspection. All of those who completed our questionnaires strongly agreed that they were happy with the quality of care and support their child received while in the service.

Parent's comments from the questionnaires included:

'Chimes is an amazing playgroup. The staff are very supportive and helpful. I feel like my child has loads of activities to do and always enjoys his time there. They encourage my child to try new things and meet his needs.'

'They are so good with the children and communicate well with the parents.'

'My eldest child has also attended this playgroup and I could not fault it. Brilliant staff and the kids always have fun.'

We had the opportunity to speak with parents during our inspection. They confirmed that they were happy with the service provided.

During the inspection we observed the children at play and found them to be happy, confident and engaged in a variety of activities. The children were happy to tell us about the nursery and the things they enjoyed doing there. They told us:

'It's ten, number ten.'

'I'm making tea, for X.'

'We read books here, this is our story corner.'

'This is Chimes.'

'My favourite toy is the cars.'

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 the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

During the inspection we considered the quality of care and support, from the evidence gathered during our inspection we evaluated this theme as very good. We also looked at the quality of management and leadership which we evaluated as very good.

The playgroup had a very welcoming, inviting and nurturing ethos. Families were well supported and included in the service and they commented on the positive relationships they had with staff. The families had very good opportunities to share their views through a variety of events.

Children were happy, confident and engaged in their play throughout the sessions. They were well supported by skilled and reflective practitioners who knew the children and families very well. The children had developed strong, trusting relationships and attachments with staff. We saw that staff were kind, caring and nurturing towards the children and offered warmth, reassurance and comfort. The children had also developed positive friendships and were kind, respectful and supportive towards each other.

Children had a very good range of experiences throughout the session. Their ideas were respected and followed through and we found staff to be very responsive to their interests, supporting their play and learning. Staff thoughtfully adapted the environment for younger children attending during the afternoon to ensure activities and experiences met their needs.

Observations of children's play and learning were recorded regularly and we found that these identified children's progress and development. Parents were involved in children's learning and had opportunities to comment on children's folios. Children took ownership of their folios and were proud to show them to us during the inspection.

We spoke with staff about the service's child protection policy. We were satisfied that they had working knowledge of their responsibilities and the procedures to ensure that children were protected from harm.

The values set out by the service were clearly met and the manager had a strong vision for the playgroup. We saw that the staff team worked well together and with the committee were committed to driving forward improvement within the service.

The staff were dedicated and passionate about their roles and were fully involved in the quality assurance of the service. A realistic improvement plan was in place with achievable targets which were specific and relevant to the service. We would encourage the service to continue working on the improvements identified. Self evaluation was carried out on specific areas of the service and we could see the positive impact this had on outcomes for children.

What the service could do better

Staff should ensure that observations consistently record children's learning and are significant and personal to each child. Future actions, where identified, should be specific and measurable. We suggested that staff should begin to identify and record younger children's schematic play to support their learning and development.

We suggested that the staff should consider the position of the learning wall to ensure children are able to engage with this and take ownership for their learning. Staff should also consider capturing responsive planning and children's interests as part of the learning wall.

Staff should include more detail in accident and incident reports to ensure information is clearly shared with parents and carers. This will also support in ensuring the accident and incident audit is robust.

We suggested that the service begins to use the Health and Social Care Standards as part of their self-evaluation and quality assurance processes.

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 health, safety and welfare are promoted; an assessment of children's specific additional support needs should be undertaken detailing how these will be met.

Reference: National Care Standards, Early Education and Childcare up to the age of 16, Standard 2 - A Safe Environment, Standard 3 - Health and Wellbeing, Standard 4 - Engaging with Children, Standard 6 - Support and Development.

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

Detailed information was recorded in children's personal plans ensuring that children had their needs identified and met. This recommendation has been met.

Recommendation 2

To ensure children are kept safe and that parents are fully informed about the use of photographs with social media, the service should develop a clear and detailed policy.

Reference: National Care Standards, Early Education and Childcare up to the age of 16, Standard 2 - A Safe Environment, Standard 14 - Well-managed Service.

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

We found that permissions and a social media policy were in place. We suggested that the service personalise the policy to ensure it fully reflects the service. This recommendation has been met.

Inspection and grading history

Date	Type	Gradings	
14 Sep 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
13 Mar 2017	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	2 - Weak
4 Sep 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Sep 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
18 Dec 2012	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
22 Nov 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
5 Feb 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
1 Sep 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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