

# Livingston Station Playgroup Day Care of Children

Livingston Station Youth Centre  
4 Main Street  
Deans  
Livingston  
EH54 8BE

Telephone: 07525156407

**Type of inspection:**

Unannounced

**Completed on:**

4 September 2019

**Service provided by:**

Livingston Station Playscheme

**Service provider number:**

SP2003002801

**Service no:**

CS2003013232

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Livingston Station Playgroup is registered to care for a maximum of 19 children aged between two years and entry into primary school of whom no more than ten will be under age two years and six months. The service operates during term-time only. The service is situated in the Youth Centre in the Deans area of Livingston, West Lothian. The service has access to a small dedicated playroom, kitchen, toilets and a safely enclosed outdoor play area.

The playgroup is managed overall by a committee of parents and day-to-day responsibility lies with the playgroup manager.

The playgroup aims and objectives include:

- to create a broad, balanced and stimulating curricular environment
- to ensure children's development and progress
- to encourage children to become confident, highly motivated and individual learners
- to provide full and caring support for children and families
- to ensure playroom and outdoor areas are well-equipped and that staff attend training and in-service days.

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.

One senior inspector and one team manager visited the service on the 3 and 4 September 2019. Feedback was given at the end of the inspection to the service manager. We offered feedback to the committee after the inspection but they declined as they were happy with the feedback shared by the manager.

## What people told us

The feedback in our questionnaires and from the families we spoke with during the inspection was very positive. Families told us that staff were very skilled at settling the children into the service helping them to feel safe.

The families told us that the children enjoyed their time at the service and particularly enjoyed being in the garden area. Families told us about the variety of new skills children have been learning at nursery. One parent told us they were happy with the security in the playgroup, using passwords for collection when they weren't familiar with the person collecting. Some of their comments are recorded below:

"My child is relaxed, happy and has settled well."

"The staff are brilliant!"

"It's always the same staff which is great!"

"I love the outdoor space, it's great. They have them out in all weathers and they love it!"

"There are no restrictions to their play, unlike nursery."

"They work on things like manners, hand-washing, sitting to eat snack, waiting for things, sharing and potty training. It helps me loads, they are really supportive."

The children we observed in the service were happy, busy and enjoying their time at playgroup, learning new skills and building relationships.

## Self assessment

The service were not asked to submit a self-assessment before this inspection. We saw that they involved families and children in evaluating the quality of the service. The service shared their plans for developing the service with the families through their Facebook page and daily chats.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

## What the service does well

We found the staff team to be kind, caring and nurturing in their interactions with the children helping them to feel safe and respected. Staff understood the need for children to use transitional items to help them feel safe and managed this sensitively in the service.

We saw that children were busy and occupied for the majority of the session enjoying play opportunities which were helping them to learn new skills, explore, problem solve and be creative. Children were particularly settled in the outdoor area where they had opportunities to assess risk for themselves and be physically active. The outdoor area had a variety of opportunities which supported children to explore texture and experiment with materials like dirt and water to build fine motor and cognitive skills.

The children all had files which detailed their emergency contact information and how to keep them safe, for example if they had any allergies or medical needs. We saw that staff used this to keep the children safe, for example displaying children's needs in a confidential way to remind staff preparing snack of any allergies.

We saw that where children had accidents in the service, staff recorded this well and shared details with families. Staff told us they monitored accidents and used this information to help them plan the layout of the service to keep children safe.

Staff spoke about current best practice documents and told us how they were developing the service in line with these. Staff spoke about best practice they had researched to support the individual needs of children attending the service, for example attachment theory. We saw how this had a positive impact on the children especially while settling at the service.

We saw that the staff team worked together well to meet children's needs throughout the sessions. Staff told us they felt well supported by the management team of the playgroup and that they had regular support and supervision sessions to help them reflect on their practice. Families told us they were confident about the staff skills and abilities and felt welcome in the service and supported by them well.

Parent helpers were given guidance about how to work in the service, they told us that this helped them to feel confident in their role.

## What the service could do better

We spoke with the staff team about the pace of the day as we saw there were times when children's play was disrupted by adult-led routines, for example not going outside until after an all together snack. On the second day of inspection children were given more time outside. Staff could continue to review and develop how the day is managed to limit waiting times for children when transitioning from in to outdoors and for snack times. Consideration could be given to more free-flow access to all resources throughout the session, to allow the children to lead their own learning. See recommendation 1.

We spoke about developing the experiences in the outdoor area to ensure that children who prefer to play outside do not miss out opportunities which will support their development, for example, early literacy and numeracy.

All children had records to help keep them safe in the service. Some children had plans which showed how the service planned to meet their individual development needs. These should now be reviewed to ensure that all children's individual needs are identified and planned for, recording any progress and sharing with families in line with legislative requirements. The service should also ensure that they liaise with any other agencies involved with children and record how they are meeting the child's needs in line with their individual plan. See recommendation 2.

We spoke about missed opportunities which were observed during the session, for example a child asked to play with play dough, this could have been an extended experience which gave children the opportunity to learn new skills like measuring and following instructions, rather than a quick staff led task. Staff could continue to develop the experiences they provide reflecting on opportunities like this.

We found that most staff recruitment was completed in line with current best practice guidance. However, the volunteers working in the service did not always have PVG's before they started working in the service.

The safer recruitment practices should be reviewed and developed in line with current guidance for all staff working in the service to ensure children's safety. See recommendation 3.

Staff inductions could be developed to help prepare them for their role in the service, giving consideration to the competencies staff need to work effectively in the service. Staff support and supervision could be further developed to make these more meaningful and supportive. Consideration could be given to reflective practice discussions to support them to continue to develop their professional skills. A recommendation which was made at a previous visit about the manager being given formal appraisal and support and supervision sessions by the committee. This had not been fully addressed and is continued in this report. See recommendation 4.

The service could continue to develop how they use current best practice guidance to evaluate practice and improve the service, for example using document like 'Building the Ambition' and the 'National Practice Model' to develop the children's personal plans and documents like 'How Good is our Early Learning and Childcare' to evaluate the quality of the service.

The service had three regular members of staff who were all registered with SSSC on different parts of the register. It was unclear from their job descriptions and their practice what the differences were between their responsibilities in the service. We shared the current registration guidance and asked that they reflect on this and ensure that all staff are registered appropriately. They should then review the job descriptions in the service to ensure that these reflect the differing roles and responsibilities in the service. The information for volunteers and parent helpers could also be reviewed to ensure that it is clear what tasks are not their responsibility, for example personal care.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 4

1. We recommend that the service review how they plan the pace of the day to allow children more choice and independence in their play to support them to lead their own learning. Consideration could be given to allowing more free flow access to the outdoors and snacks throughout the session.

This is to ensure care and support is provided in line with the Health and Social Care Standards which state that: "As a child, I can direct my own play and activities in the way that I chose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity." (HSCS 2.27)

2. We recommend that you review how you manage the children's personal plans to ensure that these show:

- how you work with other agencies to ensure children's safety and support them to achieve
- how you identify and address all children's needs
- how you record any significant events and progress and how you share this with families in line with legislative requirements.

This is to ensure care and support is provided in line with the Health and Social Care Standards which state that: "My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

3. We recommend that the service follow safer recruitment checks in line with current best practice guidance for all staff recruited to the service to ensure children's safety.

This is to ensure that care and support is provided in line with the Health and Social Care Standards which state that: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

4. We recommend that the management committee establish meaningful appraisal and support/supervision sessions for the manager and that these are recorded appropriately to support them to lead the service effectively.

This is to ensure that care and support is provided in line with the Health and Social Care Standards which state 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." (HSCS 3.14)

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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

The management committee should ensure that they set up appraisal and support/supervision sessions for the manager and that these are recorded in her staff file.

National Care Standards Early Education and Childcare up to 16, Standard 14: Well managed service.

**This recommendation was made on 5 February 2015.**

#### Action taken on previous recommendation

This recommendation is: not fully addressed and is continued in this report.

#### Recommendation 2

The management committee should ensure that they take responsibility for the overall management of the service. This should include having systems in place which allows them to have an overview of all business matters. They should meet regularly to discuss and make decisions regarding playgroup business and keep records of their meetings.

National Care Standards Early Education and Childcare up to age 16, Standard 14: Well managed service.

**This recommendation was made on 23 November 2017.**

#### Action taken on previous recommendation

The committee were meeting regularly and keeping minutes of the meetings to show how they were leading the service. The committee folder had clear roles and responsibilities of the different members of the committee including specific responsibilities of the office bearers. The committee could review these to ensure that all current best practice guidance and legislation is covered by their responsibilities documents.

This recommendation is: met.

## Inspection and grading history

Date	Type	Gradings
23 Nov 2017	Unannounced	Care and support
		4 - Good
		Environment
		Not assessed
		Staffing
		Not assessed
		Management and leadership
		4 - Good

Date	Type	Gradings
15 Jan 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
5 Feb 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
13 Feb 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
20 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Feb 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
22 Sep 2010	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
21 Sep 2009	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
12 Feb 2009	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate



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