Bonnyrigg Playgroup
Day Care of Children

Waverley Pavilion
Waverley Park
Bonnyrigg
EH19 3BU

Telephone: 0131 663 5832

Type of inspection:
Unannounced

Completed on:
11 November 2019

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 by Bonnyrigg Church Playgroup Management Committee. The service is based in a single storey pavilion located within the Waverley 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.”

The playgroup runs on a Monday, Tuesday and Wednesday, 09:00 to 11:30. The service does not operate during school holidays.

We visited the service on Monday 28 October and Tuesday 29 October 2019. We returned to the service on Monday 11 November 2019 to provide feedback to the manager.

What people told us

During the inspection we spoke with children who were happy to invite us into their play.

Prior to the inspection, we sent out 10 Care Standard Questionnaires (CSQs) for the service to distribute. We received five CSQs back prior to commencing the inspection. Four parent strongly agreed and one parent agreed with the statement: “Overall, I am happy with the quality of care my child receives in this service. We spoke with five parents during the inspection visits.

Comments from both the inspection and CSQs included:
“My child is very happy, he is really settled. Great relationships with staff, he just loves it and it has got him all ready for nursery.”
“Settling in has been good. We came in, met the staff. Our child went straight off to play”. 
“My child always asks to go to playgroup. Staff were really helpful with potty training and following the routine from home.”
“Absolutely wonderful. Lovely, experienced, motivated staff. My child comes home having had a ball.”
“Worked with us regarding settling in. It has definitely brought my child on with their speech and language.”
“My child has settled into playgroup extremely well. They are very happy and engaged at playgroup.”
“Very friendly, caring staff who actively seek you out to pass on information about my child’s day. Rotation of toys and activities where children are encouraged to participate. Children look forward to going to playgroup and always happy to stay. The team are providing an excellent service to the community. This service provides a gap for children’s care before nursery especially important for first time parents and carers.”
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 but were in the early stages of developing some aspects of self-evaluation. We discussed with the service what they thought they did well and any identified areas for improvement.

From this inspection we graded this service as:

Quality of care and support 4 - Good
Quality of environment 4 - Good
Quality of staffing 4 - Good
Quality of management and leadership 3 - Adequate

Quality of care and support

Findings from the inspection

Children presented as happy and busy during the inspection visits. They enjoyed engaging staff in their play. Interactions between staff and children were warm and nurturing. This provided children with a sense of security and belonging.

Children were developing their independence and social skills through unhurried snack times. They were encouraged to select their own food from the plate and could pour drinks from small jugs. Staff sat with children promoting communication and encouraging a positive eating experience.

Children’s play experiences were fun and interesting. They were able to explore a wide range of activities throughout each session. Sensory and creative materials such as sand, water, playdough and painting were available and well used. Children’s literacy and communication was promoted as they enjoyed individual and groups stories with staff. We observed children engaged in extended periods of uninterrupted play that was supporting their curiosity, inquiry and development of imagination and ideas.

Children were cared for by staff who knew them well. This helped to provide a continuity of care. Some strategies were in place to support individual children, for example with toileting. To further support planning for children’s needs we discussed with the manager that strategies of support should be consistently recorded in children’s personal plans. This will help the service to review and evaluate the support in place and ensure that it is the right support for each child.

The service was recording some learning observations that were beginning to capture children’s learning. We discussed how these observations could be developed to further support the service to track children learning and progress over time. We were confident the service would use these discussions to further develop the observations and resulting experiences they provide for children.

Children were safeguarded because staff were clear about the possible indicators of harm. They understood the procedure for reporting concerns and how these would be dealt with in the service.
Findings from the inspection

Children were benefitting from the introduction of more open-ended natural materials and loose parts. These resources supported children to think creatively, problem solve and work together in their play. We observed children playing together to create a bridge, which involved them developing their own ideas and taking turns to use the bridge. Children clearly enjoyed this experience.

Children were respected because the environment was safe and maintained to an acceptable standard. Staff followed appropriate procedures for infection control to help promote children’s health.

Children benefitted from regular access to the garden area. Most of the time they could freely choose when to use this space. We discussed with the service some ideas for making getting ready for the garden easier. During our feedback visit we saw the service were trying out the idea of a coat box, which was promoting independence and providing easier access to the outdoor space for children. We discussed the importance of ensuring children had free-flow access to outdoor play at all times during the sessions.

Within the garden there were resources that supported children to be physically active and energetic. The service was due to have a new mud kitchen fitted, which will further support children’s play experiences.

Children had access to some loose parts within the garden. We discussed with the service that children would benefit from more of these resources to extend and develop their play. We signposted the service to some loose parts guidance and were confident they would use this to further develop the indoor and outdoor spaces.

Children enjoyed time relaxing in a small cosy area developed by staff to promote relaxation and provide a further sensory experience. Sensory bottles and soft furnishings had been added to this area. We saw children independently accessing this space to relax and enjoy stories either individually, with their peers or supported by an adult.

Whilst children were enjoying the experiences and activities on offer, we encouraged the service to use good practice resources such as ‘Building the Ambition’ (Scottish Government, 2014) and ‘Out to Play’ (Care Inspectorate, 2019) to continue to review the environment to support children to have greater choice in the resources available each day. The service should continue with the positive developments in relation to the environment by using good practice documents to further develop the spaces in line with the needs and interests of the children attending.
Findings from the inspection

Children were supported by staff who were warm, attentive and friendly. Children benefitted from physical comfort and support. Staff had developed positive relationships with parents. Parents told us staff were enthusiastic and approachable. This helped to nurture partnership working, which helped to ensure a continuity of care for children when they were attending the service.

Children were benefitting from the development roles staff were undertaking. For example, one staff member was responsible for the development of more open-ended resources. During the inspection, we saw that the developments taken forward by staff were having a positive impact on children’s experiences.

Staff were respectful of the children and each other. This helped to promote a positive ethos in the service. Staff meetings provided them with an opportunity to discuss children and ensured everyone was aware of children’s individual needs. These meetings also supported staff to share their ideas and discuss any issues in the service.

Since the last inspection, staff had engaged in some professional reading that had supported them to develop their knowledge and practice. However, staff had not accessed any further training. To promote consistently positive outcomes for children staff would benefit from attending a wider variety of training and learning. This would allow them to consider their practice and take forward any current ideas within the early years sector. We discussed with the manager that developing more opportunities for staff to discuss their work would be beneficial in identifying any training needs. For example, through more regular support and supervision sessions.

All staff were appropriately registered with the Scottish Social Services Council (SSSC) (the body responsible for the registration and regulation of the social service workforce in Scotland). There was a system in place to monitor professional registration, which was helping to ensure staff maintained their registration. The service had developed a policy to support staff to understand the expectations of registration and the importance of maintaining their individual registrations. We discussed with the service the importance of staff taking part in continuous professional development as part of any SSSC registration.
Quality of management and leadership

Findings from the inspection

Families were kept well-informed about the service through regular newsletters and a closed social media page. This helped to promote effective communication. Parents and carers were invited to give feedback on the service through discussion and on the social media page.

The management committee can include parents and carers or other people who wish to support the playgroup’s work. At the time of inspection, the committee had a chair and various other members. However, there was limited evidence of the committee being involved in the on-going development of the playgroup. There had been limited committee meetings since the last inspection. We discussed with the manager and a member of the committee the need to ensure that the service continued to operate with a recognised provider in place. There were plans to hold an annual general meeting with the aim to recruit more committee members. We asked the service to ensure that any updates about the committee were communicated to the Care Inspectorate in line with the notifications procedure.

Whilst there had been some positive developments within the service, there was limited evidence of an on-going improvement plan for the service. The manager had introduced a self-evaluation book to consider the effectiveness of the sessions. This was in the early stages of development. We discussed with the manager that to promote consistently positive outcomes for children, it would be beneficial for the service to develop an improvement plan. This would help the service to consider strengths and any areas for improvement. Furthermore, it would support the service to plan actions and reflect on any developments over time. We discussed with the manager some ways they may do this, for example, using a mind-map with staff and parents to consider the strengths and identify any areas of development. We made a recommendation about improvement planning at the last inspection. We have made a further recommendation at this inspection.

Recommendations

Number of recommendations: 1

1. To support consistently positive outcomes for children, the provider, manager and staff should develop their approaches to quality assurance. The service should develop quality assurance processes which allow all stakeholders to reflect on what the service does well and identify areas for improvement. The service should formulate an improvement plan to support a cycle of continuous improvement.

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

**Requirement 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).

**This requirement was made on 10 January 2019.**

**Action taken on previous requirement**

The provider met the requirement as an annual general meeting was held to elect a full committee. We received information required in relation to the chairperson of this committee. We received subsequent documents for other members of the committee.

Since the last inspection, a committee had remained in place. At this inspection, we discussed the importance of the committee having an overview and involvement in the delivery of the service. Some members of the committee had left, therefore, at this inspection we asked the provider to ensure updates about any changes or appointments were made to the Care Inspectorate as required.

**Met - within timescales**
Previous recommendations

**Recommendation 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).

*This recommendation was made on 10 January 2019.*

**Action taken on previous recommendation**

The service had introduced a variety of open-ended natural materials and loose parts. Additional resources such as sensory items and materials had also been added to the environment. These resources were supporting children to be interested and curious. We found children were engaged in sustained periods of play with these resources. This recommendation has been met.

**Recommendation 2**

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).

*This recommendation was made on 10 January 2019.*

**Action taken on previous recommendation**

All staff were appropriately registered with the Scottish Social Services Council (SSSC) (the body responsible for the registration and regulation of the social service workforce in Scotland). There was a system in place to monitor professional registration, which was helping to ensure staff maintained their registration. The service had developed a policy to support staff to understand the expectations of registration and the importance of maintaining their individual registrations. Staff we spoke to were aware of the SSSC codes. This recommendation has been met.

**Recommendation 3**

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).

**This recommendation was made on 10 January 2019.**

**Action taken on previous recommendation**
The service was in the early stages of developing their approach to self-evaluation and quality assurance. The manager had introduced a self-evaluation system designed on the questions; ‘what the service does well’ and ‘what the service could do better’. This required further development to effectively capture the improvement needs of the service. The service did not have an improvement plan in place. We have made a further recommendation about this during this inspection.

**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**

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
<th>4 - Good</th>
<th>3 - Adequate</th>
</tr>
</thead>
<tbody>
<tr>
<td>29 Oct 2018</td>
<td>Unannounced</td>
<td>Care and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 Dec 2017</td>
<td>Unannounced</td>
<td>Care and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 Mar 2017</td>
<td>Unannounced</td>
<td>Care and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Type</td>
<td>Gradings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31 Mar 2015</td>
<td>Unannounced</td>
<td>Care and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Dec 2012</td>
<td>Unannounced</td>
<td>Care and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22 Sep 2010</td>
<td>Unannounced</td>
<td>Care and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Oct 2009</td>
<td>Unannounced</td>
<td>Care and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23 Sep 2008</td>
<td>Unannounced</td>
<td>Care and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

This report is available in other languages and formats on request.

Other languages and formats

This report is available in other languages and formats on request.

Other languages and formats

This report is available in other languages and formats on request.

Other languages and formats

This report is available in other languages and formats on request.

Other languages and formats

This report is available in other languages and formats on request.

Other languages and formats