Dalrymple Early Childhood Centre
Day Care of Children

Hillview
Dalrymple
Ayr
KA6 6PZ

Telephone: 01292 560368

Type of inspection:
Announced (short notice)

Completed on:
4 December 2019

Service provided by:
East Ayrshire Council

Service no:
CS2003015814

Service provider number:
SP2003000142
Dalrymple Early Childhood Centre registered with the Care Inspectorate in 2011. The service is located within Dalrymple Primary School in Dalrymple and has sole use of designated playrooms and outdoor space during operating hours. The service is provided by East Ayrshire Council.

The Care Inspectorate granted a variation to the conditions of registration in August 2016, for Dalrymple Early Childhood Centre to provide a service to a maximum of 30 children from three years to those not yet attending primary school and 10 children aged 2 to 3 years only. One child aged two years old was attending at the time of our inspection. The service currently operates a morning and an afternoon session.

The service aims included:

- to create a welcoming, safe and secure environment,
- recognise and celebrate achievement and success,
- provide a broad, challenging and stimulating curriculum, developing the four capacities,
- provide high quality learning and teaching, promoting lifelong learning,
- promote partnership with parents and the wider community, and
- encourage mutual respect.

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.

This announced inspection was carried out by an Inspector for the Care Inspectorate, over three days between 2 December and 5 December 2019. During this inspection we considered how the service was performing in each of the four quality themes: care and support, environment, staffing and management and leadership. We considered how the service had progressed two requirements and two recommendations made during our previous inspection.

We saw that children were happy, confident and having fun. The had developed positive relationships with the friends and staff. Some children told us about their favourite things to do, which included playing outside and going to the gym. They thought that there were good toys and that the food they had for snack was nice.
We spoke with five parents during our inspection. All were very happy with the quality of care their children received. They felt that staff shared information about their children’s experiences and progress well, and that they felt welcome and included at the centre.

Parents were happy with the regular opportunities their children had to play. They felt that the range of toys and equipment indoors and outdoor was very good.

**Self assessment**

The service had not been asked to complete a self assessment in advance of the inspection. We discussed the service’s improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

**From this inspection we graded this service as:**

- Quality of care and support: 3 - Adequate
- 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**

Staff had developed a warm, welcoming and inclusive ethos. They valued working in partnership with parents, carers and children, and communicated respectfully and warmly with them. This resulted in positive relationships which underpinned effective information sharing. We saw that staff were kind, warm and compassionate. They provided lots of reassurance, support and comfort where needed, to support children’s emotional well-being.

Personal plans were in place for all children. Parents were involved in reviewing these at least every six months, as required by legislation. Children also had opportunities for their views to be recorded within these. There was potential to further develop personal planning processes to more clearly record children’s progress and to celebrate their achievements. Personal plans included some information about the Getting it Right for Every Child (GIRFEC) wellbeing indicators which are: Safe, Healthy, Achieving, Nurtured, Active, Responsible, Respected and Included (SHANARRI). Further reference to these within plans would support staff and parents to plan how to support children’s wellbeing. Please refer to recommendation 1.

Staff assessed children’s learning and development, and supported parents to access additional support from specialist agencies, where required. Staff worked well with specialists and parents within the centre to meet childrens’ needs. This demonstrated that care and support was consistent because people worked well together.

Children had good opportunities to play energetically in the fresh air outside and in the school gym. During our inspection children had very positive experiences in these areas. Staff were continuing to seek ways of allowing...
children with independent access to the outdoor area in inclement weather. This will help children to be responsible and active.

Children’s opportunities to develop self-help skills and make independent choices had been developed through changes to the snack and outdoor play routines. Children enjoyed a very positive snack experience in a relaxed and sociable space using real crockery and cutlery. They were developing self-help skills by changing in and out of their outdoor clothing independently.

A medication system was in place, however, this did not fully reflect best practice guidance. Storage arrangements and lack of clear labelling meant that it was difficult to access medication and supporting documentation quickly. There was limited information about possible triggers for conditions such as asthma and no information about what to do if the stated medical interventions were not effective. Information about children’s medical supplies needed to be more clearly recorded to guide staff. Parents were not signing to confirm they had been notified if medication had been administered. Please refer to recommendation 2.

Staff training in first aid ensured that they could provide appropriate treatment to promote children’s health and wellbeing. Overall accident and incident reports were appropriately completed and shared with parents. We discussed the potential to record how bumps to the head were monitored and to record when parents were notified about these.

Staff interactions during personal care were very good and overall infection control procedures reflected good practice. We highlighted some minor changes and suggested that the written procedure should be developed to fully reflect current best practice and support staff practice. We also advised that a written procedure for the use of potties is developed. Reference should be made to Appendix 8 of the Infection Prevention and Control in Childcare Settings (revised May 2018).

The head teacher, who was also the child protection co-ordinator, had provided all staff with training on the service’s child protection policy and procedure. Staff spoke confidently about these and the action that they would take if they had concerns about a child. We noted however that recording and information sharing protocols were not always appropriately implemented, which had the potential to reduce the effectiveness of safeguarding procedures. Please refer to recommendation 3.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 3

1. We recommend that the head teacher and staff team continue to develop the format of personal plans to ensure plans clearly identify how to meet the health, wellbeing and safety needs of each child attending the service. The plan should be a working document which is kept up-to-date with significant events and details and reviewed with parents.

This is in order to ensure that the care and support is consistent with the Health and Social Care Standards which state:

‘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).
2. We recommend that the service improves arrangements for managing medication. In particular consideration should be given to:

(i) storage and accessibility of medication and medical supplies and written information about its administration,  
(ii) ensuring permission for administration is recorded appropriately and is reviewed at least every three months, 
(iii) ensuring sufficient information is recorded in relation to potential triggers for conditions such as asthma, and the symptoms children would display for ‘as required’ medication, 
(iv) recording clear information outlining the steps to be taken if the administration of medication does not have the required outcome, and 
(v) developing the written medication policy and procedure and systems to monitor and record compliance with these.

This is to ensure that the service complies with the Health and Social Care Standards which state:

‘Any treatment or intervention I receive is safe and effective’ (HSCS 1.24).

3. We recommend that the service continues to develop child protection policies and procedures that clearly outline information sharing protocols and recording procedures.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards which state:

‘I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities’ (HSCS 3.20).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children benefitted from a spacious, welcoming environment with a good range of resources indoors and outdoors.

Staff had worked hard to improve the layout of the playrooms and range of resources. Staff were beginning to make good use of best practice guidance to create an enabling environment. Children had good opportunities to experience a balanced range of organised and freely chosen extended play, using open-ended and natural materials. As a result of this, children were engaged in positive play.

Staff should now consider how to improve displays of children’s work, celebrate their achievements and encourage children’s curiosity and interest through displays. The centre planned to continue to develop the range of ICT resources. We agree that this will be a positive development.

Risk assessments had been developed for all aspects of the service since our previous inspection. There was now potential to customise these to the service and to provide more detail to support staff in ensuring children’s
safety. There was also the potential to more regularly update written risk assessments, to reflect changes in the way the service operates and new resources. There were good examples of children being involved in assessing risk, for example on their trips to the woods. This was helping children to learn about being responsible and safe.

The facilities and resources to limit the risk of infection were good overall. The head teacher agreed to address some minor issues we highlighted.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - good

**Quality of staffing**

**Findings from the inspection**

The staff team, effectively led by the senior early learning and childcare practitioner, had worked hard to improve the service.

They had accessed a range of training and professional development opportunities, and confidently discussed how this had influenced their practice. Staff were highly motivated, hard working and keen to do their best for children.

Staff were embracing their leadership roles and were strongly motivated to develop these further. Children and their families were benefitting from these developments. Staff were working towards further developing a communication friendly environment. Communication had been enhanced through parental workshops and a big bedtime read. The outdoors area had been improved through redevelopment of the bug hotel and fairy garden, planting and water area. Children had more opportunities to learn about maths and numeracy, and health and well-being through play based approaches.

They worked effectively as a team, supporting each other well through change. Staff told us that they were now much more reflective in their practice, and were motivated by the positive impact their work had on outcomes for children. Staff may now find the Scottish Social Services Councils Step into Leadership programme useful in further developing their leadership skills. Staff should now continue to develop their skills and knowledge through ongoing training, reference to, and implementation of, national and local best practice guidance. In particular staff should continue to develop their knowledge and understanding of the Getting it Right for Every Child (GIRFEC) Framework.

**Requirements**

**Number of requirements:** 0
Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The senior early learning and childcare practitioner and staff team, with support from senior management, had worked hard to drive improvements in the service.

Our requirement in relation to quality assurance processes had been addressed through the development of a quality monitoring calendar, and more reflective working practices that took account of best practice guidance. Whilst this requirement was met, there is further work needed to develop systems that support consistently good outcomes for children. Please refer to recommendation 1.

Staff felt that opportunities for development and support through East Ayrshire Council’s professional development scheme were good. Plans to delegate the review role to the senior early learning and childcare practitioner, who has a very good overview of staff, will support the effectiveness of this process.

Policies and procedures and written information for parents were in place. These should continue to be developed and updated to positively reflect the service and local and national best practice guidelines. Staff should continue to be included in this process, particularly through their leadership roles.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that quality assurance processes are reviewed and further developed through:

(i) continued and regular use of ‘How Good is Our Early Learning & Childcare?’ to support self-evaluation,
(ii) reference to the ‘Health and Social Care Standards, my support, my life’ to become familiar with the expected outcomes for children and to evaluate practice against these,
(iii) further developing auditing processes relating in particular to medication and records relating to safeguarding,
(iv) increased frequency of playroom observations and staff practice, with clearly recorded areas for development and monitoring and recording of progress, and
(v) ensuring all staff are involved in meaningful and systematic evaluation of progress and the effectiveness of the centre’s work in promoting positive outcomes for children.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards which state:
'I experience high quality care and support based on relevant evidence, guidance and best practice’ (HSCS 4.11), and

‘I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes’ (HSCS 4.19).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

In order to ensure the health and welfare of children attending the service, the provider must develop and maintain effective risk management procedures. Risk assessments must be completed for all areas of the service.

This must be completed by 5 November 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

‘My environment is safe and secure’ (HSCS 5.17).

It is also necessary to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 19 December 2018.

Action taken on previous requirement

A comprehensive range of risk assessments had been developed.

This requirement is met.

We have noted that the service should now continue to regularly review and customise these to clearly detail how risk will be managed and minimised.

Met - within timescales

Requirement 2

In order to improve outcomes for children, the provider must develop and implement a robust quality assurance system and improvement plan by 19 November 2018.
This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

‘I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes’. (HSCS 4.19) and

In order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 19 December 2018.

**Action taken on previous requirement**
A range of quality assurance processes had been implemented.

This requirement is met.

We have however made a recommendation that quality assurance processes are further developed to support the on-going development of the service and promote consistently positive outcomes for children.

**Met - within timescales**

---

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

**Previous recommendations**

**Recommendation 1**

Dalrymple Early Childhood Centre should update administration, recording and storage of medication policy in accordance with the best practice guidance document ‘Management of Medication in Daycare and Childminding Services’.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 17 March 2014.

**Action taken on previous recommendation**
This recommendation is continued. Please refer to the quality of care and support section of this report.

**Recommendation 2**

It is recommended that the service develops a consistent system to record children’s identified needs and show how these will be met by the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:
‘My personal plan (sometimes referred to as a 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).

**This recommendation was made on 19 December 2018.**

**Action taken on previous recommendation**
This recommendation is continued. Please refer to the quality of care and support section of this report.

### Recommendation 3

It is recommended that the service develops a training plan to monitor staff training and development needs. This should be audited to measure its effectiveness in developing practice and improving outcomes for children.

This is to ensure care and support is consistent 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).

**This recommendation was made on 19 December 2018.**

**Action taken on previous recommendation**
Staff had received a range of appropriate training and were making good use of best practice guidance to enhance their practice. We have noted that this should be an area for ongoing development.

### 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>Grading</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Oct 2018</td>
<td>Announced (short notice)</td>
<td>Care and support</td>
<td>3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment</td>
<td>3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing</td>
<td>3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership</td>
<td>2 - Weak</td>
</tr>
<tr>
<td>Date</td>
<td>Type</td>
<td>Gradings</td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>-----------</td>
<td>---------------------------------------</td>
<td></td>
</tr>
</tbody>
</table>
| 28 Feb 2017 | Unannounced | Care and support
Environment
Staffing
Management and leadership
5 - Very good
5 - Very good
Not assessed
Not assessed |
| 27 Jan 2014 | Unannounced | Care and support
Environment
Staffing
Management and leadership
5 - Very good
5 - Very good
5 - Very good
5 - Very good |
| 11 Mar 2013 | Unannounced | Care and support
Environment
Staffing
Management and leadership
4 - Good
3 - Adequate
4 - Good
4 - Good |
| 3 Jun 2010  | Unannounced | Care and support
Environment
Staffing
Management and leadership
5 - Very good
5 - Very good
Not assessed
Not assessed |
| 18 Mar 2009 | Unannounced | Care and support
Environment
Staffing
Management and leadership
5 - Very good
5 - Very good
5 - Very good
5 - Very good |
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 cânain eile ma nìthear iarrtas.

अनुरोधस्पद एवं समिति प्रदस्तुति के साथ अन्य भाषा के सम्बन्ध में पूरा किया या।

پیشنهادات پر نظرات گیرنده که در گفتگو و رفتارهایی باشد که مشابه باشد.

اگرچه یک راهنمایی در چندین زبان دیگر در دسترس باشد.

هذه الوثيقة متوفرة بلغات ونمادج أخرى عند الطلب.

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.