

Tots & Teens Playgroup @ Ross High School Day Care of Children

Ross High School
Well Wynd
Tranent
EH33 2EQ

Telephone: 01620 827 156

Type of inspection:
Unannounced

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Service provided by:
East Lothian Council

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SP2003002600

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About the service

Tots and Teens Playgroup @ Ross High, referred to as the playgroup in this report, is registered with the Care Inspectorate to provide a day care of children service to a maximum of 15 children aged from 2 years to those not yet of an age to attend primary school at any one time.

The service is provided by East Lothian Council in premises within Ross High School in the town of Tranent in East Lothian. At the time of our visit the service operated Tuesday, Wednesday, and Thursday mornings.

The playgroup had access to one main playroom, toilets, and nappy change area. The outdoor area was accessed directly from the playroom.

Aims and objectives for the playgroup had been developed and shared with parents. Aims included: 'Tots and Teens Playgroup is dual purpose, meeting the needs of the local community in supporting early play experiences for children aged 2 - 3 years, whilst also offering a real-life hands-on opportunity for S3-S5 pupils who attend the school to offer experience of working with young children.'

This was a focussed inspection to evaluate how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. This inspection was carried out by an inspector from the Care Inspectorate.

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.

What people told us

We observed children at play during their time in the playgroup. Children were well supported in the playgroup and were happy and secure in their environment. They went easily to staff for support and reassurance where necessary.

We issued the playgroup with an e-mail to forward to parents. We received three comments from parents about the playgroup. Comments included:

'The service has been great and provide regular updates over text messages and social media or email, I cannot fault them. I cannot fault them in any way they have been amazing with the kids care during these times. Making sure that children know and are doing the hand hygiene and all the correct procedures to protect themselves and our children.'

'During the pandemic, the setting kept in contact with me via email, phone calls and text. They also communicated with me daily face to face whilst wearing a face covering and encouraging others to do so, they also maintained social distancing (when not sensitive information) when communicating face to face.'

'Playgroup staff have kept in touch during Covid-19 and continued to give updates. The staff at playgroup email/phone me of any updates, or they text if there are any change of times. Followed guidelines at all times maybe they could put hand gel out for parents just if you have to pass your

child over if upset. I am informed on pick up or see regularly updates on twitter about what my child is learning at playgroup.'

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

4 - Good

Quality Indicator 5.1: Children's health and wellbeing are supported and safeguarded during Covid-19.

We found the service to be operating to a good level in this area.

The playgroup provided children and their parents with a good first experience of group care. This was well organised, and parents had been given a range of information to ensure that they knew how the playgroup operated safely during the Covid-19 pandemic. Along with verbal feedback at the end of the session, twitter and social media were used to inform parents about the day-to-day activities in playgroup. An outdoor notice board was also completed for parents to see when they came to collect their child.

Children were secure and happy in the playgroup. They went easily to staff who understood the need to provide a nurturing environment for children who had never had a group care experience before. Throughout the playgroup there was evidence of the work staff had carried out to promote children's emotional wellbeing. The settling process followed Covid-19 good practice guidance with visits outside and was tailored to each individual child. The use of emotion stones and feelings books, visual aids and talking to children helped them to share how they felt, supporting their emotional wellbeing.

Personal plans are the tools used to gather and use individual information to promote positive outcomes for children. We spoke to the manager about personal plans and could see that there were several documents used to make up each child's plan. The service now needs to ensure that these documents clearly reflect the support being given to some children. This would enable the playgroup to see more clearly the impact of support.

To ensure children's security and safety, child protection procedures had been shared with all staff and clear at a glance guidance had been developed. Child protection and safeguarding training for staff had been provided and was regularly updated. This should now be supported by discussions at staff meetings to forge a shared team understanding.

Staff understood the value of outdoor play during the period of Covid-19. Children could access the outdoor area freely and it had been developed to offer children an interesting learning environment. The use of loose and real-life resources was well embedded and the value of these items as learning resources was well understood by the manager. The indoor environment was well ventilated, attractively laid out and resourced to engage children in a good range of learning opportunities. Children were very busy and engaged in their play both indoors and outdoors.

Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.

During Covid-19, the application of strict infection control procedures is important to keep people safe. We found the service was operating to a very good level in this area of practice. Procedures were in place to ensure the potential risk of infection was minimised and that national guidance was fully implemented.

To ensure that areas were clean and well-maintained procedures were in place for thorough cleaning of the indoor environment and outdoor resources. Staff carried out procedures to ensure that where necessary, resources were quarantined. Touch points and areas of the playrooms were regularly cleaned by staff

throughout the session. As a result of effective procedures, the indoor environment was very clean and pleasant for children to use.

Children were very familiar with the routines in playgroup. Handwashing was carried out at key points of the day and was very well supported by staff. Staff had talked to children about handwashing, and it was clear that the practice of handwashing was embedded in the daily routine. Snack procedures took account of healthy eating and infection control measures but still provided children with good social opportunities.

The procedures for parents dropping off or collecting children had been well organised to ensure that physical distancing could be maintained. Staff still understood that there were times when parents may need to speak to staff, and procedures had been developed to enable this to happen safely.

A comprehensive Covid-19 risk assessment had been developed and was routinely updated as guidance and good practice changed. Staff maintained a safe physical distance from each other and wore face coverings at the times indicated in national guidance. Appropriate personal protective equipment (PPE) was used while performing tasks within the playgroup. Good ventilation was maintained within the playroom which provided children with a safe play space indoors.

Quality Indicator 5.3: Staffing arrangements are responsive to the changing needs of children during Covid-19.

We found the playgroup to be operating to a good level in this area.

On the day of our visit the playgroup the staffing level was sufficient to meet the needs to children present. The staff present worked well together, and the pace of the session had been developed to enable the necessary enhanced procedures associated with Covid-19 to be carried out. There was time for necessary cleaning and staff available to support children with hand washing.

The manager had provided staff with procedures for cleaning and maintaining the environment throughout Covid-19. These followed good practice guidance and information from the Scottish Government and Health Protection Scotland. There was evidence held about the discussions regarding good practice and this should continue to ensure that current guidance is used by all staff consistently.

External managers of the service had ensured that there were procedures in place for staff to discuss their health and welfare during the period of Covid-19. Monthly conversations were held between the manager and practitioners and staff were aware that they could contact their line managers to discuss anxieties or health concerns during Covid-19.

The manager of the playgroup had used time, during the periods when the service did not operate, to carry out a significant amount of training. This had helped her to increase her awareness of nurture and the support of children's emotional wellbeing. The playgroup now needed to ensure that all practitioners increased their knowledge and experience to ensure it covered a wider range of subjects rather than just core training.

Although the service had only operated for a very short time since registration the manager of the service had begun the work to evaluate how the service was performing. This work will continue as the service develops.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

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