

# Muirfield Playgroup Day Care of Children

Muirfield Primary School  
School Road  
Hospitalfields  
Arbroath  
DD11 2LU

Telephone: 07903 169 759

**Type of inspection:**  
Unannounced

**Completed on:**  
2 May 2022

**Service provided by:**  
Muirfield Playgroup

**Service provider number:**  
SP2003000580

**Service no:**  
CS2003002924

## About the service

Muirfield Playgroup is registered as a day care of children service. They are registered to provide care to maximum of 25 children at any one-time age 2 to an age to attend primary school.

The service operates from a purpose-built premises that is on one-level, in Arbroath. It is in close proximity to amenities and public transport. The children's play space is open planned with direct access to a secure outdoor play area.

This was an unannounced inspection, carried out by one inspector, which took place on 25 April 2022 between 10:00 and 15:30. To prepare for the inspection we viewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with nine children using the service and four parents or carers,
- spoke with staff and management,
- observed practice and children's daily routines,
- reviewed documents.

## What people told us

Most children were fully engaged in their play and learning. They were supported to be independent in their play. They told us they loved being outside where they were able to take part in risky play and test their abilities in a fun and safe way.

Parents spoke very highly of the care and support they had received from staff. They told us they felt well included in their child's care and staff had their child's needs at the heart of the service. This enabled good information sharing and children to receive play, care and learning that was right for them.

## Self assessment

The service was not asked to submit a self assessment ahead of this inspection. We evaluated their self-evaluation and centre improvement plan as part of the inspection. Further information can be found within this report.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality theme as very good.

Children experienced very nurturing and supportive care. Parents told us that from their initial visits they had very good feelings about the service. Staff were warm, friendly and open, enabling children's care needs to be discussed at an early stage. This allowed children to become familiar with staff, as well as families having the opportunity to discuss their child's needs. Enabling them to feel confident staff had key information to design care, play and learning that was right for their child.

Children updated their own personal plans with help from staff. Information that was important to them, such as their pets, their family and foods they enjoyed were recorded using their own words. Staff embraced this as an opportunity to explore children's life experiences and listen to their wishes and needs. This ensured children were aware of changes to their personal plans and were always included in all aspects of their care.

Children benefitted from staff who skilfully designed play and learning experiences that supported individuals' needs. For example, in response to some children experiencing isolation during lockdown, staff provided quiet moments of reflection and a chance for children to explore their emotions in a safe space. This cosy corner, enabled children and staff to have protected time to stop, listen and try to understand the impact of Covid-19 on the individual. Staff spoke highly of the benefits this had on children's wellbeing, allowing them appropriate time to build attachments and feel secure in their playgroup. Children were involved in evaluating their experiences. Various floor books were created to provide opportunities for children to reflect and share their views on what they did. Parents were provided with information about children's experiences through online learning journals and by reviewing children's learning journals. Parents commented that learning opportunities are at the right level for their children and that they really enjoyed the added extra of the online journals as they were able to see some daily activities.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality theme as very good.

Children benefited from a calm, nurturing and welcoming atmosphere. The play space was designed to promote exploration and curiosity. Staff were mindful of how children interacted with the space, and regularly updated areas depending on children's likes and interests. For example, children were engaging in play that explored roles of a police officer. Staff recognised this as an opportunity for children to develop their understanding of police work and their involvement in the community. Staff created areas for role play, with numeracy and literacy activities that related to this interest. Once children's interest had naturally come to an end, they evaluated the outcome of children's experience and learning. This provided children with the opportunity to develop their understanding of their world.

Parents told us they were impressed with the wide range of resources that were on offer, both inside and out. We found staff worked well to enable children to have direct access to the outdoor space available to them. Children were able to move between indoors and outdoors as they wished. They enjoyed this freedom and had fun playing with their friends and staff. Staff respected children's need to take part in risky play and managing their own risks. Parents shared that their children loved playing with the loose parts to create assault courses and climbing challenges. They felt staff supported this well. We found staff were very good at responding to children's cues and used effective questioning well to encourage children to assess risks independently.

Children were given a good balance of nutritious meals and snacks. The manager recognised the importance of healthy meal options and had worked collaboratively with a number of caterers to find the right fit for the children and service. Children's views and opinions of meals served were considered, along with consultation with parents. It was clear that parents appreciated the level of input they received with regard to what their children ate and drank within a day. This resulted in positive outcomes for children's health and wellbeing.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality theme as very good.

Children were able to build strong attachments with staff as they were nurtured and respected. We found staff interactions to be warm, compassionate and they were often seen at the child's level when interacting with children. This supported children to feel heard and valued within the playgroup.

Parents spoke fondly of their children's relationship with staff. They told us they felt staff were committed to their child's individual need and that they were friendly and approachable.

Further comments were,

"My child loves their playgroup ladies and I hugely appreciate the care and attention that they show them. They are well nurtured in the setting"

"Knowing the great relationship [my child] has with all [staff] is fantastic".

The manager arranged staffing levels to ensure all children's needs were met. Additional staff were deployed when necessary to support with one-to-one care or settling in practices, for example. This supported safety and high-quality care for children as their needs were met by the right number of people.

Staff were confident in meeting the needs of each individual child. We found that recruitment procedures, including an induction programme supported this as they were provided appropriate time to fully understand the expectations of their role. We discussed how children and parents could be included in future recruitments, the manager told us she was already considering how they could support this as part of their improvement plan.

Children benefitted from staff who put them at the centre of their professional development. Staff regularly evaluated children's outcomes and shared ideas on how to improve children's experiences. This included identifying opportunities for staff development. For example, to improve children's mealtime experiences, staff carried out a robust review of current good practice documents, such as Setting the Table. Learning and possible areas for development were shared and discussed as part of a team. This enabled everyone to contribute to professional discussions and work towards a shared vision and aim for improved outcomes.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality theme as very good.

Children were able to shape and design the care they received as staff were attuned to their needs, wishes and interests. All staff had a very good awareness of the service improvement plan. We highlighted the benefits of recording the small tests of change carried out within the service. This would enhance the reflective practice of staff, children and families, enabling them to focus on how changes made have impacted on children's outcomes.

Parents told us they felt included and valued as influencers of their children's care, play and learning experiences. One parent told us, "I never do pick up or drop off but I never feel like I am missing out on anything". Staff were approachable and used very good communication practices to engage with parents and children. This resulted in a well led service, where everyone was supported to work together for the best outcomes for children.

The manager worked well to provide protected time where staff could discuss their own wellbeing and personal goals. Children were supported well by staff because they received and participated in regular support and supervisions. Effective feedback and support enabled staff to develop and improve. This resulted in staff who had a good understanding of the benefits of reflective practice and enabled them to feel empower in the work they did.

Children benefitted from a manager who continually raised standards within the service. Quality assurance practices were found to be of very good standard. Regular monitoring and auditing of procedures and staff practices ensured that children received high quality care and support. Areas for development and strengths were identified through self-evaluation and used to promote positive change within the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

**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 children's needs are met, the provider must ensure a tailor made personal plan with sufficient information is in place for every child attending the service by 5 April 2019. In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed personal plan, created in partnership with children and parents/ carers
- (ii) Record the child's full name, address, carer details and medical information including detailed information about allergies.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Ensure personal plans are signed by parents and carers and reviewed at least once every six months.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standard which states 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)

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 5 - Personal Plans

**This requirement was made on 28 May 2019.**

#### Action taken on previous requirement

All personal care plans were tailor made to suit the needs of the individual child. Staff reviewed and updated these regularly with children and parents to ensure information was accurate and up to date. Staff have worked well to reduce the impact of Covid-19 by supporting various methods of communication to ensure they remained informed of the children's needs.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

Staff should review the afternoon sessions to ensure they meet children's needs. Children should be involved in planning and evaluating their play and learning experiences and their achievements and development tracked.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'my care and support meets my needs and is right for me.' (HSCS 1.19)

**This recommendation was made on 28 May 2019.**

#### Action taken on previous recommendation

Children received very good care and support throughout their session. Children's voice was evident within floor books, personal plans and learning journals. Staff used this information to plan and evaluate their experience and track their development and achievements. This recommendation has been met.

#### Recommendation 2

Staff should review the experiences for younger children to ensure they are fully supported in their play and learning.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'people have time to support and care for me and to speak with me.' (HSCS 3.16)

**This recommendation was made on 28 May 2019.**

## Action taken on previous recommendation

Staff supported all children well within the service. Staff knew all children well, which enabled them to care for their needs. A range of play and learning activities were provided to allow children to explore their own interests and curiosities. This recommendation has been met.

## Recommendation 3

Staff should increase the range of loose parts, natural and heuristic resources and embed language, literacy, numeracy and mathematics into all play areas.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'as a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving including through imaginative play and storytelling.' (HSCS 1.30)

**This recommendation was made on 28 May 2019.**

## Action taken on previous recommendation

Loose parts and natural resources were interwoven throughout children's environment. Language and numeracy was embedded within the play areas to support children's development. Areas were monitored and evaluated regularly by staff to ensure they were balanced and supportive of children's play, care and learning needs. This recommendation has been met.

## Recommendation 4

Staff should develop a cosy, quiet area for children to rest and relax.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21)

**This recommendation was made on 28 May 2019.**

## Action taken on previous recommendation

A cosy area had been developed to support children's need to rest and relax. Staff also told us that other areas of the setting could be easily adapted to support children who were tired or looking for a quiet space. For example, a hut outdoors had been design to provide children with an area of shelter and retreat. This recommendation has been met.

## Recommendation 5

Staff should access information about current best practice guidance and frameworks such as Building the Ambition to develop their practice.

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

**This recommendation was made on 28 May 2019.**



**Action taken on previous recommendation**

Staff were confident in taking the lead on professional development. Key good practice documents, such as 'Setting the Table' and 'Realising the Ambition' had been explored by staff and their learning disseminated to the team. The manager had a very good knowledge of how to access up to date guidance and frameworks which supported staff's awareness. This recommendation has been met.

**Recommendation 6**

Quality assurance processes should be developed to support improvement within the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I use a service which is well led and managed.' (HSCS 4.23)

**This recommendation was made on 28 May 2019.**

**Action taken on previous recommendation**

Quality assurance processes were found to be of a very good standard. The manager had implemented and embedded a range of monitoring and evaluation practices as regular practice. The impact of this was that children's experiences and outcomes were reviewed regularly, with strengths and areas for improvement quickly identified and acted upon. This recommendation has been met.

**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).

**Enforcement**

No enforcement action has been taken against this care service since the last inspection.

**Inspection and grading history**

Date	Type	Gradings
14 Mar 2019	Announced (short notice)	Care and support
		Environment
		Staffing
		Management and leadership
		3 - Adequate
		3 - Adequate
		3 - Adequate
		3 - Adequate

Date	Type	Gradings	
26 Jan 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Sep 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
8 May 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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