

Blackhall Playgroup Day Care of Children

St.Columbas Church
Columbas Road
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Type of inspection:
Unannounced

Completed on:
19 January 2023

Service provided by:
Blackhall Playgroup Committee

Service provider number:
SP2007008904

Service no:
CS2003011852

About the service

Blackhall Playgroup is situated in the church hall attached to St Columba's Church in the Blackhall area of Edinburgh. The playgroup has use of a hall, cloakroom and small kitchen area on the first floor of the building with access to toilet and nappy changing facilities on the ground floor.

The playgroup is provided by a voluntary committee. The committee is responsible for overseeing the running of the playgroup including the employment and supervision of the playgroup staff. A manager is employed to run the playgroup on a day-to-day basis.

Blackhall Playgroup is registered to provide a day care service to a maximum of 20 children at any one time aged between 2 years and primary school entry.

About the inspection

This was an unannounced follow up inspection which took place on Tuesday 17 January 2023 between 09:30 and 12:30. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with and observed children using the service
- welcomed feedback from all families and received written feedback from three families
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Feedback was given via video call on Thursday 19 January 2023 to the manager, the business manager and the committee chairperson.

Key messages

- The service should continue to develop and implement their plans of creating a secure outdoor garden space for children.
- The service needed to further develop their personal planning approach to support children's overall wellbeing.
- The service had developed a new comfortable, private nappy changing facilities that promoted children's dignity, privacy and respect.
- The service had improved their infection prevention and control practices to ensure they were in line with good practice guidance.
- The service had improved security procedures in relation to the entrance area.
- Children experienced kind, nurturing staff that recognised and responded to their individual needs.
- The service had built strong positive relationships with families and it was clear they were a valued service within the local community.

How good is our care, play and learning?

At the previous inspection, two areas for improvement were made in relation to key question: 'How good is our care, play and learning?'.

Quality Indicator 1.1 Nurturing care and support

At the last inspection we made an area for improvement asking the service to ensure that children's wellbeing benefitted from effective use of personal planning. The service had taken steps to improve their personal planning approach as detailed in the section, 'what the service has done to meet any areas for improvement we made at or since the last inspection'. While we recognise the steps the service had taken to improve this key area of practice, further work still had to be done to ensure that all information held by the service is up to date and recognises the current needs of each child.

The service was aware of the work that was still required to ensure that they have an effective personal planning approach that supports children's overall wellbeing.

This area for improvement remains in place.

Quality Indicator 1.3 Play and Learning

At the last inspection we made an area for improvement asking the service to develop daily opportunities for children to explore the natural environment and be outdoors. Progress had been made, with the service working towards developing their own secure garden space for children. Further details of actions taken by the service can be found in the section, 'what the service has done to meet any areas for improvement we made at or since the last inspection'.

While we recognise that the service had worked hard to initiate plans for an outdoor space, this was not yet at the stage where it was having a direct impact on experiences for children. Therefore, further work was still required to improve outcomes for children. We encouraged the service to be creative in their thinking and develop new opportunities to support children to have outdoor experiences.

This area for improvement remains in place.

Areas for improvement

1. For children's health, welfare and safety needs to be met. Sufficient information must be gathered and recorded about all children as part of their personal plan, clearly setting out their individual needs and how these will be met. These should be reviewed in partnership with children and families as and when information changes or at a minimum of every six months. This will support staff to plan children's care based on up to date and reliable information. The Care Inspectorate 'Hub' and guidance 'Guide for Providers on Personal Planning, Early Learning and Childcare' (2021) should be accessed to support this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

2. For children to have daily opportunities to explore a natural environment and be outdoors. The service should review outdoor spaces that are available to them and develop a safe space for children to enjoy and explore the great outdoors. This will lead to improved outcomes and learning for the children in the service.

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

'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

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

Requirements

Requirement 1

By 20 September 2022 the provider must ensure children's privacy, dignity and respect is recognised at all times.

To do this, the provider must, at a minimum ensure:

- a) that they provide a private and comfortable nappy changing area for children receiving personal care
- b) that staff have access to and practice effective handwashing
- c) they have a nappy changing bin with lid to dispose of soiled and wet nappies
- d) all staff are familiar with any updated procedures and are confident in following these

e) a clear plan is developed to support the ongoing improvement of nappy changing facilities.

This is to comply with Regulation 4(1)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'My care and support meet my needs and is right for me' (HSCS 1.19).

This requirement was made on 28 September 2022.

Action taken on previous requirement

Following our last inspection the service had developed a plan to create a new changing area for children. Children were now receiving personal care in a new comfortable and private nappy changing area.

This area had the correct equipment to support staff in following good infection, prevention and control practices. For example, well stored cleaning items, hand washing sink and designated nappy changing bin.

The service had updated their nappy changing policy and procedures to bring this in line with good practice. All staff were familiar with the new procedure and were confident in following these. The service had introduced a daily checklist to support the ongoing monitoring of the cleanliness of this area. This contributed to children experiencing personal care that supported their dignity, privacy and respect.

Met - within timescales

Requirement 2

By 20 September 2022, the provider must ensure children are cared for in a clean, safe and secure environment. The provider must ensure sufficient standards of infection prevention and control and safety practices.

To do this, the provider must, at a minimum, ensure:

- a) that the toilet area that children are use is clean and effectively monitored for cleanliness
- b) that any cleaning materials are stored away from children, safely and in line with good practice
- d) safety measures are put in place to create a secure entry system and monitor access
- d) risk assessments and monitoring tools support the identification of issues and result in remedial action being taken in a timely manner.

This is to comply with Regulations 4(1)(a) (Welfare of users) and 10(2)(d)(Fitness of premises) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well- maintained premises, furnishings and equipment' (HSCS 5.22).

This requirement was made on 28 September 2022.

Action taken on previous requirement

Since our last inspection the service had agreed the use of a separate toilet area that is not used by the public. This meant that children were now able to access a private toilet that was used specifically by the service during operating hours. One parent shared, "The exclusive use of the toilet with changing facilities have been an improvement also". A newly developed risk assessment supported staff to be aware of potential hazards and follow safe practices. For example, storing cleaning materials safely and in line with good practice. As a result, children were able to access a private toilet area which was clean and safe.

The service had installed a new secure entry system within the building. This meant that the playgroup area was now locked and could only be accessed by members of the playgroup. One parent shared, "The changes to the physical environment such as security measures with locked doors and signage have been a positive change". Staff communicated well together as and when they were leaving the space to access different parts of the building. Staff used walkie talkies to communicate with one another while out of the main play space. This contributed to children being cared for in a safe and secure environment.

Met - within timescales

Requirement 3

By 12 December 2022, the provider must ensure that children experience high quality play and learning within a safe environment. The provider must ensure there is a robust monitoring and quality assurance system in place that covers all areas of practice.

To do this, the provider, at a minimum, must ensure:

- a) the quality assurance system empowers staff and supports a culture of continuous improvement
- b) an improvement plan is developed in partnership with staff and families, this is used to lead ongoing improvements within the service
- c) all staff are involved in ongoing self-evaluation which has a positive impact on the care and support offered to children and families
- d) staff reflect together and use these reflections to bring about positive change to outcomes for children and families.

This is to comply with Regulation 4(1)(a)(b) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.23).

The management team and staff should refer to the following documents found within the HUB area of our website:

- 'Self-evaluation for improvement - your guide' (Care Inspectorate, 2019).
- 'A quality framework for daycare of children, childminding and school aged childcare' (Care Inspectorate, 2022).
- 'Realising the Ambition: Being me' (Education Scotland, 2020).

This requirement was made on 28 September 2022.

Action taken on previous requirement

The service had developed an improvement plan to support ongoing improvements within the setting. The staff had worked hard to develop key areas of practice and bring this up to date with current best practice guidance and national guidance. For example, staff used the Care Inspectorate document, 'Nappy changing facilities for early learning and childcare services: information to support improvement' (2018), to develop a new changing area for children. As a result, children experienced a comfortable space that recognised their dignity, privacy and respect.

Weekly team meetings and in-service days had offered the opportunity for staff to meaningfully reflect on their practice and use this information to inform future improvements. The service had used good practice guidance such as 'Realising the Ambition' (Education Scotland, 2020), to support and inform these discussions. The impact of this could be seen in a number of ways throughout the environment where staff had developed new opportunities for children's play and learning. As a result, children experienced well thought out spaces with a variety of resources to support their play and learning.

The service had built strong relationships with children and families and valued their contributions to the ongoing improvements within the service. Parents' views were regularly gathered through a variety of methods by both the staff team and the ongoing work of the parent committee. One parent shared, "The business manager has previously emailed us to seek our views. Also, there is a parent committee so I know I could contact anyone on the committee to give my views and they would be fed back to the playgroup". This helped to create a culture of continuous improvement that valued contributions of all.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

For children's health, welfare and safety needs to be met. Sufficient information must be gathered and recorded about all children as part of their personal plan, clearly setting out their individual needs and how these will be met. These should be reviewed in partnership with children and families as and when information changes or at a minimum of every six months. This will support staff to plan children's care based on up to date and reliable information. The Care Inspectorate 'Hub' and guidance 'Guide for Providers on Personal Planning, Early Learning and Childcare' (2021) should be accessed to support this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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 area for improvement was made on 28 September 2022.

Action taken since then

The service had begun to take steps to improve their personal planning approach for children. The service updated the registration information held for each child on a termly basis. The service had reviewed their personal planning approach and used the Care Inspectorate guidance to inform improvements in this process. For example, the service had developed a new template to support staff to gather key information around the likes, dislikes, wishes and preferences of each child. The service had this as a planned outcome that they were working towards on their quality improvement plan.

The service should continue to develop their personal planning approach and ensure that all information held for children is up to date. Personal plans should reflect children's current likes, dislikes, wishes and preferences. This will contribute to children's wellbeing and support staff to effectively respond to children's needs.

This area for improvement has not been met and has been continued as part of this inspection under key question: 'How good is our care, play and learning?'

Previous area for improvement 2

For children to have daily opportunities to explore a natural environment and be outdoors. The service should review outdoor spaces that are available to them and develop a safe space for children to enjoy and explore the great outdoors. This will lead to improved outcomes and learning for the children in the service.

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

'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

This area for improvement was made on 28 September 2022.

Action taken since then

The service had been working closely with the church committee and had agreed on an outdoor area that could be developed. The service were developing a proposal and working towards a design for the use of this outdoor space. The service was committed to developing a secure, safe and challenging garden area. This would extend children's play and learning opportunities and contribute to their overall wellbeing.

While we recognised that the service had worked hard to initiate plans for an outdoor space, the service needed to do further work in the short term to support children to have daily outdoor experiences. Since our last inspection children had not had the opportunity to access any outdoor play opportunities. The service had future plans to visit a local community space and access their outdoor courtyard area. The service should continue to look at creative ways in which they can use the immediate space around the building and the wider community. This would support children to experience natural play opportunities and enjoy being outdoors.

This area for improvement has not been met and has been continued as part of this inspection under key question: 'How good is our care, play and learning?'

Previous area for improvement 3

Children should benefit from a learning environment that is rich in opportunities for children to engage with concepts and foster skills for learning, such as reasoning, creativity and problem solving. The provider should ensure that there are adequate core resources and open ended materials available for children to extend their own learning and develop their ideas.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning, learning and creativity' (HSCS2.27).

This area for improvement was made on 28 September 2022.

Action taken since then

Since our last inspection the service had developed their environment and introduced new resources to support children's play and learning. Newly introduced open-ended materials provided an opportunity for children to be creative and build on their own ideas. For example, two children were highly engaged in role play and used blankets and materials to design their own game and develop a story through their play. The service should continue to introduce more open-ended resources and loose parts within the environment. This will continue to offer new play opportunities and add the important element of surprise to the child's environment.

Children throughout the space were supported by skilled and sensitive staff who were responding to their current interests. Staff adopted a variety of roles across the space from scaffolding and supporting children's play, to being invited into children's play and the important role of sitting back observing. As a result, children were highly involved in their play and their wellbeing was being supported.

This area for improvement has been met.

Previous area for improvement 4

For children to experience a safe and appropriately challenging environment. The service should provide the staff with the correct training and guidance to maintain a safe environment. Risk assessments and checks should be carried out regularly with identified hazards reported and addressed promptly. This should include indoors, outdoors and in the wider community.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22).

This area for improvement was made on 28 September 2022.

Action taken since then

The service had developed risk assessments to support staff to identify and address potential hazards within the environment. Staff had used team meeting time to discuss and develop their knowledge and skills in this area and agreed new procedures moving forward. Staff worked well together to identify and remove risks to children within the setting. As a result, children experienced challenging, fun and safe play experiences.

We asked the service to ensure risk assessments were available on site for all staff to access as and when required. The service addressed this during our inspection. Moving forward, these should be reviewed and updated as and when any changes are required. All staff and where appropriate, children and families should be involved in this process. The service should continue to develop this process to include risk assessments for outdoors and the wider community when required. This will contribute to children experiencing a safe and appropriately challenging environment.

This area for improvement has been met.

Previous area for improvement 5

To have experienced and well-trained staff who have the knowledge and ability to engage with and support children's care and learning and have the ability to make a real difference. The provider should review their induction programme to ensure it is thorough and is personalised to meet the different roles in the setting.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

The service should refer to the Scottish Government document, 'Early Learning and Childcare: national induction resource' (2022).

This area for improvement was made on 28 January 2022.

Action taken since then

All staff had worked together in partnership with the committee to develop an induction programme. This had been implemented to support staff members to understand their roles and responsibilities and had been completed by all staff. One parent shared, "the staff are wonderful with the children - extremely caring, nurturing and child centred in their approach". This was demonstrated throughout the space as staff skilfully and sensitively responded to children's individual needs.

The service should continue to develop their induction programme to ensure that it is meaningful and continues to have a positive impact on practice. The induction programme should be designed to encourage opportunities for reflective discussion, allow time to transfer new learning into practice and periods for consolidating new learning. To support this area for development, we directed the service to the Scottish Government 'National Induction Resource' (2022). This will contribute to children being cared for by skilled, well-trained staff who are confident in their role in supporting positive outcomes for children and families.

This area for improvement 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.

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