

Simply Play @ Bathgate Day Care of Children

Bathgate Partnership Centre
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Type of inspection:
Unannounced

Completed on:
18 October 2023

Service provided by:
Simply Play

Service provider number:
SP2010010947

Service no:
CS2010271591

About the service

Simply Play @ Bathgate is registered to provide a care service to a maximum of 60 children at any one time of primary school age up to the age of 14 years. Within this number during the summer school holiday period care may be provided to six children who will attend primary school for the first time in the new school academic year.

When the big hall is available the service may be provided to a maximum of 60 children at any one time. When the big hall is not available the service may be provided to a maximum of 41 children at any one time.

The service is located in the Bathgate Partnership Centre, situated in the centre of Bathgate, close to local amenities and has good transport links. The service has use of a large hall which has direct access to a spacious outdoor area. On Thursdays, the service has use of a smaller room and the outdoor space. The service also has use of the public toilet facilities. The building is a shared premises for public use. The service has secure door entry systems to playrooms in place to keep children safe.

About the inspection

This was an unannounced follow-up inspection which took place on Tuesday 17 October 2023 between 14:15 and 18:00. We returned to complete the inspection on Wednesday 18 October 2023 between 14:15 and 17:30. Two inspectors from the Care Inspectorate carried out this inspection.

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
- spoke with staff and management
- observed practice, documents and daily routines in relation to the six requirements and five areas for improvement from the last inspection
- observed the transportation of children from school to the service.

We gave feedback to the manager and project manager at the end of the second inspection day.

Key messages

Four of the six requirements from the last inspection had not been met and remained in place. This meant that the service had further improvements to make to enhance the play experiences and wellbeing of children.

Two requirements had been met. This enhanced opportunities for children to feel comforted and secure when using the service.

Four of the five areas for improvement were not met and will remain in place. Further improvement should enhance the play experiences and wellbeing of children. This should include children and families being involved in decision making when improvements were being considered.

One area for improvement had been met. As a result, children enjoyed an unhurried snack time. All children could prepare and self-serve their own healthy and nutritious snack which helped them develop important life skills and develop confidence.

How good is our care, play and learning?

Quality Indicator 1.3 Play and learning

Staff demonstrated a better understanding of value based practice since the last inspection. Staff interactions with children were mostly respectful, friendly and supportive. This enhanced opportunities for children to feel comforted and secure when using the service.

To ensure fairness, staff should consider what stage children are at in their individual development. Through knowing and understanding children's individual needs, staff should be better informed to offer individualised support. This could help children to feel emotionally safe and reassured. There remained inconsistencies in approaches to routines, rules and expectations. This resulted in a few children being visibly upset and needing reassurance (**see area for improvement 1**).

Areas for improvement

1. To guarantee that children feel emotionally safe and reassured at all times. The provider should ensure that all staff adopt a consistent approach to routines and expectations. Staff should also develop their understanding of children's individual needs, to offer individualised support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity' (HSCS 4.17).

How good is our setting?

Quality Indicator 2.2 Children experience high quality facilities

Improvements were made and observed to the walk that had caused serious concern during the last inspection. Risk assessments, approved route plans and safety procedures were developed. Staff reminded children about safety procedures when walking from school to the service. This resulted in children knowing the safety procedures that had been put in place. For example, children were asked to wait at certain points to keep the group together and safe.

Moving forward, to minimise specific risks for each journey from school to the service, individual risk assessments must be developed and put into practice. This should safeguard children from identified hazards for their specific journey, such as if weather conditions means that the car cannot be used. Similarly, specific risk assessments must be implemented for individual children who need extra help during the journey to avoid unreasonable risks to them and to others. To keep everyone safe, management must regularly supervise all journeys from school to the service. This would identify ongoing or new safety issues, which should be quickly addressed. This would minimise risk and keep everyone safe **(see requirement 1)**.

Requirements

1. By 30 November 2023, the provider must safeguard all children from identified hazards for their specific journey when travelling from school to the service.

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

- a) develop and implement risk assessments for all journeys from schools to the service to identify and address specific risks for each journey and embed precautions into practice
- b) develop and implement individual risk assessments for all children who need extra help during the journey to avoid unreasonable risks to them and to others
- c) ensure that management regularly supervise all journeys from school to the service. This would identify ongoing or new safety issues, which must be quickly addressed to minimise risk and keep everyone safe
- b) ensure staff consistently follow procedures to maximise children's safety during the journey from the school to the service.

This is to comply with Regulation 4(1)(a) (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 Health and Social Care Standards (HSCS) which state that: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

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

Requirements

Requirement 1

By 1 December 2022, the provider must ensure that all children's health, welfare, and safety needs are 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. This will ensure staff plan children's care based on up to date and reliable information. To do this, the provider must, at a minimum:

- a) ensure that all staff understand the purpose of personal plans and are familiar with Care Inspectorate guidance 'Guide for Providers on Personal Planning, Early Learning and Childcare'
- b) ensure that personal plans are written and regularly reviewed with children and parents to ensure that information is up to date to reflect children's current needs, wishes and choices
- c) ensure consistent effective recording of important information in all personal plans to meet children's safety and wellbeing needs, such as, information about required medication
- d) ensure that all personal plans are meaningful, working documents that include strategies of support and progress made.

This is to comply with Regulation 5(2)(b)(c) (Personal Plans) 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 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).

An extension to this timescale has been agreed to 15 October 2023.

This requirement was made on 30 September 2022.

Action taken on previous requirement

The initial timescale for this requirement to be met was 1 December 2022 and was then extended to 15 October 2023. While some progress had been made concerns remained about how the service planned for and supported children's health, welfare and safety needs.

Staff had taken time to familiarise themselves with their key children's personal plans. However, personal plans were still not meaningful, working documents that included strategies of support. Furthermore, plans were not supporting staff to record and reflect on progress made with children. A system had been put in place, and all families had been emailed a copy of their child's plan to review, update, and return. However, only a few personal plans had been reviewed to ensure that information was up to date. This meant that most plans were not reflective of children's current safety and wellbeing needs.

The online system made it difficult for parents, children, and staff to review the plans. Management must introduce a more personal and effective approach to reviewing personal plans with children and parents. This would ensure that important information about children's needs were considered in partnership with children and families.

Consistent and effective recording of important information was not in place, this included when children required individualised support. Basic recorded strategies that were sampled did not provide useful assessment of children's needs. Where strategies were recorded they were not reflected in practice or not current. This resulted in children not receiving the right support to enhance their overall wellbeing.

Work to improve personal planning approaches had been slow to progress. The management team and staff must ensure that all personal plans are meaningful, working documents that have been reviewed in partnership with children and families. Plans must include strategies of support and progress made by the timescale set in this extended requirement. This is to ensure children's care and support needs are sensitively supported through meaningful personal plans that enable staff to provide appropriate care.

This requirement has not been met and will remain in place with an extended timescale of 31 December 2023.

Not met

Requirement 2

By 15 October 2023, the provider must ensure that all children are recognised as individuals and treated with dignity and respect. This must be at all times and across all areas of the service.

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

- a) ensure that staff practice demonstrates love, care, fairness, and nurture at all times
- b) ensure that staff develop their understanding of children's rights and the principles of the Health and Social Care Standards (Scottish Government, 2017)
- c) ensure that children feel comforted and secure when using the service.

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 experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me' (HSCS 3.9).

This requirement was made on 31 August 2023.

Action taken on previous requirement

Children were experiencing more dignity and respect as staff demonstrated a better understanding of value based practice since the last inspection. Staff interactions with children were mostly respectful and friendly. This enhanced opportunities for children to feel comforted and secure when using the service.

Moving forward, staff should consider what stage children are at in their individual development. Knowing and understanding children's individual needs will help staff to consider how to engage appropriately to meet such needs. This could help children to feel emotionally safe and reassured.

This requirement has been met. An area for improvement to improve individualised support and consistent routines for children will be set in key question 1 'How good is our care, play and learning?'.

Met - within timescales

Requirement 3

By 15 October 2023, the provider must ensure children's health care needs are managed effectively to promote their safety and wellbeing.

To do this, the provider must at a minimum:

- a) ensure medication is stored, managed, and administered in line with the guidance; 'Management of medication in daycare of children and childminding services'
- b) ensure information held about children's health care needs and medication includes all relevant details relating to the medication and health care need. This would include any emergency measures to be taken
- c) ensure information is agreed and reviewed by parents when required and as a minimum each term
- d) ensure that an effective quality assurance system is in place to ensure that children's medical needs are being met in line with best practice guidance.

This is to comply with Regulation 4(1)(a) (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: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 31 August 2023.

Action taken on previous requirement

The service had made some progress in managing medication since the last inspection. However, not all improvements made were in line with the guidance, Management of medication in daycare of children and childminding services (Care Inspectorate, 2014).

Medication was stored in individual boxes with the child's name on the lid of the box. However, children's date of birth had not been added to this information as advised in the guidance and at the last inspection.

Appropriate medication forms were in place for all long-term medication stored in the service. The provider must now put in place the planned medical awareness sheet, detailing symptoms of the need, steps to be taken to alleviate symptoms and what to do if symptoms remain or worsen. Emergency procedures must be in place in case an emergency occurs. Parents should be included in agreeing emergency procedures.

All long-term medication had been reviewed with parents since the last inspection and a system was in place to ensure that regular reviews will be carried out in line with guidance.

Moving forward, quality assurance monitoring of all forms must ensure that recorded instructions regarding why a child should be given medication is clear. This is to ensure that children are not given medication when it is not required. Similarly, a system must be put in place to inform staff if medication has been administered to children during the day when attending school. This is to minimise the risk of accidental overdose.

This requirement has not been met and will remain in place with an extended timescale of 30 November 2023.

Not met

Requirement 4

By 1 September 2023, the provider must ensure that children are kept safe when walking from school to the service.

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

- a) make an appropriate plan to review and implement effective risk assessments, approved route plans and safety procedures for all routes and modes of transportation
- b) ensure staff consistently follow procedures to maximise children's safety during the walk from the school to the service. This should include places to safely stop, regular headcounts and road safety procedures.

This is to comply with Regulation 4(1)(a) (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 Health and Social Care Standards (HSCS) which state that: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

This requirement was made on 31 August 2023.

Action taken on previous requirement

This requirement was set through a letter of serious concern. Improvements were made and observed to the walk that had caused serious concern during the last inspection. Risk assessments, approved route plans and safety procedures were developed. Staff reminded children about safety procedures when walking from school to the service. This resulted in children knowing the safety procedures that had been put in place. For example, children were asked to wait at certain points to keep the group together and safe.

However, there were risks identified on the other journeys from schools. For example, children walked close to the road and were not encouraged to be single file on the thin pathway. Staff did not have copies of the risk assessment with them when transporting children from school, meaning they could not refer to them if needed. Sections of risk assessments were generic, and therefore not specific to each journey. For example, in one where children were transported by car no reference was made to what would happen if the car malfunctioned or how children would be secured in the car. Similarly specific risk assessments must be implemented for some children, as appropriate, to avoid unreasonable risks for individual children and others.

We observed 80 percent of the journeys and found not all had been reviewed in line with the previous requirement. Therefore, there were missed opportunities to keep all children safe. Management must regularly supervise all journeys from school to the service. This would identify safety issues, which should be quickly addressed. This would minimise risk and keep everyone safe.

This requirement has been met. A new requirement to ensure that specific safety measures for individual journeys and children will be set in key question 2 'How good is our setting?'.

Not met

Requirement 5

By 15 October 2023, the provider must implement effective quality assurance processes to ensure that all children benefit from improving quality care, play and learning.

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

- a) implement effective quality assurance processes that recognise strengths and address areas for improvements, with a focus on developing leadership and staff practice in relation to safety and play experiences.
- b) develop a strategy to enhance the continued use of best practice documents to evaluate the service provided and identify areas for improvement. This should include the good practice guidance: A quality framework for daycare of children, childminding, and school-aged childcare (Care Inspectorate, 2022).

This is to comply with Regulation 4 (a) (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 4.19).

This requirement was made on 31 August 2023.

Action taken on previous requirement

The service was at the beginning of implementing quality assurance processes. Some improvements around staff practice, safety procedures when transporting children from school, and snack time experiences had been made. However, no progress had been made in developing leadership. The pace of improvement was slow, resulting in continued inconsistent outcomes for children in some areas. Effective leadership was still required to prioritise improvements to ensure positive outcomes for all.

Effective quality assurance processes, such as self-evaluation and monitoring, must inform action plans. Management must ensure that improvements are made to outcomes for children at an improved pace.

This requirement has not been met and will remain in place with an extended timescale of 31 December 2023.

Not met

Requirement 6

By 15 October 2023, the provider must implement effective guidance and support to be able to deploy skilled staff throughout the service to ensure that consistent care supports children's wellbeing, resilience and achievements.

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

- a) hold individual meetings with staff to identify areas for development, highlight training needs and put an action plan in place to enhance skills
- b) give staff clear roles and responsibilities to enable them to make positive change and drive forward improvement
- c) begin to use the improved induction pack with all staff
- d) regularly monitor and record staff practice to ensure that children are safe and are getting improved care and learning opportunities.

This is to comply with Regulation 15 (a) (Staffing) 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 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 requirement was made on 31 August 2023.

Action taken on previous requirement

Concerns remained about how staff were supported and deployed. Staff did not demonstrate that they were clear about their roles and responsibilities to enable them to make positive change and drive forward improvement. For example, staff were unsure of how to support children who needed enhanced support strategies. As a result, a few children were at times bored and sometimes distressed.

Children's play was not well supported as staff had not been enabled to develop a good understanding of their role in facilitating and enhancing children play. For example through effective resourcing of the environment. Moving forward, clear plans must be put in place to support staff to enhance their skills, through meaningful mentoring and training. This is to ensure children experience care and support that is as positive as possible.

To ensure children have improved care and learning opportunities management must regularly monitor staff practice.

This requirement has not been met and will remain in place with an extended timescale of 31 December 2023.

Not met

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

To guarantee that children are provided with well organised and social experiences at mealtimes. The provider should ensure that the staff team have a shared understanding of the value of mealtime experiences for children. This understanding and improved practice should take into account the good practice note, 'Keeping children safe: supporting positive mealtime experiences in early learning and childcare' (ELC) (Care Inspectorate, 2022).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.35).

This area for improvement was made on 31 August 2023.

Action taken since then

Snack time experiences had improved. Children could choose to be helpers to prepare snack for their friends. This was a familiar routine, which helped them develop confidence and life skills. Tables were respectfully presented with cloths, and centre pieces, making them more inviting for children to sit and enjoy their snack. All children were able to self-serve snack and pour their own drinks. Food provided was healthy and nutritious. As a result, children experienced unhurried, healthy snack times that promoted their wellbeing.

There were some aspects of snack that needed further developed. For example, children should be encouraged to have a drink with their snack to keep them hydrated. As part of the approach to improvement planning and quality assurance the service should continue to review and enhance snack experiences for children.

This area for improvement had been considered by the service and met.

Previous area for improvement 2

Outcomes for children should be improved through supporting staff to implement a child-centred approach to observation, planning and assessment of children's learning through play.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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 area for improvement was made on 31 August 2023.

Action taken since then

Due to the short timescale of our return visit, this area for improvement was still in the initial stages of development.

Routines for play experiences were not yet developed to engage children in purposeful play to enable them to have a voice in what they might like to do. Play experiences should be planned and evaluated with children to offer an interesting balance of organised and freely chosen play experiences. This should enhance children's social and physical skills, confidence, self-esteem and creativity.

Staff should effectively use observations of children at play to plan future play experiences. For example, to consider how to extend children's experiences and introduce new resources when children enjoy climbing and jumping.

This area for improvement has not been met and will remain in place.

Previous area for improvement 3

To entice and invite children to challenge their thinking and creativity skills, and support wellbeing the provider should improve indoor and outdoor play areas. This should include, but is not limited to, a wide range of resources to engage children in purposeful play and respectful cosy spaces where children can relax. Children and families should be included in decision making when improvements to play resources and spaces are considered.

This is to ensure that care and support is consistent with 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 and creativity' (HSCS 2.27).

This area for improvement was made on 31 August 2023.

Action taken since then

Some improvements had been made to the indoor environment. For example, the introduction of cosy spaces, including a tent and a wooden structure with lights and a cover. Children used these spaces well to have some quiet time and to relax.

There had been no improvement made to the outdoor play space and as a result children were not enjoying meaningful and engaging play outdoors. The outdoor space was not yet supporting children's right to quality play and learning experiences.

The service was at the beginning of making improvements to enhance resources to challenge children's thinking, wellbeing and creativity skills. Children and families were not yet included in decision making when improvements to play resources and spaces were considered. As a result, some children were not well catered for and were at times disengaged with the experiences and resources provided.

Moving forward staff should listen to children's requests when considering how to improve the environment. Children were keen to tell inspectors what they would like to be introduced or reinstated to improve the service. Children's wishes included, "More walks in the community, slime time happening more often, more technology." They also told us "We used to go down to the library where they had computers, but we do not do that anymore." Children's play and learning could be enhanced if the range of experiences were improved.

This area for improvement has not been met and will remain in place.

Previous area for improvement 4

To keep children safe and to reduce the risk of spreading infection the provider should ensure that consistent and effective handwashing before and after eating food is regularly promoted and facilitated. This should include, but is not limited to, procedures for effective handwashing before and after meals being embedded into daily routines. The hand washing sink within the playroom should be respectfully and appropriately resourced.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.17).

This area for improvement was made on 31 August 2023.

Action taken since then

The hand washing sink and area around the sink in the playroom had improved. Children could now access a clean and appropriately resourced hand washing facility.

Handwashing routines before and after eating food had improved but in practice this was not consistent. For some children, they were not well supported to embed the daily routine of handwashing. All staff need to consistently support and supervise effective handwashing procedures. This would consistently reduce the risk of spreading infection.

This area for improvement has not been met and will remain in place.

Previous area for improvement 5

To ensure that children, families, and staff become meaningfully involved in improving the service, in a spirit of genuine partnership. The provider should ensure that children's, families', staff and partners views are actively sought and effectively used to improve the life and work of the setting. This should include, but is not limited to, the provider ensuring that children, families, and staff have a key-role in quality assurance processes.

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 4.19).

This area for improvement was made on 31 August 2023.

Action taken since then

Due to the short timescale of our return visit, this area for improvement had not progressed. While the parents we met on-site told us they were satisfied with the quality of the service, the provider should work with children, parents and staff to make improvements. To help promote positive experiences for all children and families, improvements should be aligned with good practice guidance relating to school age childcare.

This area for improvement has not been met and will remain in place.

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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هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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