

[DRAFT]



Care service inspection report

Full inspection

St. Fillan's Playgroup Day Care of Children

St. Fillan's Church Hall
8 Buckstone Drive
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Committee Of St Fillan's Playgroup

Service provider number: SP2003003114

Care service number: CS2003013337

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

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	4	Good

What the service does well

We found that children were happy and engaged throughout their time in playgroup. There was good use of space to ensure a breadth of experience indoors. The staff team were valued by parents and were warm and friendly which contributed to a positive ethos.

What the service could do better

The service had not yet addressed the outstanding recommendation from the last inspection. This was made again. We made a total of six recommendations for best practice within this report. These focused on;

- Further challenge
- Recording of next steps
- Opportunities for outdoor play
- Hand washing
- Safe recruitment
- Core training opportunities

What the service has done since the last inspection

The service has further developed the garden area. This now provides children with a raised bed in which to grow plants. There has been a change to the staff team which has had a positive impact.

Conclusion

Overall the service has continued to provide a quality provision for children. They are committed to improving the service and have made plans for the use of ICT to enhance the recording and sharing of children's learning. The service should now address the recommendations made within this report to further improve outcomes for children.

1 About the service we inspected

St Fillan's playgroup is registered to provide a day care of children service.

The service may be provided to a maximum of 30 children aged from 2 years to those not yet attending primary school, with a maximum of 3 children under 2 years. The care service will operate between the times of 9.15am and 11.45am, Monday, Tuesday, Wednesday and Thursday. Ratios as stated in the National Care Standards for Early Education and Childcare up to 16 years must be maintained at all times. A minimum of two adults must be present at all times.

The playgroup is located within the local church hall in a residential area of Fairmilehead, Edinburgh.

There were 12 children present on the morning of the inspection.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection. This was carried out by an Early Years Care Inspector. The inspection took place on 9th March 2016 from 9.20am to 1.00pm. We gave feedback to the whole team on the same day.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us. We sent ten care standards questionnaires to the service to distribute to parents. Parents returned six completed questionnaires before the inspection.

During the inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- The playgroup leader
- The staff
- Children
- Parents

We looked at:

- Staff interactions with children
- Staff relationships with parents
- The completed self-assessment
- Policies and procedures
- The resources available to children
- The indoor environment and furnishings
- The outdoor environment
- Planning and children's records of development

- Personal plans
- Staff files

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.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an

inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each heading that we grade them under. We validated this information during the inspection to ensure accuracy.

Taking the views of people using the care service into account

We observed the children throughout the inspection and spoke to a few. Observations showed that children were fully engaged with the activities on offer and familiar with routines. Relationships with staff were positive and friendships were developing as children played alongside each other.

Taking carers' views into account

We received six completed care standards questionnaires, three of which had added additional comments. These demonstrated a high level of satisfaction with the service. All parents either 'strongly agreed' or 'agreed' that 'overall, they were happy with the quality of care their child received in this service'. We also spoke to several parents on the day of the inspection. Some of the additional comments are noted below and within the body of the report.

'My child only started at the playgroup in October and the staff have shown a great effort in settling her through this transition. She is now confident to

attend the playgroup and developing/learning new things every week. I believe this is partly down to the great staff team!'

'St Fillan's playgroup is very well run and offers an extremely good level of care to the children. It has provided an excellent stepping stone into nursery and the staff are brilliant with all the children. I couldn't recommend it any higher.'

'Got an email and booklet. Got the policies beforehand and came for two visits a week. I think there's a lot to do for the children and enough staff.'

'She loves it, we do three sessions every term as parents. It's great, I love it. My older child also came so I knew all the staff. Get a lot of newsletters, coffee mornings and cheese and wine evenings. Lots to help parents mingle like the Christmas events. I think everything is good but I wish they could get in the garden more.'

'It's good'

'Really good, child likes it.'

'Would be better if they could let us know when the door is open as we were all waiting this morning unaware.'

"My other children came, it's a stable team, and they're approachable and experienced. Toys are a bit old, need to mix it up a bit. Not had anything about his development. Staff are lovely. Garden is great and kids love it. It's a pillar of the community.'

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

We found this service was performing to a very good standard in the areas covered by this statement.

Overall we (Care Inspectorate) found that the outcomes for all children attending the nursery were very positive. We saw that children were settled, happy and very comfortable with the staff.

Parents had a voice and were encouraged to speak up. This was because there was a warm and welcoming atmosphere within the playgroup and all parents comments had highlighted they were clear about the process if they had any issues, concerns or complaints. All stated that staff were open and approachable and we saw that the playgroup leader was highly visible and accessible.

Children experienced warmth, attachment and belonging. We saw that all children were warmly greeted by name upon arrival. Staff provided reassurance to parents of children were more reluctant on entry. There was a key worker system in place, which helped staff monitor the children and ensure their needs were met. Staff interacted well with the children and provided comfort and

cuddles to those who needed it. We heard children spoken to with kindness and sensitivity.

Children at the playgroup had choice and control over how they spent their time. They were enthused and fulfilled by the toys and activities available. Resources were set out to allow children to choose freely. Children were seen moving between the varieties of activities available, which included small world/imaginary play, home corner, construction, puzzles, books, sand, water, art and craft. All children were engaged in their chosen play.

Children's choice and independence was promoted. Children were asked which story they would like to hear. At singing time, children were encouraged to choose what they wanted to sing and did so in a group. Step up stools for children to use when they went to the toilet or washed their hands as well as their own names on their coat pegs, self-registration and names for paintings encouraged the children to do things for themselves.

Children were achieving as they were challenged through effective questioning during their play. We saw that staff were able to understand when to interact and extend children's play and when to step back and allow children to develop their own play ideas. Staff were heard to ask questions to support the play such as introducing the idea of treasure in the sand tray which children continued with for some time. They were also skilled in drawing children's attention to things around the room to prompt thinking.

Children's emotional wellbeing was supported through a positive approach to supporting positive behaviour. We saw some children have disagreements over toys. Staff dealt with both children fairly and equally explaining clearly, why their behaviour was not acceptable and supporting sharing and apologies. Another effective approach was the appropriate use of praise used with children throughout their day. For example, applause and verbal praise for singing well.

Ratios were appropriate with additional support from parents on duty rota. Parents were given specific duties, which included routine tasks such as preparing snack. This allowed staff more opportunity to engage with children thereby enhancing and extending their play to support their achievements.

Areas for improvement

We noted through our observations that a number of children were capable of further challenge in their learning. Staff should now look at how they plan for and deliver this challenge to support children to achieve to their full potential. This could include opportunities such as being involved in making the play dough, preparing and serving their own snacks. This should now be implemented to provide children with additional responsibility and challenge. See recommendation one.

We looked at children's 'all about me' books and found these gathered a range of information through artwork, photographs and observations. However, next steps need to be more explicit for all children. Parents could also be involved in identifying possible next steps. This would support planning for individual children's progress. See recommendation two.

A 'rolling' snack where children could choose when to eat would also support more autonomy. This was an area staff had tried previously and should be re-established to reflect current guidance to ensure routine tasks do not interrupt children's engrossed or deep learning.

We noted that children's records of learning and development were stored in a cupboard. This restricted children's ownership and parents access to these. These should be made available to allow children to re-visit learning experiences and for parents to evaluate their child's progress. Staff advised that they hoped to replace these soon with online journals using iPads. This would make parental access easier. Staff will need to ensure that children also have support to access these.

Further development of the garden to include more opportunities to connect with nature and explore literacy and numeracy would further enhance children's learning experiences outdoors.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. The provider should ensure that children are provided with appropriate challenge to support them to achieve their potential.

National Care Standards Early Education and Child Care up to the age of 16.
Standard 4 - Engaging with children.

2. The provider should ensure that next steps are identified for all children and that these are meaningful and explicit. This would contribute to children's achievement.

National Care Standards Early Education and Child Care up to the age of 16.
Standard 5 - Quality of experience.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

We found this service was performing to a very good standard in the areas covered by this statement.

We found the premises to be warm, light and in a good state of repair. The hall and toilets were clean and hygienic. Most resources were in good condition and appropriate for the stage of development.

The premises were safe and secure for children. Staff ensured children were supervised at all times. The rear garden was fully enclosed. Effective arrangements were in place to ensure visitors were signed in and accompanied by staff to safeguard children. The main door was monitored by a staff member at times of drop off and collection. In between these times the door was locked and a doorbell used to alert staff to visitors.

Through discussions with staff we found that children benefitted from occasional outings in the local community. Bus trips to the grounds of Lorne Hall supported a forest school experience where children could learn to manage risk. There were also occasional outings to the local park. These provided some additional opportunity for physical play and exercise.

Children's continued good health was promoted as information regarding any possible allergies or intolerance was gathered. This was displayed in the snack area to ensure that children were not given anything that was unsuitable for them. We reminded staff to take steps to maintain confidentiality of this information whilst still ensuring its easy availability.

Snack was healthy and children enjoyed the social experience of sitting together. Water was available to children throughout the morning should they need it. Tooth brushing was promoted to improve children's awareness of good dental health.

Although there were limited displays of children's work children gained a sense of belonging and security through the use of photograph albums within the story corner. Staff spoke positively of how these supported new children to settle as they could see photos of older siblings. This supported children's emotional wellbeing.

Children benefitted from a provision that was enjoyable and offered a good choice of activities. We saw that core provision was available at all times. Throughout the inspection, the children were busy and occupied in small and large group activities. This included arts and crafts, table top games, floor games, small world play and construction.

The space within the hall was used well with rugs which defined different play spaces, an inviting house corner and opportunity to work at different levels. This supported children's choice and engagement.

Areas for improvement

On the day of inspection children had no opportunity to access the garden. Parents also commented on the limited access to the garden area. The access to the garden was currently through the kitchen and therefore posed some difficulty. Staff however confirmed they could enhance access by using an alternative door which would support free flow access. We looked at the garden and found it suitable for play. Staff confirmed limited use over the winter months. This limited children's opportunity for fresh air, exercise and connection with nature. Children should have opportunity to access the garden or other outdoor spaces daily. This would promote a feeling of wellbeing. See recommendation one.

We noticed that children washed their hands at a portable sink under close supervision prior to snack. However, a shared bowl of water was used for children washing their hands following messy activities. This was not in line

with good infection control practices. We informed the service to stop this practice immediately and encourage children to access the toilet areas for hand washing. This would reduce the risk of cross infection. See recommendation two.

We felt that opportunities to develop community links and be visible in the local environment could be further developed. We spoke to staff about increasing these opportunities to provide variety for children along with familiarity with their local community.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. The provider should ensure that children are given daily opportunities for outdoor play. This is to allow them to enjoy access to fresh air, exercise and natural play opportunities.

National Care Standards Early Education and Child Care up to the age of 16.
Standard 5 - Quality of experience.

2. The provider should ensure effective hand washing is promoted in line with current best practice guidance. Further information can be found within the document 'Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) available on www.hps.scot.nhs.uk

National Care Standards Early Education and Child Care up to the age of 16.
Standard 2 - A safe environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 2

“We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.”

Service Strengths

We found this service was performing to a very good standard in the areas covered by this statement.

We looked at the file for the newest member of staff. This was to confirm that appropriate steps had been taken for their safe recruitment. These files were well organised and contained most of the applicable information. We confirmed the following;

- Staff confirmation of their physical and mental fitness for work
- P.V.G (protection of vulnerable groups) checks completed and satisfactory
- Start date identified
- Position held
- Contract/letter of appointment issued
- Application forms
- SSSC (Scottish Social Services Council) register check.

These measures supported the recruitment of applicants who were suited to the post and safe to work directly with children.

We found that new staff were supervised closely to ensure they received appropriate support and guidance. Staff told us they shadowed a member of staff for a few weeks. The manager had taken the staff member through all the policies and procedures. This ensured she was aware of approaches used to support consistency and good practice.

Induction was followed by review meetings at intervals of three and six months into post. This allowed for further support and discussion of any issues. In addition to this annual appraisal had been put in place. This was recorded in a very good format and supported identification of any specific training needs or requests based on capacity. For example, additional responsibility for outdoor play/forest school with related training had been identified from a recent meeting.

We confirmed that all staff were registered with the appropriate body; the SSSC (Scottish Social Services Council). This is the body who register staff working in the care sector in Scotland and sets the standard of qualification required for each post. This ensured that staff were appropriately qualified to carry out the duties of their position.

Areas for improvement

Although most systems were in place for the safe recruitment of staff we noted that although requested, the references had not be received prior to staff taking up post. We reminded management of the importance of taking up two references prior to employment to ensure confidence in the suitability of staff and continued safety of children. See recommendation one.

We spoke to the new staff member and confirmed that she had not yet attended child protection training although she had been taken through the procedures. This should be accessed as soon as possible as core training for new staff. This would provide staff with the confidence to take the appropriate action for the safeguarding of children in their care. See recommendation two.

We advised that good practice would be to put in place a system for the three yearly checks of staff PVG's. This would enhance children's safety as there would be confirmation that staff were fit to practice.

We reminded the service to review the system for re-checking/having staff confirm they are still mentally and physically fit for work. This would ensure that any issues are quickly identified and appropriate support given.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. The provider should ensure that appropriate and satisfactory references are received prior to a staff member taking up post. This is to ensure the continued safety of children.

National Care Standards Early Education and Child Care up to the age of 16.
Standard 14 - A well-managed service.

2. The provider should ensure that core training is planned for new staff to ensure their confidence in carrying out the duties of their post.

National Care Standards Early Education and Child Care up to the age of 16.
Standard 12 - Confidence in staff and Standard 14 - A well-managed service.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

We found this service was performing to a good standard in the areas covered by this statement.

Staff held responsibilities in their roles as keyworkers. These included completing planning and children's records of development, facilitating parent partnerships including the transition process of new key children into playgroup and the sharing of information. All staff had responsibility for maintaining a safe and hygienic work environment along with responsibility for an area of practice each day. For example; art and craft or snack.

Some leadership opportunities were available where staff took responsibility for the delivery of first aid. Another staff member has been identified to take forward garden development and outdoor play. In addition to this, all staff took the opportunity to attend committee meetings and provide feedback. This provided the chance for staff to further develop their interpersonal skills and qualities as leaders.

Staff were identified to take on the role of mentor to any work experience students or playgroup volunteers. This allowed them to share their knowledge and experience to guide and develop others practice.

Areas for improvement

We found that the service had not yet addressed the outstanding recommendation from the last inspection, which was to put in place an

improvement plan. We spoke about how this would help identify further responsibilities for staff and drive forward improvement. This recommendation has been made again. See recommendation one.

The playgroup leader spoke positively about plans to give staff an area for self-evaluation. We would support the implementation of this to provide further responsibility for staff and shared responsibility for improvement.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The provider should set up a development/improvement plan that provides then with clear plans for maintaining and improving the service. This should clearly identify individuals with specific areas of responsibility to ensure progress.

National Care Standards Early Education and Child Care up to the age of 16.
Standard 13 - Improving the service & Standard 12 - Confidence in staff.

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. We recommend that the playgroup sets up a development plan that provides them with clear plans for maintaining and improving the service. National Care Standards Early Education and Child Care up to the age of 16. Standard 13 - Improving the service.

This recommendation was made on 30 January 2014

We found that although the manager had identified areas of improvement and was making some progress towards addressing these there was not yet a written improvement plan. We explained how this may look and how to use this especially in regard to supporting delegation of further responsibility to team members within statement 4.3. This recommendation has not been met and therefore been made again. Refer to statement 4.3.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
30 Jan 2014	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
27 Aug 2012	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
12 Oct 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
15 Oct 2009	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
4 Dec 2008	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 5 - Very Good

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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