

Care service inspection report

Full inspection

Nile Grove at Greenbank Community Playgroup Day Care of Children

Greenbank Parish Church of Scotland
Braidburn Terrace
Edinburgh



HAPPY TO TRANSLATE

Service provided by: Committee Of Nile Grove Community Playgroup

Service provider number: SP2003003165

Care service number: CS2003013397

Inspection Visit Type: Unannounced

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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	4	Good
Quality of environment	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

Nile Grove playgroup provides a welcoming and friendly service where children are valued as individuals. Staff work closely with parents to provide a good quality service where children can learn through play and effective support.

What the service could do better

The service should take steps to meet the recommendations made in this report. These relate to the areas of children's involvement in snack time, handwashing practice, documentation and quality assurance. This will continue to improve outcomes for children attending the service.

What the service has done since the last inspection

Since the last inspection the service has appointed a new manager to cover the leave of the existing manager. The new manager is committed to continuing to improve outcomes for children attending the playgroup with the support of the staff team and parents.

Conclusion

Nile Grove playgroup provides children with a good quality of care and support. Staff are skilled at supporting children and providing a nurturing approach which meets their individual needs. Children access a range of suitable play and learning activities both indoors and outside.

1 About the service we inspected

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are- safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Nile Grove Community playgroup is registered to provide a care service to a maximum of 24 children aged two years three months to five years. The playgroup is based in Greenbank Parish Church and operates between the hours of 9.15am and 11.45am Monday to Friday, term time only.

On the first day of the inspection there were 15 children, three staff, one parent helper and two volunteers. One parent was settling their child into playgroup.

The service is managed by a committee made up of parents and carers and is a member of Early Years Scotland.

The playgroup works to meet a number of aims and objectives. These are:

"At Nile Grove playgroup we provide a happy, safe, caring and fun place where children feel comfortable and confident to take the first steps towards independence. We understand that it may be the first time that your child has been cared for by someone other than a member of the family so we work closely in partnership with parents to meet each child's individual emotional needs.

We provide a nurturing environment where children are supported in learning to play and share with each other and take part in group activities, developing their social skills. We care for their health, providing delicious healthy snacks and opportunities for fresh air and exercise."

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 4 - Good

Quality of environment - Grade 4 - 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 that took place on Monday 26 October 2015 between 9.15am and 12pm. We returned on Tuesday 27 October 2015 to complete the inspection. We gave feedback to the playgroup manager at the end of the inspection. The inspection was carried out by a Care Inspectorate inspector.

As part of the inspection we took account of the completed annual return and self assessment forms that we asked the provider to return to us.

There were 15 children present during the inspection aged two - four years.

During the inspection we gathered evidence for the report through:

- Discussions with the manager and staff.
- Discussions with the playgroup's administrator.
- Discussions with three parents.
- Observations of children's play and routines.
- Observations of staff practice.
- Observations of the environment used by the playgroup.
- Looking at relevant policies, procedures and documents.
- Looking at children's records.

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 service submitted a complete self assessment which provided information about the areas we evaluate them against. The self assessment identified some areas of strength as well as some areas of planned development. This was used to inform the inspection.

Taking the views of people using the care service into account

Children present were mostly too young to give their views. However, we observed that children were relaxed and busy with purposeful play during the playgroup session. Comments from children included:

"I like to do sticking."

"I like the puzzles."

Taking carers' views into account

We spoke to a group of three parents and carers during the inspection and their views are reflected in this report. We sent eight care standards questionnaires to the service to give to families and five were returned before the inspection. Comments included:

"Nile Grove is a lovely, stimulating and caring environment where a child can grow and take the first steps of independence with a great dedicated team. The

staff have done a fabulous job in settling in my child into their first experience away from the family."

- Always a warm and friendly welcome for both children and adults alike.
- Children are always valued and encouraged to play fairly with their peers.
- Maybe have more ride alongs inside and a climbing apparatus of some sort?
- Overall a lovely caring playgroup."

" As you can see from the questionnaire I could not be happier with the standard of care at Nile Grove playgroup. The team really care about the welfare, happiness and development of every child - and this reflects in how content the children are at playgroup. I recommend this playgroup to all of my friends with children."

"My children have attended Nile Grove playgroup over the past five years. I think it's an excellent and nurturing playgroup and my children have flourished. They have a variety of toys out to play with, there is always an art activity and over the last few years the staff and committee have worked hard to improve the outdoor space, meaning children get outside every day. The snack is always healthy and a variety. The staff are committed and excellent. I have recommended and will continue to recommend Nile Grove playgroup to many families."

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: 4 - Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service Strengths

We found that the service was performing to a good level in relation to this statement. We assessed this through:

- Discussions with the manager and staff.
- Discussions with parents.
- Observations of children's play.
- Observations of playgroup routines.
- Looking at relevant policies, procedures and documents.

We saw that there were good opportunities for children to influence the care and support provided by the service. They selected from a varied range of resources which were planned to meet their interests. Staff consulted with children informally to find out what they enjoyed and used this information to help them when setting up play opportunities.

Staff asked children throughout the session if they had what they needed for their play and responded to any requests. This helped children to feel included and respected. Children's ideas were also informally gathered to help plan for

snack options. For example, one child had requested to bake cheese scones for her birthday snack which had been incorporated into the plans.

Children were encouraged to bring items from home that linked to their learning topic. These topics were displayed on the parent notice board and parents were encouraged to add their thoughts and suggestions. During the inspection children were learning about 'light and dark' and some children had brought in torches from home to add to this learning. This created a good link between home and playgroup and meant that parents shared in their child's experiences.

Children were also encouraged to bring in their favourite book from home to share at story time. This allowed children to explore each other's interests and to influence their care. Some parents had attended the playgroup to share their skills with the children. For example, one parent had spoken to the children about their job as a pilot and another about playing a musical instrument. This good practice showed that parents' skills were valued and used to extend children's learning.

We found that there were good opportunities for parents to become involved in the service. This was supported by the service's 'parental involvement policy' which set out how parents could participate. Parents we spoke to confirmed that there were many ways for them to become involved and that their contributions were valued.

They were invited to become part of the playgroup's committee and to take on office bearing roles. Regular committee meetings were held to discuss the business and direction of the service. All parents were informed of the minutes of these meetings through email communication. This good practice allowed parents the opportunity to directly influence the service and created a close link with the staff team.

All parents and carers signed up to be 'parent helpers' as part of their commitment to the playgroup. This allowed them to become involved in their child's playgroup experiences and to influence the care provided. Parents used this time to get to know staff members and observe how their child was cared for.

Parents we spoke to confirmed that the playgroup regularly asked for their ideas and feedback in areas such as snack suggestions and fundraising. The playgroup had recently conducted a survey to gain parent feedback and areas for improvement had been identified. This good practice showed that the service valued the suggestions of parents and used these to inform development.

The service playgroup sent out regular newsletters to parents. These included information relating to staff changes, learning topics and committee posts that were vacant. These newsletters encouraged parent feedback and helped parents to stay informed about matters affecting the service and the care of their child.

Areas for improvement

We noted that opportunities for children to actively influence their care and support was mostly informal and would benefit from further development. Opportunities for children to be actively consulted about matters which affect them could be further explored. We spoke with the manager about this and found that she was committed to further improvement in this area.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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 that the service was performing to a good level in relation to this statement. We assessed this through:

- Discussions with the manager and staff.

- Discussions with parents.
- Discussions with children.
- Observations of children's play and routines.
- Looking at relevant policies, procedures and documents.

We saw that children were involved in purposeful play throughout the session. They independently chose where they wanted to play and selected from a range of resources that were planned to meet their needs. We saw that children made good use of the role play area, arts and crafts area, water play, book area and puzzle tables.

These resources encouraged children to make choices and build on their existing skills. Some staff were effective at encouraging children to use problem solving skills in their play. This helped children to achieve.

Stories, songs and rhymes were used well to extend children's play. Children enjoyed singing songs together before snack and also at various times during play. This good practice helped children to feel included and developed early language skills.

We saw that staff were very responsive to children and it was clear that they knew each child well. They were attuned to children's individual needs and helped them to feel safe and secure. For example, a member of staff remained close to a child who was in the process of settling in so that they could support their play and provide reassurance. This good practice helped the child to settle and feel nurtured.

Children were provided with a range of healthy snacks which took into account dietary requirements and preferences. On the day of the inspection children enjoyed a healthy snack of apples, cucumber and rice crackers, with milk or water to drink. This encouraged children to learn about making healthy choices. Staff sat and chatted with children as they ate snack which helped children to feel included and developed social skills. This was a positive experience for children.

We spoke to the manager about their role in protecting children and looked at the service's child protection policy. The manager confirmed that in the event of

a child protection concern she would follow best practice and seek advice and support. This helped to keep children safe.

The service was not storing or administering medicine at the time of the inspection. However, the service's medication policy confirmed that they would follow safe practices such as always gaining written permission from parents before administering medication. This helped to keep children safe.

All parents that returned our care standards questionnaires strongly agreed that overall they were happy with the quality of care provided.

Areas for improvement

We noted that children had fairly limited involvement in their snack time experience. One child poured milk for other children with direct adult support. Children would benefit from the learning opportunities provided by taking a more active role at snack time. This was a recommendation made at the last inspection and we have therefore carried it forward. (See recommendation 1).

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The provider should give children more opportunities to gain independence at snack time.

National Care Standards Early Education and Childcare up to the age of 16
Standard 3 - Health and Wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

"We make sure that the environment is safe and service users are protected."

Service Strengths

We found that the service was performing to a good level in relation to this quality statement. We assessed this through:

- Discussions with the manager and staff.
- Discussions with parents.
- Observations of the environment used by children.
- Observations of children's play.
- Looking at relevant policies, procedures and documents.

We found that the service had a safe and secure entry system. Parents and visitors accessed the building via an intercom that allowed staff to see who was at the door before giving them access. This meant that no one gained entry to the playgroup without the permission of staff. Visitors were asked to sign in which meant that staff were aware of who was in the playgroup at all times. These measures helped to keep children safe.

Risk assessments were in place for the general environment and some of these were in the process of review. Staff performed daily checks to support this process which we confirmed were effective in maintaining a suitable environment for children. Some staff had a good understanding of infection control.

We saw that staff washed hands before preparing food and that the table was cleaned before children sat down to eat. Staff talked to children about the importance of washing hands before snack time. These measures encouraged

children to learn about keeping healthy and minimised the risk of cross infection.

Staff talked to children about their own safety during the session. For example, children were reminded to use the handrail when they went down the stairs to the garden area. This helped children to become aware of their own safety and that of others. During the inspection a fire drill took place. This was well managed by the manager and staff who supported the children and adults to safely and efficiently evacuate the building.

A register was then taken to account for all children and adults. Staff talked to children about the reasons for the fire alarm and praised them for listening well and following instructions. This good practice meant that children learned how to respond in an emergency and helped to keep children safe.

All parents who returned our care standards questionnaires strongly agreed that the service was a safe, secure, hygienic, smoke free and pleasant environment.

Areas for improvement

We observed children being supported to wash hands before snack time. This was done, at times, using communal water in the sink and children used a communal towel for drying hands. This process appeared rushed at times and did not encourage children to wash their hands for the recommended appropriate amount of time in order to promote best practice in infection control. We have made a recommendation about this. (See recommendation 1).

We looked at a sample of accident reports recorded by the service. We found that these did not always contain the necessary detail of information required. This meant that parents may not always have had the information they needed in case further action was needed. We discussed this with the manager who agreed to review the recording system. We will review this at the next inspection.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. Children's handwashing practice should promote best practice in infection control. In order to achieve this the service should ensure that staff and volunteers are aware of best practice in handwashing, including washing hands under running water and using disposable paper towels.

National Care Standards Early Education and Childcare up to the age of 16
Standard 3 - Health and wellbeing.

Statement 3

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

Service Strengths

We found that the service was performing to a good level in relation to this statement. We assessed this through:

- Discussions with the manager and staff.
- Discussions with parents.
- Observations of the environment used by children.
- Observations of the resources available to children.
- Observations of children's play and routines.
- Looking at relevant policies, procedures and documents.

The playgroup was set up each morning by the staff. We found that the environment was bright, welcoming and well ventilated. Resources were laid out attractively for children and provided a range of learning opportunities.

There were places where children could play co-operatively together and also places where children could play alone or relax with a book. Children were encouraged to be aware of their environment and to help tidy away the toys

when they had finished playing with them. We saw that many children were engaged with this process and enjoyed helping each other. This good practice helped children to become responsible.

Children took pride in their work and were pleased when they took it home at the end of the day to show their parents. Staff took great care with children's work and made sure that it was looked after before they gave it to children to take home. This helped children to feel respected.

Children enjoyed spending time outdoors in the playgroup's garden area. Staff told us that this had been greatly improved by the new surface that allowed children to play outside in all weathers. We saw that children enjoyed using a variety of play resources in the garden. Children read stories with staff, played imaginative games, used the wooden play house and dolls. Children also used ride on toys and scooters well which helped them to keep active and promoted physical wellbeing.

The children's garden area contained opportunities for them to learn about the natural world. There were plants with specific sensory interests for the children such as lavender. Children had also participated in planting and growing activities which helped them to learn about their natural environment and become responsible.

The playgroup benefitted from good links with the ' Greenbank pre-school' which used another area of the building. This allowed them to create good transition links for children who moved from the playgroup to the pre-school and also for staff to share good practice.

All parents who returned our care standards questionnaires strongly agreed that there was enough space for children to play and get involved in a range of activities.

Areas for improvement

We looked at the cloakroom area and felt that it would benefit from improvement to make it more attractive to children and develop skills such as name recognition. We spoke to the manager about this who agreed that this

was an area she felt would benefit from development. We will look at this at the next inspection.

We observed the range of resources available to children on both days of the inspection. We noted that children would benefit from further mark making opportunities across the different play areas and more open ended creative resources. We discussed this with the manager who agreed to look at ways this could be developed.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 3

"We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice."

Service Strengths

We found that the service was performing to a very good level in relation to this statement. We assessed this through:

- Discussion with the manager and staff.
- Discussion with some parents.
- Observation of staff practice.
- Looking at relevant policies, procedures and documents.

We observed staff working with children and found that they were consistently responsive. They spoke to children with a kind tone of voice and got down to their level to communicate. This helped children to feel nurtured and respected. Staff used their experience and skill well to promote children's enjoyment of play and build relationships with others.

It was clear that staff knew each child well and had developed positive relationships with families. Parents we spoke to told us that they were very impressed by the staff team and that they had offered them support and advice that had helped with their children at home. A parent who returned our care standards questionnaire described the staff as "committed and excellent".

Staff had a good awareness of current national practice documents such as 'Building the Ambition'. All staff had spent time working with this document and the manager told us that they felt their approach to child development, curiosity and nurture was confirmed and supported by this guidance. This very

good practice meant that staff were using guidance and research to reflect on their own practice to improve outcomes for children.

Staff had accessed training to support them in their roles working with children. We saw that staff had attended training in areas such as first aid, safeguarding children and GIRFEC. We saw that staff were also using these training opportunities to share their learning with the staff team. This very good practice meant that other staff could benefit from staff training which contributed to positive outcomes for children.

All parents who returned our care standards questionnaires strongly agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development.

Areas for improvement

We discussed with the newly appointed manager that it would be beneficial for her to access manager level child protection training. We have made a recommendation about this under 'management and leadership'.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We ensure that everyone working in the service has an ethos of respect towards service users and each other."

Service Strengths

We found that the service was performing to a very good level in relation to this statement. We assessed this through:

- Discussions with the manager and staff.
- Discussions with some parents.
- Observations of staff practice.
- Observations of children's routines.
- Looking at relevant policies, procedures and documents.

We observed staff working with children and saw that they were kind, nurturing and supportive at all times. They responded to children's individual needs and provided reassurance and security to children. We saw that staff were attuned to children's emotional wellbeing and responded to their developmental need for attachment and nurture.

Staff were confident in discussing their nurturing approach to their care of children and the way in which they promoted wellbeing in their work. Parents we spoke to commented that their children had settled well due to the caring nature of the staff team. A parent who returned our care standards questionnaire commented that "the team really care about the welfare and development of every child and this reflects in how content the children are at playgroup".

Staff communicated well with each other and provided a role model of respectful communication. They encouraged children to be aware of each other's feelings and to listen to each other. We saw that during story time and snack children were encouraged to listen to the thoughts and ideas of others and were praised for giving their thoughts and opinions. This helped children to feel valued and respected and promoted friendships within the group.

Staff had worked hard to build very good relationships with parents and families. We observed staff working with parent helpers on both days of the inspection and saw that they were welcoming, respectful and friendly. They provided parents with good support and helped them to have a positive experience in the playgroup and to be included.

This created a positive atmosphere where staff and parents worked together to promote positive outcomes for children. A parent who returned our care standards questionnaire commented that there was "always a warm and friendly welcome for both children and parents alike".

Staff used praise and encouragement to promote positive behaviour with children. This was supported by the service's 'behaviour management policy'. This stated that "by promoting good behaviour, valuing co-operative and a caring attitude, the group aims to help children develop a sense of

responsibility and wellbeing for themselves and others". This very good practice meant that children were positively supported to develop respectful relationships with others.

All parents who returned our care standards questionnaires strongly agreed that staff treated their child with respect.

Areas for improvement

As discussed in quality theme one statement one, children would benefit from the development of further opportunities to actively influence their care and support.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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 that the service was performing to a good level in relation to this statement. We assessed this through:

- Discussions with the manager and staff.
- Discussions with some parents.
- Observations of staff practice.
- Looking at relevant policies, procedures and documents.

We observed staff practice within the playgroup and saw that staff worked well together. They demonstrated effective team work skills such as good communication and support. The manager was available throughout the session to staff, parent helpers and volunteers. Staff provided effective support and direction to parent helpers which was enhanced by the information given to parents about how they could help in the service.

This explained tasks and roles parent helpers could perform and ways they could support children in their play. This good practice meant that staff used leadership skills to effectively support others working or helping in the service.

Staff took turns in planning for and carrying out tasks in the playgroup on a daily basis. For example, they took turns in planning and reading stories with the children as well as setting up the garden for outdoor play. This meant staff used their initiative to plan resources in response to children's interests. The support of parent helpers and regular volunteers meant that staff used their

leadership skills effectively and focused on the direct care and support of children throughout the session.

The service had created a 'development plan'. This was used as a working document in order to plan for identified areas of improvement. We saw that targets were set for different areas of the playgroup and that these were reviewed regularly. This included areas for development that improved experiences for children.

For example, we noted that the service had identified the purchase of new mats for play within the environment. This was reviewed as successful in helping to reduce the amount of noise carried within the hall and therefore created a calmer atmosphere. This meant that staff were effectively using their leadership skills to identify and carry out developments which led to improved outcomes for children.

Staff met together regularly to discuss matters affecting the playgroup and also attended committee meetings where possible. They told us that they used this time to discuss the support and development of individual children and the quality of the service they provided.

The manager told us that she planned to take forward an increased focus on music with the children. We agreed that this would be a positive development. This good practice meant that staff took forward areas of development within the playgroup and supported each other.

Areas for improvement

Although staff met regularly to discuss matters affecting the children and to plan for their care, they maintained no records of these meetings. We discussed with the manager that this would further support team development and ensure that staff or volunteers who were unable to attend could be informed of any matters discussed. We have made a recommendation about this. (See recommendation 1).

We discussed the role of child protection co-ordinator with the newly appointed manager. We agreed that it would be of benefit for her to access managerial

level child protection training to support her in this new role. We have made a recommendation about this. (See recommendation 2).

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. In order to support continuous improvement within the service, the staff team should keep a record of team meetings. This will support the staff team to direct their discussion and development as well as providing all staff with a way to keep informed.

National Care Standards Early Education and Childcare up to the age of 16
Standard 13 - Improving the Service.

2. In order to support her new role as manager of the playgroup, the manager should access child protection training at the appropriate manager level. This will ensure she is kept up to date with best practice and able to support staff effectively.

National Care Standards Early Education and Childcare up to the age of 16
Standard 12 - Confidence in staff.

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

Service Strengths

We found that the service was performing to a good level in relation to this statement. We assessed this through:

- Discussions with the manager and staff.
- Discussions with some parents.

- Observations of staff practice.
- Looking at relevant policies, procedures and documents.

We found that there were good opportunities for parents to give feedback about the quality of the service. Parents had recently completed a 'two stars and a wish' survey and the results had been collated and feedback to parents. This included communication that explained any improvements planned in response to parent comments.

For example, a parent had commented that they would have appreciated more information about the parent rota system. The service responded by creating a 'rota information sheet' which was circulated to all parents and added to the parents information booklet. This good practice meant that views of parents were valued and used to inform improvements. Parents we spoke to confirmed this and told us that they often found it difficult to think of suggestions for improvement as they were so happy with the service.

The manager was included in the staffing arrangements for each session. This provided her with a way to informally monitor staff practice and identify any areas for development. Although the new manager had been in post for only a short time, she had identified strengths within individual staff members to make effective use of as the service moved forward.

The service's development plan provided a way for management and staff to reflect on the progress of the playgroup and the planned direction. We could see that this was used effectively for certain areas, such as identifying staff training needs.

Although appraisals had not yet taken place in this academic year due to management absence the newly appointed manager and administration employee were committed to re-establishing this system for staff development. We saw that these had been used effectively the previous year to identify training needs and that staff were reflective about their roles.

All parents who returned our care standards questionnaires agreed or strongly agreed that the playgroup had involved them in the development of the service.

Areas for improvement

The service should now look to strengthen its quality assurance methods to monitor the service as a whole and take into account areas raised within this report. We have made a recommendation about this. (See recommendation 1).

The service benefits from the input of regular volunteers. In order to support this area of their service the playgroup could develop their 'volunteer policy' so that all aspects of the volunteer role are agreed and explained.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The provider should continue to monitor and evaluate the playgroup and ensure that systems already in place are further developed. These systems should be effective and identify areas for development for each member of staff and the service as a whole, as outlined in the recommendations in this report.

National Care Standards Early Education and Childcare up to the age of 16
Standard 13 - Improving the Service and Standard 14 - A Well-managed service.

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. The provider should give children more opportunities to gain independence at snack times.

National Care Standards Early Education and Childcare up to the age of 16.
Standard 3 - Health and Wellbeing.

This recommendation was made on 28 February 2014

This recommendation is ongoing and has therefore been carried forward in this report.

2. The provider should evidence that children's records/ personal care routines be reviewed in line with registration.

National Care Standards Early Education and Childcare up to the age of 16
Standard 3 - Health and Wellbeing.

This recommendation was made on 28 February 2014

This recommendation has been met.

3. The provider should ensure that visitors are asked to sign in and out of the service.

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

This recommendation was made on 28 February 2014

This recommendation has been met.

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	
28 Feb 2014	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
8 Jun 2012	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	5 - Very Good
12 Jan 2011	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
1 Mar 2010	Unannounced	Care and support	Not Assessed
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
30 Oct 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good

		Management and Leadership	4 - Good
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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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