

Nile Grove at Greenbank Community Playgroup Day Care of Children

Greenbank Parish Church of Scotland
Braidburn Terrace
Edinburgh
EH10 6ES

Telephone: 0131 447 6745

Type of inspection:

Unannounced

Completed on:

1 May 2019

Service provided by:

Committee Of Nile Grove Community
Playgroup

Service provider number:

SP2003003165

Service no:

CS2003013397

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Nile Grove at Greenbank Community Playgroup, referred to as the service in this report, registered with the Care Inspectorate in April 2011 and the Care Commission prior to that. Conditions of registration state that care can be provided to a maximum of 24 children aged 2.3 years to entry into primary school. The service can operate between the hours of 9:00 to 12:30 Monday to Friday.

The service is provided from a church hall in the Morningside area of Edinburgh. It is a secure property with a small outdoor area to the rear. Children have access to a large hall, toilets and a small cloakroom. The location has good bus routes and local amenities.

The service states its aims as: "To provide a happy, caring and supporting learning environment for children aged two years three months to five years. Playgroup staff promote the social, emotional, physical and intellectual development of every child using creative, stimulating age appropriate play activities".

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), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, included.

What people told us

The service distributed eight care standard questionnaires to parents prior to inspection. All five returned told us that parents were happy with the quality of care provided by the service. Parents comments included:

"The most important thing to us is that the staff are kind and interested in the children which they are."

"I am happy with the care provided in the playgroup and feel the team provide a safe, caring environment for my child."

"The staff have a well-executed structure which allows free play, outdoor play, storytime, songs and of course healthy snacks. My children have thrived in this environment and I feel it has enhanced my parenting ethos. This supportive role has been vital to our family. I trust the love and care that nourishes my children is a huge reason why they don't want to miss a day there!"

"I would prefer it if snack time was more structured and all the children sat down together. Since snack has become more casual, I find it difficult to get my child to sit down at home to a family meal. Overall I'm very happy with the playgroup and my child has lots of free play at other times."

The number of children present varied throughout inspection. Children appeared happy to be there and were engaged in their play throughout the sessions.

Self assessment

The service was not asked to submit a self assessment prior to inspection. We saw that the service had been working on achieving priorities set out in their improvement plan. A new improvement plan was being planned for the coming months.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

For many children, playgroup is the first time away from family. An understanding of this motivated staff to create a warm, safe space where children would feel nurtured and happy to be. Children were welcomed gently by calm adults who were sensitive to each child's settling routines. A safe space to keep own toys was provided. This was respectful of children's attachments whilst supporting them to join fully in the playgroup day.

Children's preferences guided daily plans and resources on offer. Staff were able to respond to children's requests and by watching their play. This meant that the service was responsive to children's needs and worked to meet needs on a daily basis. Each child had a personal plan which highlighted what the service was supporting them to progress with in their learning and development. Staff discussed children's needs and progress with parents on a daily basis as part of each child's handover. We asked them to consider how to involve parents in the setting and reviewing of plans. This would ensure all parents have time to look at their child's personal plan and get to know the care and support being offered.

Changes had been made to the service medication procedure following a requirement at last inspection. These changes ensured children had medication available to them when required.

Children were supported to practice the social skills of sharing, negotiating, listening and playing with their friends. They had many opportunities to learn through independent tasks such as hand washing and parts of the snack routine. As at last inspection, we discussed involving children more in the preparation of food for snack. This would offer practice in a variety of skills such as slicing, spreading, pouring and peeling. We signposted the service to the best practice document Food Matters for ideas on taking this forward.

A variety of toys were available for children to choose from and move around to use as they wished. This offered opportunities to be creative and learn through play. The service had made limited progress to use more loose part and natural materials since last inspection. These materials are not toys and so encourage children to use their imagination, adding more depth to the play experience. Health and Social Care Standard 1.31 states "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".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were invited into a welcoming and inviting space. Children's artwork and photographs were displayed on the walls. This celebrated children's achievements and created a sense of ownership in the service. The service was considering developing a photograph album to ensure children could access them with more ease.

Children were outdoors every day for fresh air and physical activity. The small secure space was accessed via some outside steps which children were supported to manage independently. A range of toys were provided to enhance children's physical skills. We discussed with the service using community spaces more to ensure children could explore a more natural environment. This would also increase children's opportunities to take and manage a variety of risks in a supported environment. Health and Social Care Standard 2.25 states "I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions".

Due to venue restrictions, the service had a routine which they maintained each day. Staff worked hard to ensure this routine had limited impact on children's experiences and instead became a part of their day. Children demonstrated collaboration, responsibility and negotiation as they took part in the tidy up process.

The manager spoke of plans to enhance and develop both the indoor and outdoor spaces. She referred specifically to more relaxing, enclosed areas for the children to rest in. We encouraged the manager to think about how resources could support children to be curious, explore and inquire.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Children experienced calm and friendly adults who were able to notice and respond to young children's communication methods. We saw staff taking steps to make practical tasks and personal care more pleasant for children. This meant that children had choices to engage at their own pace.

Staff's good use of questioning assisted children to extend their thinking. Children had freedom in their play experience as staff saw the benefits to learning.

The staff team demonstrated a long-standing commitment to the service, being flexible to support developments. We saw however that actions set during appraisals had not been achieved, some of which spanned two years. Limited support and supervision sessions throughout the year had contributed to this. We did however remind staff of their responsibility as members of the SSSC to develop professional skills and knowledge to improve outcomes for children. The Scottish Social Services Council (SSSC) is the regulating body for social service workers in Scotland.

Health and Social Care Standard 4.11 states "I experience high quality care and support based on relevant evidence, guidance and best practice". We signposted the service to Care Inspectorate's website The Hub where up to date information from the early learning and childcare sector can be found.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager aimed for shared leadership where staff could take the lead and be more involved in decision-making. We suggested the manager introduce structured processes which would allow her to monitor practice and improvements to the service. This would help her to set actions with staff and support them to progress their professional development. Health and Social Care Standard 4.19 states "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes".

The manager had secured team development time through inset days throughout the year. We suggested the manager consider the purpose of the inset days with her team, to develop a shared vision for improvement. The inset days should not replace team meetings where day-to-day running of the service is discussed.

Since last inspection the manager had embedded the use of Building the Ambition. This best practice document helped to guide practice, assess children's learning and track their progress. Annual questionnaires encouraged parents to offer feedback which helped guide the service improvement plan. This showed a commitment to involving parents in the life of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

In order to ensure that children get the medication that they need, the provider must put in place an effective system to manage medication by 12 June 2018.

This is to ensure that care and support is consistent with the Health and Social Care Standard 4.14 which states "my care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" and standard 4.27 which states "I experience high quality care and support because people have the necessary information and resources" and in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010)

This requirement was made on 24 July 2018.

Action taken on previous requirement

The medication policy has been updated to give clarity to parents regarding the process of storing and administering medication. All children who required medication had it on the premises.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
22 May 2018	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 3 - Adequate
11 Sep 2017	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
27 Oct 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good

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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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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