Crossmichael & Parton Playgroup
Day Care of Children

Glenlochar Community Centre
Crossmichael
Castle Douglas
DG7 2NZ

Telephone: 07599 080987

Type of inspection:
Unannounced

Completed on:
6 March 2019

Service provided by:
Crossmichael & Parton Playgroup

Service provider number:
SP2003002750

Service no:
CS2003011721

About the service

Crossmichael & Parton playgroup was registered by the Care Inspectorate on 1 April 2011. This Daycare of Children Playgroup is registered to provide a service to a maximum of 19 children aged two years six months to primary school age, of whom no more than five children can be under three years of age. The service is provided by a voluntary committee of parents and carers and operates from Glenlochar Community Centre in a rural area of Dumfries and Galloway. During operation the service has sole us of the community centre. The service operates Monday to Friday, during term-time, and is in partnership with Dumfries and Galloway Council to provide funded early learning and childcare place.

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.

What people told us

Children who spoke with us during the inspection were very happy at the service. They talked enthusiastically about the things that they liked to do, the staff and their friends. We observed younger children to be happy, secure and having fun.

We issued six care standards questionnaires for the service to distribute to parents and carers. All of these were returned prior to our inspection, and all of the respondents were very happy with every aspect of the service. Comments included:

"We are very happy with the service provided at Playgroup, and really value the care staff give to children and supporting families. I have enjoyed being part of this community."

"This is a wonderful nursery. The staff could not be faulted in the care they provide my children. The environment has provided my children with all they need to develop in all respects. My children could not be happier and my family feel so fortunate that we have such a fantastic nursery in which to send our children."

"We could not praise the Playgroup enough. The staff are highly competent, professional and most importantly passionate about their work. This is shown through their active professional development and the positive outcomes which shine through my child. Our daughter loves Playgroup."

"The staff are amazing. It's a fun learning environment and I have noticed a huge difference in my child since moving from another provider. My child loves it so much he never wants to leave."

Self assessment

The service was not asked to submit a self-assessment prior to this inspection. We reviewed the service's improvement plan as part of this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

The service had a warm, welcoming and inclusive ethos. Interactions between the manager (who is included when we refer to staff) staff and children and families using the service were consistently respectful, and reflected the values that underpinned the work of the service. Staff were nurturing and supportive, and demonstrated genuine care and affection for children. Promoting children's well-being was integral to the work of the service. Staff knew children well and used effective strategies to ensure that they were safe, happy, and developed a positive sense of self. As a result children were enthusiastic, active and confident in their approaches to learning.

Staff effectively supported children to develop healthy lifestyles through a range of approaches. This included very good arrangements for providing children with opportunities to play outdoors. Staff had been creative in their approaches to enable access to the outdoor area for the majority of each day. Children were supported to learn how to change in and out of outdoor clothes, which was helping them to be independent and to move freely between indoors and outdoors as they chose. The service was continuing to develop the outdoor area and resources since our previous inspection. Children now had increased opportunities to learn in a natural environment. As a result many children chose to play outside for significant periods and engaged in positive play experiences, with the health benefits associated with energetic play and fresh air.

Children enjoyed tasty and nutritious snacks in a relaxed setting, which provided very good opportunities for them to converse with their friends and staff. Staff provided very good opportunities for children to develop self help skills, such as pouring and spreading, and children had opportunities to be responsible by helping staff to prepare the table and serve their friends. Parents provided packed lunches, which staff stored appropriately. Children were able to choose when they had their lunch, which meant that their play was not interrupted. Lunch was also a relaxed, happy and social experience, with children and staff eating and conversing together.

The service had an ethos of continuous improvement. Staff were committed to providing the best service that they could for children and their families. They effectively reflected on their practice and the work of the service, taking account of best practice, and were receptive to new ways of working.

A monitoring calendar ensured a planned and systematic approach to ensuring quality standards were maintained. Staff also had regular opportunities to evaluate the service using the quality indicators from 'How Good is Our Early Learning and Childcare?' and were beginning to consider the 'Health and Social Care Standards'. These approaches supported continued development of the service and improvements in outcomes for children.

What the service could do better

The service planned to test a more flexible approach to providing snack, by allowing children to decide when to participate. We discussed the potential risks and benefits to this change, and agree that planned monitoring and evaluation of the impact this has for children will be useful in determining how to proceed.

Whilst there was good improvement in some of the personal plans sampled, this was not consistent. We found examples where more effective personal planning may have resulted in improved outcomes for children. We have therefore repeated the recommendation that we made in our previous inspection report. Please refer to recommendation 1.

The service was not adhering to best practice regarding the storage and management of medication. This meant that children's health and well-being may have been compromised. Please refer to recommendation 2.

Whilst, as we have stated, the service was committed to continuous improvement, quality assurance processes were not yet consistently recorded. This potentially limited the effectiveness of monitoring and evaluation to support improvement. Please refer to recommendation 3.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. We recommend that the service continues to develop personal plans for children to ensure that these reflect children's learning and progress and clearly detail how next steps will be supported.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

2. We recommend that the service reviews and improves the management of medication. Arrangements should be made to ensure that staff are fully aware of the revised policy and procedure and their role in implementing this.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "Any treatment or intervention that I experience is safe and effective." (HSCS 1.24)

3. We recommend that the service develops approaches to implementing and recording monitoring and evaluation processes.

This is to ensure that the quality of management and leadership is consistent with the Health and Social Care Standards which state: I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes". (HSCS 4.19)

Complaints

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

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

We recommend that the service continues to develop personal plans for children to ensure that these reflect children's learning and progress and clearly detail how next steps will be supported.

National Care Standards for early education and childcare up to the age of 16 - Standard 6: Support and Development.

This recommendation was made on 20 January 2017.

Action taken on previous recommendation
Whilst we found some examples of effective personal planning, this was not consistent in all of the plans we sampled. We have therefore repeated this recommendation within this report.

Inspection and grading history

Date	Type	Gradings	
30 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
10 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
18 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
31 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
17 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good

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