

Daisy Drop In Day Care of Children

Letham Community Wing
Forth Drive
Craighill
Livingston
EH54 5LZ

Telephone: 01506 432013

Type of inspection:

Unannounced

Completed on:

14 November 2018

Service provided by:

Daisy Drop In a Scottish Charitable
Incorporated Organisation

Service provider number:

SP2014012418

Service no:

CS2014334450

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.

This service registered with the Care Inspectorate on 25 June 2015.

The playgroup provides a care service to a maximum of 20 children at any one time aged from two years old to those attending Primary 7. It operates on Monday to Friday mornings from 09:15 hours - 11:30 hours (term time) and Monday to Thursday afternoons 12:30 hours - 14:45 hours (term time).

The playgroup operates from Letham Community Wing in Craigshill, Livingston and is the only service that currently use the facilities. The accommodation used by the service consists of one large playroom, one small playroom, toilets and kitchen facilities. There is a designated outdoor play area which is soon to be developed by the playgroup with the support of parents and carers.

Aims of the service include:

"to advance the children's social, emotional and cognitive development within the context of play; to help develop independence, self-confidence and a love of playing and learning; to help make the transition to nursery as smooth as possible".

What people told us

Parents/carers comments:

Six parent and carers questionnaires were returned to us. We also spoke with five parents/carers during the inspection. All parents/carers told us they were very happy with the service.

The following comments were provided:

"I find staff very friendly and approachable".

"My child really likes coming to the service and has settled in really well. Staff are very flexible in their approach and this has helped my child settle into the group".

"My child loves it here. Her speech has come on. I think they're brilliant. I love it here".

"My child just runs into the playgroup and we are made to feel very welcome by staff".

"All the staff are great and I know they will contact me if they need to. My child settled quickly and I trust all staff to look after her".

Children's comments:

We spoke to ten children during our first visit to the playgroup. Most of the children who attend the group are between two and three years of age. Due to the young age of the children attending at the time of the inspection they were unable to provide comments on their experience in the service. However, children engaged us in their play and enjoyed our company. We could see they were happy in the service.

Other agencies:

A supporting service - spoke with two people:

"We have regular communication with the manager in regard to sharing information on new children starting the group. This is linked to the child's 27-month assessment".

"The service is good at helping parents complete forms for the eligible two year olds and signposts parents to liaise with other services. This is very helpful to parents/carers".

"The environment is very welcoming. It's an old building and staff use the space well. I like the wall displays as it gives parents lots of information".

"The service uses the local library which is great for the children. This supports their development, such as language. Lots of Polish children attend the group and the service has really responded to this".

Co-coordinator of a 'drop in service' where parents stay with their child and she is also Co-coordinator of this service

The coordinator told us the playgroup committee meet regularly with 'Daisy Drop In Playgroup' staff and the manager. This has supported communication between them to ensure the service is operating within their conditions of registration. The manager also receives supervision and support from her.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their improvement plan and quality assurance processes. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The ethos in the playgroup was welcoming, relaxed and provided a very good setting for young children to have fun and learn.

Children who were new received a well-planned transition programme. Staff encouraged parents to stay and settle their child into the playgroup. Communication with the parents helped staff to get to know individual children and, as a result, they could anticipate the needs of the child.

We noted when children arrive and depart from the service how staff were responsive to parents' needs. Staff listened to parents and children. This caring and sensitive approach supported parents to build positive relationships with the staff.

When required, the manager assisted parents to complete relevant forms that provided information to enable their child to attend the service. This also included assistance with Government initiatives, for example to support parents to seek or extend employment.

Since the last inspection, staff have introduced, with parents' involvement, a wall display and sung songs with children that related to the child's first language. This has enabled children to have a richer learning experience.

Staff successfully used the national guidance document 'Pre-Birth to Three - Positive Outcomes for Scotland's Children and Families, for planning children's learning. Children accessed a wide selection of resources suitable for their needs. They particularly enjoyed sensory resources, such as water and sand. Staff encouraged children to challenge themselves and this helped to build confidence in their own ability.

Children's personal plans have been developed and were reviewed frequently with parents' involvement. Staff gathered meaningful information and, when required, other agencies were involved in the process.

We observed that healthy snacks were presented and enjoyed by the children. Staff referred to the publication 'Setting the Table'. This supported very good practice and helped staff to provide children with a positive experience.

It was evident the values of 'Getting it Right for Every Child (GIRFEC) was imbedded in the daily practice of staff. The manager and staff worked together to place each child and their family at the heart of what they do.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Children were cared for in a secure, clean and maintained building. We could see that staff were alert to who was coming and going from the service. This helped keep children safe and secure when using the centre.

We noted how well children's work was attractively displayed, such as, paintings and drawings. There were lots of photographs of what children were learning through play. This showed how well staff valued children's work.

Those children already familiar and comfortable within the setting moved around freely, whilst those undergoing transition were supported by staff.

The playrooms and furniture were designed to encourage children to select resources. This supported children's curiosity, promoted their independence and extended their imagination.

We noted the music and dance room was cosy and comfortable. The layout and resources encouraged children to express themselves through music and movement. This provided children with another way to communicate their emotions.

Throughout the inspection, we noted that children were encouraged to wash their hands. Staff provided lots of praise and promoted the benefits of good hygiene routines.

Staff had a good understanding of the benefits of children accessing the wider environment, such as, visits to the local library and parks. This provided children with real-life learning experiences supporting them to grow into responsible, confident individuals.

The service has successfully fundraised with the support of parents and this has enabled them to purchase resources, plan and develop an outdoor area. This has included an outdoor shed, children's waterproof jackets and welly boots.

We found that staff had a good understanding of child protection procedures and the steps to be taken to keep children safe. Accidents and incidents were recorded within the service and shared with parents. The manager monitored children's attendance with a focus on supporting learning.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

A committed and motivated staff team provided a positive ethos for families around nurture and learning. The team worked well together and were able to reflect on their practice. They used best practice guidance, such as, 'Building the Ambition' to guide their thinking and improve the service.

Staff engaged well with the inspection process and showed they were aware of their responsibilities to promote positive relationships with children and families. They were mindful of the impact this had on children's development.

Staff demonstrated they had a very good respect for children and families by showing genuine interest in them. This was confirmed when talking to parents.

We noted that staff had a commitment to training, learning and their personal development. Staff used their previous learning and development to advance the service further. For example, the benefits of outdoor play.

All staff spoke confidently about children's varying needs and were responsive to their individual care. We observed children received lots of cuddles from staff. This nurturing approach provided children with reassurance and a sense of security.

We found that staff were either appropriately qualified or were undertaking study towards a childcare qualification. All staff were registered with the Scottish Social Services Council (SSSC). Staff received regular supervision support meetings which gave them an opportunity to identify their training and support needs.

Staff referred to published best practice guidance to provide a quality learning experience for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of management and leadership

Findings from the inspection

The manager and staff work hard to be part of the local community and support local initiatives, such as, 'Home Start'. This responsive approach helped to support families.

Parents and agencies involved with the service commented positively on the quality of the service such as the friendly manager and staff. Agencies felt included in the service, respected and valued and commented on positive changes to the service since the last inspection.

The manager communicates effectively with all agencies including the local primary school. Staff shared valuable information to support children's transition from the playgroup to school.

The manager and staff referred to the guidance 'Building the Ambition – Self Evaluation'. This supported staff to evaluate the work of the setting. The staff made use of the questions to prompt discussion and identify areas for improvement. As a result, staff identified the need for the playrooms to be reorganised.

Priorities detailed in the improvement plan had been clearly identified and staff had a very good awareness of their roles and responsibilities. Formal and informal consultation with parents, agencies and staff has helped to identify what was working well.

Staff told us they felt valued and listened to and were encouraged to share learning at their team meetings. We discussed with staff the different schemas in children's play and the importance of these concepts to the development of the children. We asked that staff keep this in mind when making observations, planning and assessments.

In conclusion, a clear improvement plan was in place covering the following year.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

The provider should ensure that children have daily opportunities to access fresh air and energetic, physical play.

National Care Standards for Early Education and Childcare. Standard 3 - Health and Wellbeing. Standard 5, quality of experience.

This recommendation was made on 3 March 2017.

Action taken on previous recommendation

The service had daily access to the school playground on a daily basis.

Recommendation 2

All children should be supported with appropriate resources to enable and assist their language development including children with English as an additional language.

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

This recommendation was made on 20 February 2018.

Action taken on previous recommendation

Children attending the playgroup at the time of the inspection had appropriate resources in place to assist their language development.

Recommendation 3

To ensure the care and support remains relevant to children's individual needs. The provider should ensure all information held on children and their care needs is reviewed at least once every six months. This will result in an appropriate personal plan being in place which remains up to date.

To ensure that children's needs are being met on a daily basis, staff should ensure that information shared by parents is communicated throughout the staff team. This will support the staff to implement a sensitive approach and continuity of care for the child.

National Care Standards for Early Education and Childcare up to the age of 16 years. Standard 7 - A caring environment.

This recommendation was made on 20 February 2018.

Action taken on previous recommendation

The manager ensured all information held on children and their care needs was reviewed at least once every six months.

Recommendation 4

To ensure that children's development is appropriately supported. The planning, assessment and recording of children's learning experiences and outcomes should be recorded and should be clear, of a high quality, meaningful and evaluated well.

National Care Standards for Early Education and Childcare. Standard 5 - Quality of experience, Standard 14 - Well managed service, Standard 12 - Confidence in staff.

This recommendation was made on 20 February 2018.

Action taken on previous recommendation

To ensure that children's development is appropriately supported, the planning, assessment and recording of children's learning experiences and outcomes were recorded, meaningful and evaluated.

Recommendation 5

To ensure the safety of children and the opportunity to learn, develop and assess risks, staff should ensure that equipment is risk assessed so that it provides the maximum benefit for children. In addition, staff should risk assess the resources to ensure that they are safe for the age and stage of the children attending the service.

National care standards for Early Education and Childcare up to the age of 16 years. Standard 5 - Quality of experience. Standard 2 - A safe environment.

This recommendation was made on 20 February 2018.

Action taken on previous recommendation

Staff risk assessed the equipment and the resources to ensure they were safe for children.

Recommendation 6

To improve outcomes for children, staff should have regular supervision support. This would be an opportunity to support staff practice and development as well as identify training needs.

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

This recommendation was made on 20 February 2018.

Action taken on previous recommendation

Staff had regular supervision support meetings that supported their practice.

Recommendation 7

To improve outcomes for children, the provider should introduce systems for quality assuring all aspects of the service. Improvements that are identified should inform the development plan.

National care standards for early education and childcare up to the age of 16 years. Standard 14 - Well managed service.

This recommendation was made on 20 February 2018.

Action taken on previous recommendation

The manager has introduced systems for quality assuring all aspects of the service. This has helped to inform the playgroup's development plan.

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	
7 Dec 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 Jan 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.