

Care service inspection report

Humpty Dumpty Playgroup - Scone

Day Care of Children

Scone Public Hall

21 Queens Road

Scone

Perth

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Telephone: 01738 553263

Inspected by: Lindsay Crombie

Type of inspection: Unannounced

Inspection completed on: 4 February 2013



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Service provided by:

Humpty Dumpty Playgroup - Scone

Service provider number:

SP2003002170

Care service number:

CS2003010122

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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	5	Very Good

What the service does well

There was a family feel to the service provided by the staff within Humpty Dumpty Playgroup. Parents we spoke to praised the high quality of staff.

What the service could do better

The service should continue to develop opportunities for children and their families to participate in the assessment process.

What the service has done since the last inspection

There have been staff changes since the time of the previous inspection.

Conclusion

Staff created a stimulating environment where they were committed to meeting the individual needs of the children in their care.

Who did this inspection

Lindsay Crombie

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Humpty Dumpty playgroup is registered to provide a service to a maximum of 24 children at any one time. The age range of the children is from two and half years to those not yet attending primary school. On the day of the inspection, eight children were present.

The playgroup operates from a large community hall in Scone. Children accessed a large hall and a safe enclosed outdoor play area.

The playgroup holds partner provider status with Perth and Kinross Council Education and Children's Services.

The playgroup is run by an active committee consisting of parents using the service.

The playgroup had a comprehensive statement of aims which in summary stated that it aims to provide care and nurture the child in a happy, caring, welcoming and secure environment, which is based on praise and fairness.

The group aims to work in partnership with parents to provide a sound basis for life-long learning that provides opportunities for children to develop to their full potential.

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 5 - Very 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 0845 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

This report was written following an unannounced inspection visit on 11 December 2012. The inspection was carried out by Care Inspectorate Inspector Lindsay Crombie.

As part of the inspection process, evidence was gathered from a number of sources including:

Four Care Standards Questionnaires completed by parents/carers and returned to the Care Inspectorate for inclusion in the inspection process.

Examination pre inspection returns.

Examination of policies, procedures, records and other documentation, including the following:

- Supporting evidence sampled from the up to date self assessment.
- Records maintained for individual children.
- Certificate of registration.
- Certificate of public liability insurance.

Discussion with the manager and staff.

Inspection of the general environment and equipment used in the provision of the service.

Observation of staff interaction with children.

The Inspector sampled areas evidence taking the above into account and reported on how the service was meeting specific statements under the Quality Themes of Care and Support, Quality of Environment and Quality of Staffing and Quality of Management.

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.firelawscotland.org

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.

We 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 of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

Eight children were present on the day of the inspection and were clearly enjoying the activities of the day. The children gave us the following comments:

"Yes, I had a good time."

"Me too."

"I like the computer and the drums."

Taking carers' views into account

Four of the eight Care Inspectorate parent/carer questionnaires sent to the nursery for distribution were completed and returned for inclusion in the inspection process.

An audit of this indicated that, overall, parents/carers were very happy with the service provision.

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 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 the service to be performing at a high level in the areas covered by this statement. We concluded this through discussion with the staff and through observation of relevant documentation.

The service provider was the elected members forming the parental committee. We noted that they had regular planned meetings. Minutes were prepared and were available to all parents on the information board. We noted photographs of the individual committee members and their individual roles and responsibilities. Within the minutes we were able to note decisions made and action taken.

The newsletters were noted to be very informative. We noted excellent information relating to the playgroup staff. We saw detailed information to their current qualifications and those that were in process. The newsletters detailed the activity plans for the term and forthcoming events such as outings and fundraising.

There was a very good range of information displayed on the boards within the hall and changing area. These helped to keep parents informed of the events of the service.

We spoke with a parent/carer and noted comments such as:

"No concerns." (safety)

"Staff changes but all been very nice."

"Wide range of resources."

"Never short of things to do."

"Told when collecting." (any issues)

"Always speak privately."

We saw that activities and snack of the week were displayed and information such as the words of the songs for the Nativity play helped to increase the link between the home and playgroup environment.

We heard very good discussions between staff and parents at the end of the session. We heard parents being told how their child had been throughout the session and of the activities that their children had taken part in. We noted that the privacy of conversations was protected through moving to where others could not overhear discussions.

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

Quality Theme 1, Statement 1 - Very Good

Areas for improvement

The service had very good systems that encouraged the children and their families to participate in the development of the service. They are encouraged to continue to review and develop systems to meet the needs of the families attending the provision.

We noted that the service had a complaints book and that this was situated within the changing room. It is suggested that the format and positioning of the complaints book be reconsidered to allow for privacy of recording and to respect the confidentiality of complainants.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found the service to be performing at a high level in the areas covered by this statement. This resulted in very good outcomes for children. We decided this after we spoke with staff, watched practice, and considered the completed self assessment document.

We saw that staff had a good knowledge of the children which contributed to children's care and support needs being met. The small number of children in attendance gave staff daily opportunity to be aware of the developmental needs of all of the children.

Information was gained through the daily discussions with parents which meant that staff were up to date with children's recent experiences and served as a useful link between home and the playgroup. Parents were asked to complete 'All about me' which meant that staff were aware of the individual needs of the children.

We found that the staff at Humpty Dumpty playgroup were very good at recognising the children's achievements. This was done through verbal praise and through the 'mountain to success'. Agreement was reached between the children and staff on areas to work on and circle time was used for discussion on how they felt they were progressing with their targets and identifying new ones. This showed that the children were fully involved with this process.

We saw that staff were trained in First Aid procedures and Food Hygiene practices. This helped to ensure that staff were confident and competent while dealing with emergency situations. The staff were knowledgeable about infection control matters and promoted good hygiene practices to the children such as washing hands before snack and after going to the toilet. Good guidance was provided for parents who were using the kitchen as part of the parent duty system.

We saw that the children were independent during snack time. They self selected from the choices available and most managed to pour their own milk or water. We noted that the children were involved in preparing the snack menu and shopping for the required items. We noted that staff kept records of what children had eaten and shared these with parents.

We were able to see evidence of the information as stated within the self assessment document:

- We place a strong emphasis on hand washing.
- We follow local and national guidelines on providing healthy snacks, sharing our snack menus with parents and we take account of any allergies when planning menus.
- Staff either hold a Food Hygiene certificate.
- Health promotion is part of our curriculum.
- Fridge temperatures are monitored.
- We carry out regular risk assessment on the indoor and outdoor environments.
- Accident and incident records are kept.

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

Quality Theme 1, Statement 3 - Very Good

Areas for improvement

Within the self assessment the service identified areas for improvement:

Increase children's awareness of hygiene in the garden.

Further develop the quiet area involving children.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

We found the service to be performing well in relation to this statement. We concluded this following discussion with the staff, observation of the premises, a sample of the documentation and observations of outcomes for the children.

Humpty Dumpty playgroup operated from the large room within Scone Public Hall.

The service had a bell entry system which meant that the children were protected from unknown adults entering the playroom unsupervised. There was very good evidence to support the service's approach to child protection matters. We were able to see that policies and procedures were in place and were satisfied that the correct procedures would be followed and confidentially protected if concerns raised. Staff had participated in child protection training.

We saw that the service was clean and in a good state of repair. The hall used was bright and spacious. There was safe, clear floor space meaning that the children could move around freely and easily. The room layout meant that the children were able to work individually or in small groups. The resources were very well organised and easily accessible to the children.

Staff had prepared effective policies and risk assessments to reduce risks and ensure that the environment was safe and service users protected. From the daily risk assessments we were able to see examples of action taken when concerns noted such as "spoke to hall keeper about deep clean". Within the weekly risk assessments we noted that concerns relating to the flooring had been reported and within a week a joiner had been in to address the issue. We saw that risk assessments included the outdoor area and that checks had been done and 'steps cleared' following some recent snow.

We heard that a risk assessment was in place for trips to Tesco's.

We heard the children being reminded about the rules of going onto the stage when they were going to practice their Nativity play. These included 'One step at a time', 'No running' and 'No pushing'.

We saw that the service had very good cleaning schedules which maintained the high standard of cleanliness. Tasks were allocated to appropriate time scales with varying frequencies. For example the snack table and chairs were cleaned daily while light switches and door handles were cleaned monthly.

We were able to see evidence which confirmed the following as stated within the self assessment document:

- The playgroup is cleaned daily by the hall keeper.
- Playgroup staff carry out additional cleaning as required.
- Fridge temperatures are recorded daily.
- Kitchen rules are displayed for all staff and parents.
- Kitchen equipment for snack preparation is stored safely eg sharp knives outwith children's reach.
- Chopping boards for preparation are colour coded and information about the use of each is clearly visible to all staff.
- Cleaning materials are stored safely and outwith children's reach.

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

Quality Theme 2, Statement 2 - Very Good

Areas for improvement

Within the kitchen assessment information we saw that the fridge was sometimes noted to be 'too cold'. We spoke to staff about this and were informed that if the food was found to be too cold or frozen that it would be disposed of. It would be beneficial to record any instances when this has happened. This would help in determining the frequency of such incidents and if further action is required such as replacing the fridge.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

Following discussion with the staff, a sample of the documentation and observations of outcomes for children, this service was found to be working to a high level in relation to this statement.

An audit of staff qualifications confirmed that staff held recognised childcare qualifications and that registrations with Scottish Social Services Council were completed as required. We were told that core training new staff included Child Protection and Pre-birth to Three.

When we spoke with staff it was apparent that they were motivated to attend training and were supported in this by the management committee. We heard that support from the committee was available on a daily basis if required.

A system of annual appraisals was in place. We were told that consideration to training was given at this time.

In the newsletter we saw detailed information relating to staff qualifications and training. We noted:

"Staff all attend a variety of courses. Some are to meet legislative requirements like First Aid and Food and Nutrition but also some which give ideas of new ways to deliver the Curriculum for Excellence and Pre-birth to Three".

We noted that, when required, policies and procedures were updated following information gained through training or changes in Legislation.

Within the self assessment it was stated:

- Staff undergo regular employee reviews and development. Training needs are discussed and recorded, aims are agreed with a realistic timescale for meeting the aims. Staff keep records of their own training.
- Staff undertake professional reading in order to deliver best practice.
- Staff work collaboratively to ensure high quality of provision and continuity to children.
- Staff work to relevant professional Codes of Practice.
- Staff are aware of the National Care Standards, research and best practice and how they use these to inform their day to day practice.

We were able to see very good evidence which confirmed the above statement.

Areas for improvement

Consideration could be given to the development of one to one supervision sessions between the committee and individual staff and the recording of information provided during informal support discussions.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Areas for improvement

The grade and comments given at Quality Theme 1, Statement 1 are carried forward through Quality Theme 2, Statement 1, Quality Theme 3, Statement 1 and Quality Theme 4, Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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 the service to be working at a good level in relation to this statement. We concluded this following discussion with staff, a sample of the documentation and observations of outcomes for children.

Staff members participated in weekly team meetings where they shared information relating to playgroup practices and planned future sessions.

We saw notices advising of committee meetings and were told that minutes were emailed to all parents. Parents were encouraged to join the committee therefore supporting the staff within their roles. We were told that the committee was very interested in the development of the service.

Staff met and welcomed all parents/carers on entering and exiting the building, to make time to communicate with them. This provided opportunities to share their thoughts on a daily basis. Questionnaires were issued to parents and children. There were opportunities for parents to comment, suggest and evaluate the service and staff encouraged them to do so.

The service produced a Quality Standards and Improvement Plan annually and took into account their comments including those from the questionnaires for parents, children and staff. The service was in partnership with the local authority for funded childcare places which meant that they were able to benefit from feedback from Local Authority Pre 5 officer and the quality assurance process related to this funding.

Staff told us of their commitment to achieving high standards. They attended committee meetings to ensure everyone was aware of the activities of the group. There was good links with the management of the hall which helped maintain good working relationships.

Areas for improvement

The views of external agencies could be gained and contribute to the improvement plan.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

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

Additional Information

Not applicable.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
30 Sep 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 5 - Very Good
3 Apr 2009	Announced (short notice)	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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