

# Care service inspection report

Full inspection

## Mid Annandale Playcare Day Care of Children

Harcourt Place  
Lockerbie



HAPPY TO TRANSLATE

Service provided by: Mid Annandale Playcare Ltd

Service provider number: SP2003002738

Care service number: CS2007143645

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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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	3	Adequate
Quality of staffing	3	Adequate
Quality of management and leadership	2	Weak

### What the service does well

The service involved parents in their child's care in a variety of ways, including being able to come into nursery and share skills. They kept parents up to date with their child's progress using regular newsletters and reports.

Children had regular access to the outdoors. The outdoor facilities provided children with a wide variety of opportunities to learn about the world around them, explore and take part in energetic activities.

Staff knew the children well and had developed warm and caring relationships with them. Children were encouraged to be helpful and to share. Children were making friends and enjoyed being at nursery.

### What the service could do better

We have identified a number of areas for improvement in the way the service's Child Protection procedures are followed and we have made requirements and recommendations about this within the report.

The Board should improve the way it communicates with the parent group, so that they are aware of how important the Board is for the running of the service.

The service needed to develop the management and staffing structure of the organisation so that leadership skills and a shared understanding of the aims of the service were developed.

### **What the service has done since the last inspection**

The service was continuing to develop their care plan format so that the health and wellbeing indicators from Getting It Right For Every Child are incorporated into planning.

The last inspection was a shared inspection with Education Scotland in November 2014. We made 3 recommendations at this time, and progress on these recommendations has been incorporated into this report.

### **Conclusion**

Mid Annandale Playcare provides a good quality of care for the children attending the service. Children enjoy coming to nursery and have fun. There are several areas of concern which have been identified within this report, which the provider should address at the earliest opportunity.

# 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.careinspectorate.com](http://www.careinspectorate.com).

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.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

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'

Mid Annandale Playcare provides daycare for a maximum of 86 children, aged under 16 years; of whom 9 children are aged from 0 to under 2 years, 15 children aged 2 to 3 years, 32 children who are not yet attending primary school from age 3 years and upwards - 30 children attending primary or secondary school.

The service is in partnership with the local authority to deliver Early Learning and Childcare. The service is operated by a voluntary Board of Directors.

The service is based in a purpose-built facility, which is conveniently situated close to local shops, parks and schools. The service has space to provide a wide variety of experiences which support parents in the local community. There is a secure outdoor area, where children have the opportunity to play energetically and learn about the outdoors.

## 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 3 - Adequate**

**Quality of staffing - Grade 3 - Adequate**

**Quality of management and leadership - Grade 2 - Weak**

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](http://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 high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

This report was written following an unannounced visit which took place on Wednesday 22 April 2015, Thursday 23 April 2015, Friday 24 April 2015 and Friday 1 May 2015.

A Team Manager attended the feedback which was given on the afternoon of Monday 11 May 2015.

We asked the service to submit a self assessment, which provided us with additional information.

During the visits we spoke with:

- the Manager and the Depute
- members of staff
- members of the management committee
- parents and carers
- children
- Police Officers.

We looked at a range of policies, procedures and records including:

- information for parents
- newsletters
- children's folders and registration information
- planning paperwork
- minutes from meetings
- staff files
- the service improvement plan.

We spent time observing how the children interacted with one another and how staff interacted with one another, the children and their parents.

### **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](http://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.

A self assessment was submitted following this inspection, which gave us information about the strengths of the service and identified areas for improvement.

## Taking the views of people using the care service into account

We spoke to children and observed how they interacted with one another and with staff during our inspection. Children were settled in the nursery. They had made friends with their peers and liked coming to nursery to play with their friends. Children enjoyed playing outdoors. The weather was warm and sunny during our visit and the children were having fun, making ice-cream in the mud kitchen. Older children liked playing outdoors and they were confident that staff would listen to them and be there for them.

## Taking carers' views into account

Parents were happy with the care provided by the service. They trusted staff and felt that staff listened to them. Parents found the nursery management approachable and were confident that their concerns would be dealt with.

## 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

During our visits we talked to members of the management committee; the manager, staff, children and parents; we also spoke to other agencies including Police Scotland; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 4 - good.

Examples of evidence and outcomes for the children and families using Mid Annandale Playcare , which support our findings include:

Mid Annandale Playcare was provided by a Board of Directors made up of parents who have volunteered their time. All parents were invited to join the Board and had the opportunity to attend taster sessions to see if they would like to be involved. The Board had their own email address, which parents could use to contact them directly. There was a noticeboard in the foyer area, where minutes of meetings and other information about the Board was on display.

The Board had identified that there was a need for them to be more involved in the running of the service and that they should be involved in aspects of the running of the service like staff recruitment and the appraisal procedures.

The service provided parents with information about what they could expect when they registered their child. They had developed a useful website, used social networking sites and had developed a handbook which set out the nursery's policies and procedures. Staff continued to keep parents up to date with events in the nursery by providing regular newsletters and they made good use of noticeboards around the building.

Parents were welcomed into the service. We observed that parents were able to talk to staff when they brought their children and they collected them. Parents were also welcome to share skills and we met parents who were in doing some gardening for the nursery. Parents were invited to come to fundraising and social activities, like a Christmas Fayre, nativity play and moving on ceremonies when children moved onto school.

The management team sought parents' views by using formal questionnaires, and they had previously published feedback from questionnaires in a small booklet format. They also used some interactive wall space, when parents expressed their opinions and made suggestions of Feedback Flags. Parents could also make comments using social networking sites.

The service had a supportive way of settling children into the routines of the nursery. Parents were asked to provide information about children's needs and care routines, which staff used to meet children's needs. These were regularly updated so that staff were aware of any changes to children's routines or care and support needs. The nursery was continuing to develop their care plan format so that the Health & Wellbeing indicators from GIRFEC (Getting It Right For Every Child) were included in planning.

Staff consulted children about their care and learning. Early Learning and Child Care were using Big Book planning, as a way of recording children's comments.

Staff in the Out of School Care (OSCA) included children in planning activities, and these were displayed so that children and parents could see what was going on. Toys and games were stored so that children could choose what they wanted to play with. Staff listened to children and observed them, and they used this information to make changes in the nursery, for example they had changed the cosy corner of Early Learning and Child Care in response to children's needs.

### Areas for improvement

The service was in the process of updating the parent handbook and we have suggested that they develop information about the running of the service and the Board so that it is more prominent and relevant to parents.

Whilst the Board had a noticeboard in the foyer area they did not communicate directly with parents of the service. We had previously suggested that they could have their own newsletter which would inform parents of what they were doing. See recommendation 1

We spoke to parents during our visit, who told us that they were happy with the care provided however parents said that they were concerned that "staff change a lot" and not all children coped well with this. Parents felt well-informed and that management was approachable and "always dealt with things promptly". Parents said that they did not know much about the Board and a parent said that they had been to a Board meeting "but found it wasn't relevant" to them.

The parent handbook does not include information about Child Protection procedures, which would inform parents of the service's responsibilities for protecting children from actual or potential harm.

Management of the service were at the early stages of discussing the use of e-portfolios and tablets for recording children's progress and involving parents.

## Grade

4 - Good

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 1**

1. People using the service should be provided with information about how the service runs, which is meaningful and relevant to them. They should continue to receive information so that they know about decisions which affect them in a way which is relevant and easy to understand.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 1 - Being welcomed and valued, Standard 14 - Well-managed service.

### Statement 3

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

#### Service Strengths

During our visits we talked to members of the management committee; the manager, staff, children and parents; we also spoke to other agencies including Police Scotland; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 4 - good.

Examples of evidence and outcomes for the children and families using Mid Annandale Playcare , which support our findings include:

Staff knew the children in their care very well. They used their knowledge and observations to meet their needs. Children had formed attachments to key members of staff and we saw that they had warm and affectionate relationships. Children had made friends with other children in the group. Older children were confident about approaching adults and asking for help and support.

All children had folders and learning plans, which showed how they were developing as they moved through the nursery. These were shared with parents, who were able to discuss their child's progress at Parents' Evenings. Staff were preparing reports for parents in Early Learning and Childcare and parents of younger children had a diary, which showed what they had been doing.

The nursery were continuing to develop their care plan format so that they incorporated the GIRFEC Health and Wellbeing indicators. We found that some care plans included risk assessments which informed staff of children's allergies and health needs, which meant that they were able to provide appropriate support for them.

Children had very good opportunities to play outdoors and enjoy active games. We observed children playing in the Mud Kitchen and saw that staff had provided them with a variety of resources which enabled them to develop curiosity and be creative. Children were learning to cooperate with one another and to negotiate with their peers.

Staff encouraged children to be helpful and to take responsibility for tasks around the nursery. Children from the Out of School group liked helping with the younger children and doing chores, like emptying the dishwasher. Children were encouraged to be proud of their achievements. We heard staff praising children often. Staff encouraged children to develop independence and we say that many children could dress themselves.

We had asked nursery staff to review the snack menus so that they took account of changes to legislation and new good practice guidance. We found that staff had done this and that the menus were more healthy and better balanced to meet children's nutritional needs. Additionally, staff were monitoring and reviewing their lunchtime routines so that these met children's needs in a more relaxed and sociable environment.

We had asked the nursery to develop their nappy changing procedures so that they took account of best practice guidance. A new nappy changing procedure had been developed with staff and the Board and nursery management team were working on improving the facilities available for staff and children.

Children were learning about healthy lifestyles. They were learning about keeping safe in the sun and were encouraged to put suncream on before they went outside to play and they knew the reasons for this. Parents had been asked to provide hats and cream for their children. Children knew that they should wash their hands before eating, baking and after using the toilet.

We observed that staff spoke to children in OSCA about their feelings and that they sensitively encouraged children to join in and develop friendships.

All staff had had relevant Child Protection training and they were familiar with the procedures for reporting their concerns to their Line Manager and the Child Protection Co-ordinator.

### Areas for improvement

Whilst staff were familiar with the correct procedures for reporting Child Protection concerns which fitted scenarios given at training opportunities, we found that there was a lack of confidence about reporting concerns, which did not fit with these situations. We also found there was a lack of confidence about questioning and challenging the actions taken by supervisors and that it was appropriate to find out what had happened when they had made a report. See requirement in Statement 4.4

Whilst staff were aware of Building the Ambition they had yet to start using this in planning and evaluating the care they provided. We observed occasions when children interrupted the flow of children's play because of routine events like group time, and also because children were not using some play equipment for the reasons staff had planned.

We had previously asked the nursery to review the procedures for completing children's diaries because we had observed occasions when staff had prioritised diaries over meeting children's needs. Staff had been working on this recommendation and had recently introduced a way of informing parents that staff had something significant to tell them. They had yet to evaluate this to ensure that it was an effective way of keeping parents up to date with their child's care.

Whilst some staff encouraged children to be polite to one another by being good role models, we found that this was not consistent across the nursery.

Staff used observations, conversations with children and group discussions to inform their planning. They were at the early stages of involving children in discussing their learning intentions and targets, and were aware that this was an area for improvement.

Whilst food provided by the service was healthy we observed that the contents of children's packed lunches could be improved, for example many children had very sugary fruit drinks. Information about healthy packed meals was limited however staff said that they were considering developing a leaflet for parents which would be based on the Setting the Table best practice guidance.

During our visit, we discussed the medication procedures for a child with asthma. We were advised that the service were asking parents to sign permission for this on a daily basis and we agreed that if the relevant information is contained in the child's care plan, that staff are aware of how any changes then it would be sufficient to review permission with parents on a monthly basis.

### Grade

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

### Statement 2

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

### Service Strengths

During our visits we talked to members of the management committee; the manager, staff, children and parents; we also spoke to other agencies including Police Scotland; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 3 - adequate.

Examples of evidence and outcomes for the children and families using Mid Annandale Playcare , which support our findings include:

Mid Annandale Playcare was based in a purpose-built nursery. Access to the building was secure and monitored. The building had appropriate heating, lighting and ventilation for its purpose. There were appropriate procedures in place for ensuring that the building, furniture and resources were clean and in good condition.

The internal layout of the building enabled children and adults to see what was happening on other areas of the building. Children were able to look out for their parents and parents were able to stop and observe whether their child had settled.

There was a secure outdoor area to the rear of the building. Children played outside in all weathers and the service had purchased appropriate clothing to enable the children to do so.

There were procedures in place for risk assessing activities and the building. Staff were aware of the procedures and updated existing assessments. They checked the nursery before the children arrived and made sure it was safe. Risk assessments were completed before leaving the building for trips and outings. Risk assessments were available throughout the building. Staff discussed risk assessments with OSCA children before their baking activity.

At our last inspection, we had found that whilst procedures for escorting children to school were safe, they did not encourage children to take responsibility for their own safety. We found that these procedures had been reviewed so that children were aware of how to get to and from school safely.

A fire drill was held during our visit. We observed that children were familiar with the routine and that staff cleared the building efficiently and calmly.

### Areas for improvement

The service had procedures for Child Protection, which followed the local authority guidelines. We found that the service had failed to follow these procedures correctly and had consequently not fully considered the potential risk of harm to children and adults in the service. See requirement 1.

We observed that some staff were cautious about letting younger children explore and take risks for themselves, for example they kept reminding them to be careful when on the climbing frame, rather than discussing risk with them. We had discussed this with management at our last inspection. See recommendation 1.

Whilst there were some shady areas in the outdoor play area, we observed that there was limited shade for children playing on the sloped area.

### Grade

3 - Adequate

### Requirements

#### Number of requirements - 1

1. The provider must make proper provision for the health, welfare and safety of people using the service.

In order to achieve this the provider must develop their procedures for assessing risk so that previously unforeseen incidents are effectively reviewed, learned from and inform future procedures for protecting children and adults in the building. The procedure should include the views of all parties with an interest in keeping children safe, including external agencies like the police.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 4(1)(a) and 10(1).

Timescale for completion: 30 September 2015.

### Recommendations

#### Number of recommendations - 1

1. Children should have the opportunity to explore and investigate the world around them, learn new skills and practise them in an environment which is safe and enabling. The provider working with staff, parents and children should develop risk and benefit assessment procedures which enable staff to be confident about allowing children to learn about themselves and the world around them.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 2 - A safe environment and Standard 5 - Quality of experience.

### Statement 3

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

#### Service Strengths

During our visits we talked to members of the management committee; the manager, staff, children and parents; we also spoke to other agencies including Police Scotland; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 4 - good.

Examples of evidence and outcomes for the children and families using Mid Annandale Playcare, which support our findings include:

Mid Annandale Playcare was based in a purpose-built facility. There was space for children to play individually and in a variety of group sizes. There was space for energetic activity both outside and indoors. The nursery had a separate kitchen/dining area and a sleep room for children who need to sleep during the day. There was also space for older children who wanted to relax and chill out after being busy.

Children had opportunities to play with a variety of toys and resources, which were appropriate for their ages and stages of development. These included toys made from natural materials and household items, which provided children with opportunities to explore the world around them. Toys and games enabled children to develop skills and be curious.

Furniture was also suitable for the ages and stages of the children attending. We saw that staff changed furniture in the Out of School room so that chairs and tables were an appropriate size for that age group. Furniture for children who were learning to walk supported them to move round independently.

Children had opportunities to explore their local area. The nursery had been developing outdoor learning at a local wood and children regularly went for walks to local parks and shops.

Children had access to a well - resourced outdoor play area. They had opportunities to enjoy playing outdoors and to learn about the world around them. The nursery purchased suitable outdoor clothing so that children could play in the mud kitchen.

### Areas for improvement

Books in the Day Care area were stored in a basket, which did not make them attractive or easy to use for the young children using this part of the service.

Whilst there was some involvement in the local community, other agencies like the police were not regular and routine visitors to the service.

At our last visit we had asked the service to review their nappy changing procedures. These had been updated and the service were looking at making alterations to the building so that appropriate handwashing facilities 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: 3 - Adequate

### Statement 2

“We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.”

### Service Strengths

During our visits we talked to members of the management committee; the manager, staff, children and parents; we also spoke to other agencies including Police Scotland; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 4 - good.

Examples of evidence and outcomes for the children and families using Mid Annandale Playcare, which support our findings include:

Mid Annandale Playcare followed safe recruitment practices when employing new members of staff. These included checks with the Scottish Social Services Council, Protection of Vulnerable Groups register and references being sought from previous employers.

Staff who had recently been recruited told us that the interview process involved two parts, which included time spent being observed working with the children. They said that they thought that management wanted to know about them as individuals when they were being interviewed.

The service had been developing their induction procedures so that all new staff had the opportunity to work in all areas of the nursery before settling into the area which best matched their skills.

## **Areas for improvement**

We discussed induction training with new members of staff and found that whilst they were aware of the service's policies and procedures, they were not confident about what to do if they had concerns about a child. See recommendation 1.

## **Grade**

4 - Good

**Number of requirements - 0**

## **Recommendations**

**Number of recommendations - 1**

1. All adults working in the service should know what to do if they have concerns about children's safety, health and wellbeing. The provider should develop the induction procedures to ensure that staff are familiar with the service's procedures.

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

### Statement 3

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

#### Service Strengths

During our visits we talked to members of the management committee; the manager, staff, children and parents; we also spoke to other agencies including Police Scotland; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 3 - adequate.

Examples of evidence and outcomes for the children and families using Mid Annandale Playcare , which support our findings include:

Staff had opportunities to discuss practice and their planning at monthly staff meetings. Training was included in monthly meetings, as were opportunities to discuss evaluations of the nursery.

The service had developed a variety of policies and procedures which supported staff practice, which were included in the staff handbook and code of conduct. There was an induction procedure which informed staff about how the service worked and what was expected.

Staff training was well supported and there was a training record and plan for the staff group as a whole. Staff were encouraged to attend training which was relevant to their posts. Most staff had attended Food Hygiene and refresher Child Protection training.

All staff were members of the Protection of Vulnerable Groups (PVG Register. All staff were registered or in the process of registering with the Scottish Social Services Council and had appropriate qualifications for their role.

## Areas for improvement

Whilst staff were able to tell us what the child protection procedures were, they did not display a confident understanding of their roles and responsibilities for protecting children, for example not all staff were aware that they could challenge management decisions or report concerns themselves. See Requirement in Quality Theme 4 Statement 4.

The service had recently started a process of peer appraisals, but it had been some time since some staff had had an appraisal by the nursery management. Consequently staff did not have individual learning plans, which set out their own learning needs and how they would be supported to achieve these. We were advised that the service were developing their appraisal procedures so that management and staff were able to monitor how well staff practice was improving. See recommendation 1.

Whilst training opportunities were provided at staff meetings, we discussed the timing of training sessions, which tended to happen at the end of the day and how this impacted on how well staff understood their learning and what it meant for them as practitioners.

The service had a Whistle Blowing procedure however this was not included in the Staff Code of Conduct Handbook. Staff were at the early stages of developing the confidence to challenge the practice of colleagues and managers in the nursery.

The confidentiality policy in the staff handbook does not advise staff that they can share confidential information with the appropriate other agencies where they are concerned about the safety of the children in their care. There was no reference to the service's Child Protection procedures in the Staff Code of Conduct nor to their responsibility for the health, welfare and safety of children attending the service.

**Grade**

3 - Adequate

**Number of requirements - 0****Recommendations****Number of recommendations - 1**

1. There should be an effective system for identifying and monitoring staff development needs, so that staff are able to access training which supports them to develop as skilled and confident workers. The provider should develop their procedures for staff training to ensure that all staff have a learning plan, which is appropriate to their roles and responsibilities. The provider should develop procedures which check that staff have a confident understanding of their responsibilities and the nursery's procedures.

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

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 2 - Weak

### Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

#### Service Strengths

During our visits we talked to members of the management committee; the manager, staff, children and parents; we also spoke to other agencies including Police Scotland; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 3 - adequate.

Examples of evidence and outcomes for the children and families using Mid Annandale Playcare, which support our findings include:

Staff were involved in evaluating the service. During our inspection staff were reviewing the way lunchtimes worked. Staff in all areas of the nursery were encouraged to assess how well their area was doing and be involved in the nursery improvement plan. They had regular opportunities to meet and to discuss the service. Staff were familiar with self-evaluation indicators like Child at the Centre 2 and were using these indicators to assess children's learning.

#### Areas for improvement

Whilst the service did have a Child Protection Co-ordinator (CPC) we found that there was some confusion about who staff should report to if the CPC was not in the building or on duty. See requirement 1.

The provider of the service was in the process of reviewing the management and staffing structure of the organisation.

An external agency had been brought in to complete an evaluation of staffing in the nursery. A report had been compiled but feedback had not been given to staff effectively. A number of changes had been instigated within the service, which had not been well enough explained. Consequently some staff felt unsupported and undermined by the whole process and this had caused a loss of confidence, which had resulted in some poor decision-making.

We observed that the staff structure currently is too flat and there are few opportunities for individual members of staff to take on leadership responsibilities, for example for the development of areas within the service like the outdoors and nutrition. There were not enough staff authorised to take responsibility for teams within the nursery, for example there is only one room supervisor and this meant that there were occasions when nobody made decisions or there was resentment when somebody took the initiative. Additionally staff were not always confident about questioning and challenging practice in the nursery. Staff would benefit from opportunities to develop leadership values, for example by using the Scottish Social Services Council "Step into Leadership" e-learning. See recommendation 1.

Staff had not recently had the opportunity to review their own career development needs with their manager because appraisals had been postponed due to the staff evaluation being carried out. See recommendation in Quality Theme 3 Statement 3.

### Grade

3 - Adequate

### Requirements

#### Number of requirements - 1

1. The provider must make proper provision for the health, welfare and safety of the children using the service. They must ensure that there is a clear procedure for reporting concerns about children, staff and the environment. The provider should ensure that this includes a procedure covering occasions when the Child Protection Co-ordinator is not in the building and they should ensure that everyone is aware of this procedure.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 4(1)(a) and 10(1).

Timescale for completion: 30 June 2015.

### Recommendations

#### Number of recommendations - 1

1. The provider should continue to develop opportunities for staff to develop leadership values, which enable them to take responsibility for their own improvement, improvements in the service and challenge practice in the nursery.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 12 - Confidence in staff and Standard 14 - Well-managed service.

## 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

During our visits we talked to members of the management committee; the manager, staff, children and parents; we also spoke to other agencies including Police Scotland; we looked at policies & procedures; information for parents; children's records and observed how the staff worked with both the children and the parents. At this inspection we found that the quality of this statement is graded as 2 - weak.

Examples of evidence and outcomes for the children and families using Mid Annandale Playcare, which support our findings include:

Mid Annandale Playcare is provided by a voluntary board of parents. The Board met regularly and played an active part in the management of the service.

Staff had regular opportunities to evaluate the children's learning and how the service could improve. The nursery management were keen to ensure that staff were involved in decisions about the service.

There was a complaints procedure, which ensured that complaints were dealt with promptly.

Parents were involved in the evaluation of the nursery. Management welcomed feedback and suggestions from parents. They used questionnaires, sought feedback verbally and used interactive wall space to obtain parents views.

The service had an improvement plan which was on display in the foyer area, so that parents could see how the service planned to improve.

The current plan had been based on the findings of surveys and the recent shared Education Scotland & Care Inspectorate inspection. Improvements included the development of a monitoring system by nursery management and the introduction of peer appraisal.

There were some formal procedures in place for monitoring staff practice. The manager maintained records of training attended and training needed including First Aid, Food Hygiene and Child Protection. This information is used to ensure that staff are up to date and have the necessary skills to meet the needs of the children using the service.

The service was in partnership with the local authority education department to provide funded preschool education and staff valued the support they received from development staff.

### **Areas for improvement**

The service had procedures in place for Child Protection, and these followed the local authority guidelines. However the nursery had failed to follow their procedures following an incident which had been reported to the Child Protection Co-ordinator. We investigated the handling of this incident by the service and found that the provider of the service did not have an adequate understanding of their roles and responsibilities for protecting children and Getting It Right For Every Child. Consequently we found that there had been a number of errors, which had the potential to cause risk to children and staff using the nursery. See requirement in Quality Theme 2 Statement 2 and in Quality Theme 4 Statement 4.

Mid Annandale Playcare was provided by a voluntary Board of Directors. An evaluation of the service had been carried out by an external company. The reasons for the evaluation had not been effectively explained to parents, management or staff. This had been unsettling for staff and the management of the service and had meant that meetings were often tense and stressful for everyone taking part.

The Board realised that they were responsible for the service and should be involved in the running of the service.

We found that committee meetings were taking longer because of both an increase in workload caused by recent events in the nursery, changes in childcare and the number of tasks being carried forward from previous meetings. This was perceived as a loss of confidence in the management of the nursery by several of the people we spoke to. Nursery management now felt unable to make decisions about the service without referring to the provider of the service. The Board were in the process of reconstructing the management structure of the service and their own operational practice. See recommendation 1.

The service did not have adequate procedures in place for support & supervision, for example support for the manager of the service was not effective in support her in her role. See recommendation 2.

Whilst there were monitoring procedures in place, there was a lack of understanding of the reasons for monitoring, this meant that some staff resented the procedures being carried out, and thought they were being got at. It was not clear that the provider, management and staff had a shared understanding of the aims of the service and that they were working towards the same outcomes for children. See recommendation 2.

We have advised the service that they should now seek support from the local authority and the police.

The nursery was still at the early stages of using the Health & Wellbeing Indicators from GIRFEC and they had yet to implement Building the Ambition to the service.

### Grade

2 - Weak

### Requirements

#### Number of requirements - 1

1. The provider must make proper provision for the health, welfare and safety of the children using the service.

In order to achieve this, the provider must put in place effective procedures to ensure that staff have the knowledge, understanding, skills and confidence to perform their duties and implement Getting It Right For Every Child.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 4(1) (a) and 15(a) and (b).

Timescale for completion: 12 December 2015

## Recommendations

### Number of recommendations - 2

1. The provider should ensure that management responsibilities and authorities are clearly defined and communicated to parents, management and staff so that everyone has a clear understanding of their roles and responsibilities in the service.

National Care Standards for Early Childcare and Education up to the age of 16, Standard 14 - Well-managed service.

2. There should be effective procedures in place for monitoring the quality of work of all members of staff within the organisation. The provider should establish a system of support and supervision for staff, which provides them with an opportunity to develop strategies for dealing with challenging situations and their understanding of their roles and responsibilities within the organisation.

National Care Standards for Early Childcare and Education up to the age of 16, Standard 14 - Well-managed service.

## 5 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

There are no outstanding requirements.

## 6 What the service has done to meet any recommendations we made at our last inspection

### Previous recommendations

There are no outstanding recommendations.

## 7 Complaints

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

## 8 Enforcements

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

## 9 Additional Information

No other information.

## 10 Inspection and grading history

Date	Type	Gradings	
20 Jun 2013	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
26 Jun 2012	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 4 - Good 4 - Good 4 - Good
1 Mar 2012	Re-grade	Care and support Environment Staffing Management and Leadership	2 - Weak 1 - Unsatisfactory Not Assessed 1 - Unsatisfactory
25 Nov 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed Not Assessed
18 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
21 Jan 2009		Care and support Environment Staffing Management and Leadership	5 - Very Good 4 - Good 4 - Good 3 - Adequate

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

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