

Mid Annandale Playcare Day Care of Children

Harcourt Place
Lockerbie
DG11 2AH

Telephone: 01576 204707

Type of inspection:

Unannounced

Completed on:

4 July 2018

Service provided by:

Mid Annandale Playcare Ltd

Service provider number:

SP2003002738

Service no:

CS2007143645

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 has been registered since 2002.

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 under 16 years of age, of whom - 24 children may be under 3 years old, of whom no more than 9 may be under two years old and 62 children from 3 years upwards.

The service is in partnership with the local authority to deliver Early Learning and Childcare. The service is provided 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 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.

What people told us

We contacted parents before the inspection by sending out questionnaires for 30 parents and 10 of these were returned, giving us the views of parents about their child's care. We also contacted parents by email and these responses gave us more information. We also spoke to parents during our visits.

We observed younger children to see how they interacted with staff and we also spoke to the older children, who told us about their experiences when at Mid Annandale.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's own improvement plan and quality assurance paperwork. We have made some comments about these in this report.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

Children were having fun in a friendly and nurturing environment. They had a variety of opportunities to learn, be creative and to explore the world around them. Children were confident about making choices and were encouraged to talk about their feelings. They were making friends with one another and many had formed attachments to the staff members caring for them. Staff were also continuing to develop links with the wider community and this had included building relationships with a local centre for older people. These relationships helped to create a safe environment for the children in the nursery.

Staff knew the children well and were able to tell us about them. Staff had developed open relationships with parents, which meant that they were able to share information and discuss children's needs. Parents told us that they could talk to staff about anything. They felt well informed and supported by the nursery. This meant that parents were confident that both their wishes and their child's needs were respected and valued.

Children had opportunities to learn about healthy lifestyles. Children had regular opportunities to play outdoors and explore a natural environment. This was supported by direct access to the outdoor play area from all playrooms. Staff applied sun cream to children before going outside and ensured that children had adequate time indoors to shelter from the sun. Children were offered a variety of healthy meals and snacks. We heard children looking forward to the hot meal provided by the nursery. Staff sat with children and encouraged conversation and good manners. They supported children to be independent and to make healthy choices. We observed that mealtimes were relaxed and sociable experiences for children.

Staff met regularly and used these opportunities to plan for children's needs and their own learning. Recent training opportunities had included fire risk assessment, Building the Ambition and Food Safety. There were systems in place for monitoring the service which included staff practice and staff told us that they felt supported by the management team. There was an improvement plan for the service which set out the areas which management had identified for attention. These included continuing to develop opportunities for staff to reflect on and evaluate their work in a more meaningful way so that there was more focus on improving children's experiences.

What the service could do better

Although staff knew the children well, there was scope for the service to develop individual care plans and records of learning and achievements further. We observed some occasions when staff could have used their

knowledge of children's interests and abilities to provide resources and activities which would have supported and challenged their curiosity and creativity more effectively. We have asked the service to look at the format of personal plans to ensure that they provide staff with relevant, up to date information which supports them to meet children's needs more effectively. They should ensure that this review also includes making sure that medication procedures follow the best practice guidance, which is available on the Care Inspectorate Hub.

Whilst children had daily opportunities to play outdoors and were protected from the extreme heat being experienced during our inspection. We found that the lack of shady areas in the outdoor area was preventing children from being outdoors when they wanted to be. This was documented in the improvement plan and had been a subject for discussion for several months. Since our inspection we have been advised that progress is being made towards installing canopies in the outside areas to provide shade and shelter for the children. Additionally the air conditioning within Daycare had broken down during our inspection, and was not coping with the temperature effectively and this was having an impact on children's experiences. These matters had been discussed by the provider of the service, who now needs to address these improvements to the environment so that children can be outside in all weathers. See recommendation 1.

The nursery was a safe and secure environment for children, with access to playrooms being monitored however we observed that there were barriers in place which prevented parents and other family members from coming into rooms to collect children or sit with them, for example at mealtimes. The service have agreed that the welcome area is in place to ensure children's safety at collection times and the importance of allowing children to go freely to their parent/carer on collection has been discussed with staff. The service will continue to look at extending opportunities for parents to join in with their children.

During our inspection most children had regular access to their own water bottles. We spoke to staff about making sure that children across the service are prompted and reminded to drink regularly and for water bottles to be stored in a more visual way.

Since the last inspection we noted that there had been some changes to how staff were deployed across the playrooms. Staff were continuing to build relationships amongst their team and develop their knowledge of how children learn and develop. Management and staff met for a variety of purposes across the whole service however we noted that concerns discussed did not always lead to actions and therefore resolutions. We made some suggestions for further training and asked that there be a stronger focus and investment on staff training and professional development. We discussed plans for further changes in the future and have asked the service to ensure that there is an effective management structure in place to support continuity and the safe management of the setting during the absence of the manager.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children should be able to choose to be active and participate in a wide variety of activities both indoors and outdoors throughout the day and in all weathers. They should be cared for in an environment which has ventilation and heating which is suitable and can be adjusted to meet their needs. The provider should ensure

that there are a variety of shaded areas outdoors and that the air conditioning indoors meets the needs of both children and staff in the setting.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that my environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes (HSCS 5.19) and that I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors. (HSCS 1.25)

Complaints

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

Inspection and grading history

Date	Type	Gradings
29 Apr 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
11 May 2015	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
20 Jun 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Jun 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
1 Mar 2012	Re-grade	Care and support 2 - Weak Environment 1 - Unsatisfactory

Date	Type	Gradings	
		Staffing Management and leadership	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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