

Mid Annandale Playcare Day Care of Children

Harcourt Place
Lockerbie
DG11 2AH

Telephone: 01576 204707

Type of inspection:

Unannounced

Completed on:

24 July 2019

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 was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1st April 2011.

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 aims of the service include the following:

'Mid Annandale Playcare aims to provide a quality, affordable, children and family service provision which is easily accessed by the whole community. We offer play services, early years and childcare within a caring and friendly environment. We provide positive and essential opportunities for child-centred play and learning, enabling parents to pursue work, study or other activities in the confidence that their children are being cared for in a safe, creative and stimulating environment. We are a social enterprise organisation that provides daycare/ wrap around care for children 0-16 years, early years and childcare in partnership with the local authority and out of school activities opening 5 days a week for 50 weeks of the year. Professional/qualified staff are valued and supported and operate as a team, so recognise the important role that they play'

A full copy of the service's vision and aims can be accessed through the service.

Care Inspectorate check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

We compiled this report following an unannounced inspection carried out Tuesday 23 and Wednesday 24 July 2019 by three early learning & childcare inspectors

What people told us

Prior to inspection we sent out 30 care standard questionnaires and asked the service to give them to parents of children who used the service, we received 15 completed questionnaires. Responses in the care standard questionnaires told us that 15 parents agreed or strongly agreed that they were happy with the overall quality of care their child received.

Comments they made included:

"I think this is a wonderful nursery and my children settled in quickly and seem very happy there"

"The best feature is the staff, they are so caring, experienced and calm"

"I have always felt good leaving my child with the staff"

"The staff also seem to stay in post for a long time which is great for the children's sense of trust and stability"

The staff have been amazing, my child has come on leaps and bounds"

"The nursery has been understanding they have a messaging system to remind us of things"

"They really go the extra mile and they all obviously love their jobs"

"Amazing place my daughter loves going"

"I am very happy with the care my child receives. She loves going every week"

"All staff are helpful and are always kind"

"MAP provides a caring nurturing environment for young children to grow. I am delighted they have settled well into the nursery and the staff are all fantastic at meeting different children's requirements"

"The opportunities for children to grow and expand knowledge and experiences is great"

"Overall service provided is great"

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	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

During the inspection we found staff had successfully established a caring, nurturing learning environment. We observed staff interacting positively with children providing reassurance, support and comfort. Children were relaxed, confident and active in accessing all opportunities available to them. There was a friendly and caring staff team who worked together to provide a nurturing and safe environment for the children in their care.

There was a strong focus on working with parents and ensuring that they were well-informed and involved in their children's care. The service had improved the way they communicated with parents at handover times, and we observed that parents were verbally given detailed information about how their child had been and what they had been doing. Staff within the 0-2 year old room were still giving written feedback to parents who wanted information in that way as well as verbally.

Throughout the service, we saw that children were learning to become more independent and take responsibility. We saw that even very young children were encouraged to self-serve and prepare snack independently.

Children were good at making choices and they had some influence over what happened during the day. We observed that staff responded to children's actions and requests well most of the time, for example children in 3-5 play room requested pasta and rice in the water tray and children in the Out of School Care put on their coats and waited at the door, which informed staff that they wanted to play outdoors. Staff listened to children and used their knowledge of their interests to change what was available for them to play with.

We found friendships were encouraged and supported through positive interactions from staff and implementation of golden rules. We observed opportunities for all children to play cooperatively, share and take turns which in turn promoted social skills.

As part of the inspection process we sampled children's folders and have asked the service to review the format of these so that they tell the story of the child's development more effectively and show how they have involved parents and children in planning their learning.

During the inspection we sampled policies and procedures in place. We found some policies had not been updated and reviewed for some time. Administration of medication, child protection and mobile phone policy require to be reviewed and updated. We have asked management along with staff and parents to review policies in line with legislation and best practice documents to ensure information is accurate.

When reviewing children's medication records, we found most details were correct. However we found the format in place did not record the type of medication (liquid, capsule). The manager agreed to review the medication recording format in line with best practice to ensure children's health needs are effectively managed. The manager was aware of the Care Inspectorate guidance 'Management of medication in daycare of children and childminding services'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The premises provided a welcoming environment. Children's work was displayed throughout. The layout of the service allowed children to play independently and also to meet in both small and large groups. Resources within the environment were freely available to the children, we saw occasions when children confidently planned their own play from the activities and resources available. Areas within the environment should continue to be developed to encourage different types of play including cooperative, imaginative and loose parts play, developing children's curiosity, creativity and inquiry skills.

The service had appropriate procedures in place for ensuring that the environment was a clean and safe place for the children. Staff had continued to develop their risk assessment procedures so that staff also considered how children would benefit from participating in more risky activities. Where appropriate, children were included in risk assessments so that they were encouraged to think about their own safety. Staff now had a more confident understanding of the nursery's procedures for protecting children and keeping them safe.

There was an enclosed nursery outdoor area, which was entered directly from all the playrooms. Children were able to play outdoors in all weathers and all year round with the implementation of fixed canopies. Staff had been on loose parts play training and were beginning to create environments which promoted curiosity. Management should ensure that this is shared with all staff and developed throughout the service to offer open ended play experiences that encourage children to develop key skills such as problem solving, directing their own learning, testing out their own ideas and creating their own 'challenges'.

Whilst children were learning about keeping safe, the service had yet to implement an effective way of discussing internet safety and mobile phone safety with children, particularly those in the Out of School Care. We discussed with management updating the mobile phone and internet policy with children and parents. Children would benefit from additional opportunities to learn about their own safety in the digital world.

We observed children during lunch and snack and found this to be a sociable experience for most children with some opportunities for independence. Staff should consider enhancing lunch experience for 3-5-year old children and Out of School Care by sitting with the children to develop conversation and social skills. We have discussed with management reviewing the packed lunch information for parents to ensure children have a balanced lunch. We have asked them to refer to best practice documents 'Setting the table' and 'Food matters'.

As part of the inspection we sampled accident and incident records we have asked management to review the audit process to include children involved and any further action if triggers are identified.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Throughout the inspection, staff were welcoming and engaged well with the inspection process we found staff were working well together creating a warm, nurturing environment for children and families. We observed good communication throughout the team and nice interactions enabling children to feel safe and secure. Staff regularly shared significant information supporting them to meet children's individual needs.

We recognised that there had been recent changes in the staff team. However, through good working relationships we found these changes had not impacted on outcomes for children. Staff were knowledgeable about the improvement plan and areas for improvement. They spoke positively of changes over the past year and look forward to further developments while showing commitment to improvements within the service.

All staff were registered with the Scottish Social Services Council (SSSC) and if required were working towards an appropriate qualification for their registration. Staff showed commitment to their professional development and learning demonstrating some knowledge of current best practice. Staff had accessed some effective training with learning undertaken beginning to influence change and improvement.

We found management had procedures in place for reviewing staff practice. Staff had appraisals and opportunities to discuss their training needs with management. Whilst staff had attended a wide variety of learning opportunities, we found that some learning had not impacted on practice effectively. We have asked management to develop the way they monitor the impact of training. We also suggested that staff develop their reflective diaries so that they learn from other events in their work.

Staff should continue to develop knowledge as practitioners who have a confident understanding of their roles and responsibilities within the service. The service should continue to develop the way Building the Ambition and Curriculum for Excellence is used to plan and evaluate what they are providing so that they are meeting the needs of all children. Whilst there had been training for staff on Building the Ambition, we observed that this was not impacting fully on practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found management engaged well during the inspection process, taking on advice and support, demonstrating a commitment for improvement. Leadership was being encouraged and supported at all levels which was developing the confidence of the team. We acknowledge there have been a change in management, and we recognise the manager has worked hard to develop the service over the previous year, developing relationships with staff and parents.

The manager has developed a detailed improvement plan identifying service priorities. Management met with staff regularly and had opportunities to think about and plan for improvement in the service. All staff had been involved in identifying priorities. We can see some progress and encouraged the manager to continue to develop improvement plan with realistic targets and a focus on impact and outcomes for children.

The management team were confident in their abilities and approach when working in partnership with families. They advised they are available throughout the day to enable parents to communicate and update the nursery with key information about their child's attendance and other relevant information. Parents had opportunities to attend open evenings where staff updated parents on children's learning and opportunities to view and experience activities children embark on daily. Management had gathered views from parents and reported changes accordingly. We found these supported parents and kept them up to date in regards to their child's day and their achievements enabling them to feel part of their child's experience at the nursery.

The service was provided by a voluntary Board of Directors, who were parents or other interested members of the community. We acknowledge there have been changes in committee members and we recognise the board are developing their profile amongst the parent group. Information about the committee/board was available on the noticeboards.

The management board met regularly. Standing items at their meetings included a report from the manager, which kept them informed about the day to day activities of the service. The committee had been involved in the development of the service's Improvement Plan and checked progress at their meetings. We have asked the board of directors along with management to consider the management structure going forward in relation to delegated roles and responsibility.

Management should develop a monitoring calendar and continue to monitor staff practice this will support areas of improvement and positive impacts on outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - 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

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)

This recommendation was made on 4 July 2018.

Action taken on previous recommendation

During the inspection we found the service had implemented fixed shaded areas outdoors for the children to obtain shelter during all weather conditions. Air conditioning had been appropriately restored and maintained ensuring children are cared for in an acceptable and appropriate environment.

This recommendation has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
4 Jul 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 4 - Good
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 Staffing Not assessed Management and leadership 1 - Unsatisfactory
25 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
18 Mar 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	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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