

Care service inspection report

Moniaive Playcare

Day Care of Children

Playgroup Building

Chapel Street

Moniaive

Thornhill

DG3 4EJ

Telephone: 01848 200153

Inspected by: Angela Bradford

Type of inspection: Unannounced

Inspection completed on: 13 December 2012



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Service provided by:

Moniaive Playcare, an Association

Service provider number:

SP2003002759

Care service number:

CS2003011730

Contact details for the inspector who inspected this 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	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 is a kind and caring staff team who are committed to providing a high quality of experience for the children in their care. Staff know the children very well. They respect children and respond to them warmly and gently. The playcare is a pleasant and friendly place for children to play and learn in. There was a clear focus on improvement in the playcare service and staff and the voluntary committee were seen to work together well to develop the service.

What the service could do better

The manager and staff should continue to develop the service as identified in the body of this report and in the playcare Improvement plan.

What the service has done since the last inspection

The service has continued to improve the ways in which parents and children are involved in assessing and improving the quality of the service. They continue to gather suggestions and comments from parents, children and staff in the process and they are continuing to develop children's learning folders.

Conclusion

There is a strong focus on improvement of the playcare service. The voluntary committee, management and staff are committed and strive to provide a high quality service. Staff work together well to ensure that children have the best quality of care and education they can provide. Children are safe, happy and were seen to be having fun.

Who did this inspection

Angela Bradford

1 About the service we inspected

Moniaive Playcare is a voluntary organisation operated by a voluntary management committee of committed parents and community stakeholders. The playcare offers parents / carers and children a nursery and an out of school group.

They employ two managers; a nursery manager and business manager to manage the day to day responsibilities of the service and to manage the business and delivery of the child care services.

The nursery is in partnership with Dumfries and Galloway Education Department and provides a nursery for 12 children aged from 2 years 9 months to those not yet attending primary school. An out of school club group operates and provides a service for a maximum of 16 children who are aged from those attending primary school to 15 years of age . The playcare service operates term time only.

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 medium 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 inspection visit carried out by Angela Bradford on 13 December 2012.

As requested by us, the care service provided an annual return and a self assessment form for the service.

We issued 30 parental care standard questionnaires and asked the service to give these to people who use the service, 4 were completed and returned before the inspection. The care standard questionnaire provides an opportunity for parents or carers to comment on the quality of the care service.

In this inspection we gathered evidence from various sources, including records and other documents, the service's improvement plan and the three year overview plan.

We looked at;

annual return and self assessment documentation,
the Service's Improvement plan,
children's personal learning folders,
children's files including; all about me and additional supporting documentation,
Planning documentation,
wall displays, children's art work and photographs,
newsletters and parents notices,
snack information,
risk assessment documentation,
registration certificate,
insurance certificate,

We met and spoke with the Manager, staff, committee members/ parents / carers and children.

We observed the staffs day to day practice; working and caring for the children.

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 completed self assessment document from the service. We were satisfied with the way the manager and staff had completed this and with the relevant information given for each heading.

Taking the views of people using the care service into account

We spoke to and observed the children who were present during our visit. Children were secure and most were confident in the nursery. They liked helping each other and enjoyed many of the play opportunities. We saw where children engaged well during story time, socialised at snack time, played with friends during messy and role play and made good use of the well laid out playroom areas.

Taking carers' views into account

We sent out questionnaires before we visited and we spoke to parents as part of the inspection process. Parents were very happy with the service provided. Parents found staff approachable and they enjoyed the opportunities to come into the nursery and see and hear what the children had been doing. Parents told us "staff are friendly, approachable and very professional. They go beyond what is expected, my child loves it here, we can ask staff anything". A parent made a suggestion on looking at making more use of other local facilities in the community.

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

The grade awarded at the last inspection in April 20011 was 4 - good. At this inspection we found that Moniaive playcare had improved the quality of this statement and we graded it as a 5 - very good.

During our visits we talked to the manager, staff, children and parents; we looked at policies and procedures; information for parents; sampled children's records, photographs and observed how the staff worked with both the children and the parents.

We found that parents had received a welcome pack, including the handbook which gave them useful information about the service. The playcare had developed a supportive settling in procedure, where parents and children are able to visit the service and become familiar with the staff, the building and the nursery routine.

All children in the playcare had their own Learning folders (PLP's). These contained the All About Me information. The manager ensured the strengths and difficulties questionnaire had been completed by all parents and we found that the manager and staff used this information effectively to support children's learning.

The management team of the playcare continued to hold their regular committee meetings where parents and staff are welcomed. Staff and parents told us that there are two formal parent evenings where staff chat to parents /carers about their child's learning and next steps and they look at their child's learning folder (PLP). In addition to these meetings the manager and staff provide opportunities

for parents to attend parent and community events; fund raising and information giving events; curriculum for excellence.

We found that staff welcomed parents in to the playroom. Some parents had agreed to monitor staff working in the nursery. The manager had used the National care standards document as a monitoring tool and focus for the parents. The manager and staff and committee are continuing to develop this process.

Staff told us they valued the feedback they received from parents. They have used this information to develop the service; develop the garden area. Staff displayed useful information about the service on the nursery notice boards/ doors. They also use the monthly newsletters and text to help keep parents informed of developments and planned events.

Parents told us "staff are approachable, professional and friendly" I'm amazed at what they do, with what little resources they have". We saw that staff and parents chatted at the beginning and end of the session and shared information with each other to support the child's learning.

We found that a 'buddy system' was in place to support children moving into the local primary school. This meant that children were well supported during their transition and the transition from nursery to primary school was effective and seamless.

We found that the manager and staff valued children's opinions and we saw that children were actively involved in planning the activities and that they had made suggestions for the snack menu. We found that staff recorded children's learning and next steps in the child's learning folder (PLP).

Areas for improvement

We looked at the All About Me information gathered from parents and found that it covered information about the child's likes and favourite things. Information gathering could be improved by expanding this to gather more information about children's care and support needs, for example what support they needed to go to the toilet, putting on coats and shoes etc.

We discussed changes in the legislation, which is used to regulate care services, and advised that all children using the service should now have a care plan, which is reviewed with parents at least every 6 months. The manager and staff should consider using a 'more about me' document when they update the all about me document with the parent.

We discussed the playcare handbooks and welcome books and found that the out of school and the nursery handbooks are in the process of being reviewed and developed. This process involves both parents and children.

We found that the Complaints procedure was not in line with the current legislation and that it should now be reviewed to show that parents will be informed within 20 days of what action the service will take to address the complaint, and to detail the national enquiries number and the Care Inspectorate new address.

We found that children's learning folders were being developed, we found they didn't have photographs showing the children being involved in different learning experiences.

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

The grade awarded at the last inspection in April 20011 was 4 - good. At this inspection we found that Moniaive Playcare had improved the quality of this statement and we graded it as a 5 - very good.

During our visit we saw that staff worked with children in a caring and positive manner. They responded to children warmly and kindly. They listened to them and encouraged them to talk and to share their ideas. They told us about what they enjoyed doing at nursery, for example they "liked painting and sticking things together".

Most children knew the rules and routines of the nursery. All children knew about good hand washing and we saw that children knew to wash their hands after they had coughed or wiped their nose, as well as before eating and after going to the toilet. Staff praised children effectively.

We saw that children were making friends at nursery and that some children were good at using their imaginations and playing together. We saw where staff were sensitive towards children's and families personal circumstances and we found that staff knew how to effectively support children where additional learning support was needed. Children were encouraged to be polite, share, take turns and be considerate of one another.

Staff encouraged children to develop independence skills. Children got their own dishes at snack time and poured their own drinks. They were taking part in the national toothbrushing programme.

We looked at the snack menu and found that children were offered a range of healthy

foods and snacks. Staff encouraged children to try new tastes. The snack menu was on display in the nursery room.

Staff knew the children well and were sensitive to their needs and circumstances. We saw that staff were skilled at helping children to deal with their emotions and acted as good role models. They gathered useful information about children's health and welfare needs and worked closely with the parents, we found that they used this information effectively, for example they knew about allergies and food preferences and how to support children with spacial awareness. We found that children's additional needs for support were well supported. Staff worked in partnership with parents and other agencies involved in each child's care, for example the Speech & Language Therapists, Health Visitor, Educational Visitor.

Areas for improvement

The manager and staff should ensure any reviewed documentation is dated.

The manager and staff are developing a process to record what next steps have been agreed with the parent. This information is planned to be incorporated into the child's learning folder.

We found that there could be more opportunity for children to use their self help skills during snack time. Children could serve their own cereal from a large bowl, and staff could continue to support the sharing concept of taking food whilst leaving some for everyone else.

During snack time we found that staff didn't sit with the children at the table to encourage socialising skills.

We found that the toothbrushing programme was being implemented 2 to 3 times a week. The manager and staff should review this and follow the toothbrushing guidance and incorporate a daily tooth brushing programme.

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

Comments made in Quality Statement 1.1 also apply to this quality statement.

Areas for improvement

Comments made in Quality Statement 1.1 also apply to this quality statement.

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

The grade awarded at the last inspection in April 20011 was 4 - good. At this inspection we found that Moniaive Playcare had improved the quality of this statement and we graded it as a 5 - very good.

The Nursery is held in a converted building adjacent to Moniaive Primary School building. We found that the nursery parents and children have their own secured entrance to the nursery. Outwith arrival and departure times staff visually identified the person wishing entry before allowing supervised access. We found that the entrance area was small and all parents/ carers entered the playroom to change their children's clothing and foot ware and chat with staff.

The room is used by the local Toddler group on Friday afternoons and staff sometimes meet the group to get to know these children and their parents. There is a Toddler parent representative on the Playcare Committee. The playroom is also used by the Playcare breakfast club. We found the staff, the playroom and activities ready for the arrival of the nursery children and their parents/carers.

Staff talked to us about what action they would take to ensure children's specific needs would be met safely. A member of staff had been given the responsibility of reviewing and keeping the risk assessment documentation up to date. We found that children and parents are involved in this process.

Staff team minutes identified where some of the heaters in the playroom were in need of attention and the minutes showed that this was in the process of being addressed.

We saw where staff encouraged children to respect themselves and others, and to respect their environment around them. Most children were seen to help each other whilst clearing up and when putting away resources and toys.

We found the playroom to be bright and welcoming; children's work was displayed well around the room. The layout had been reviewed and they now used the available space well. Resources offered children a good choice and they were able to access most resources without assistance from the staff.

We saw that the public liability insurance document was valid and that this was displayed alongside their Care Inspectorate conditions of registration document.

Areas for improvement

Management are currently looking at developing a Forest Schools Education project, staff plan to provide an outdoor classroom experience for the children.

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

Comments made in Quality Statement 1.1 also apply to this quality statement.

Areas for improvement

Comments made in Quality Statement 1.1 also apply to this quality statement.

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

The grade awarded at the last inspection in April 2011 was 5- very good. At this inspection we found that Moniaive Playcare had maintained the quality of this statement and we graded it as a 5 - very good.

During our visits we talked to manager and staff and we looked at policies, procedures and records, including monitoring and continuous professional development information. We concluded that the quality of the service in relation to this statement was 5 - very good.

We saw that staff are professional and they work together very well as a team. They are kind, caring and enthusiastic about their work. Staff meet weekly and they support each other well. Staff are aware of each others strengths. They have time to talk to each other and consult each other when planning for children's care and development needs.

Nursery staff meetings are planned weekly, where they discuss planning and the developments of the children, look at documentation and share best practice guidance. Minutes are being kept on staff team meetings. An extended team meeting is held every fourth week where they discuss staff training opportunities and opportunities for developing the service.

The Early Years Team have been in to the nursery to support the new manager. The new manager shadowed the previous manager, where they discussed the manager's role and responsibilities. The new manager was previously working in the service as a senior practitioner, therefore she was familiar with the day to day operations of the nursery.

Staff are qualified and some are working towards their required qualification regarding employment and their registration with the appropriate registering body, Scottish Social Services Council (SSSC).

We found that staff were motivated and forward thinking. They were keen to improve and develop their skills and the quality of the nursery. We found that all staff had a very clear understanding of their roles and responsibilities for the welfare of the children in their care and they worked together, and with parents and other professionals, to ensure that the needs of all children were met.

We found that the recently appointed nursery manager for the day to day responsibilities of the service was in the nursery regularly and that she and her staff were developing a focused National Care Standards monitoring programme for monitoring staff whilst they worked in the nursery.

There are clear management structures in place to support staff in their work. We found that management had completed staff career reviews for all of the staff. Staff told us and records showed where staff have mini career reviews every term. In addition to these they have Annual career reviews. They have opportunity to raise training matters to support children's learning and to discuss personal development opportunities; SVQ level 9. They have opportunity to discuss their strengths and identify areas which they feel could be improved.

Areas for improvement

Staff recognise that training and updating their skills and knowledge is key to providing a high quality service. A collated staff training plan is available and should continue to be updated by the manager to reflect staffs expertise.

The manager has recognised that additional support for learning staff would benefit from being included in the staff team meetings. This is currently being addressed.

The manager is aware of her role and responsibilities regarding protecting children. She has attended child protection training and now plans to cascade this information to all her staff in January 2013.

The staff keep their own CPD file where they record attended and planned training events. The manager and staff should consider using the development activity record sheet from this file to summarise the course attended. Staff could share this information with their colleagues during a team meeting.

We found where there are three staff members not registered with SSSC. However action has been taken to rectify this situation; they are now in the process of becoming registered. The manager should continue to monitor her staffs progress regarding their SSSC registration.

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

Comments made in Quality Statement 1.1 also apply to this quality statement.

Areas for improvement

Comments made in Quality Statement 1.1 also apply to this quality statement.

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

The grade awarded at the last inspection in April 20011 was 4 - good. At this inspection we found that Moniaive Playcare had improved the quality of this statement and we graded it as a 5 - very good.

There are a variety of methods used to support the service's self evaluation process; questionnaires, parent and community events, informal and formal discussions with parents and children, children's and parents comments, children's together time, snack and chat times, observations and monitoring processes, staff meetings, review of policies and procedures, activities evaluation sheet and staffs mini and annual appraisals. We found the service used the following documentation to support the evaluation of their service; National care standards, and the Child at the Centre.

We found that there was a clear focus on improvement in the nursery. The voluntary committee, management and staff have provided a clear focus for the development of the service, a business plan sets out goals and looks at how they plan to achieve them and the operational plan continues to be updated by management and staff.

Management and staff told us that they felt well supported by the current voluntary committee.

We found that the service had an Improvement plan which identifies the playcare's key areas for improvement. The service's Improvement plan takes account of parents, children's and staff comments and suggestions. They continue to provide parents with information on outcomes, evidencing the progression; using photographs and feedback in the newsletters.

We saw where staff in the nursery worked together well. They had regular opportunities to meet and to talk about their work. Staff reflected on what they were doing and used Child at the Centre and National care standard indicators to review what they were doing. They talked during and after sessions and completed an evaluation of the session. They used this information for future planning.

Staff were approachable and we saw that they had very good relationships with parents. They were available to talk to parents every day and provided opportunities for them to meet the management outwith their normal working hours.

Areas for improvement

The committee and manager should continue to develop their quality assurance methods and systems and continue to improve the service as identified in the service's Improvement plan.

The chairperson and two other individuals from the committee must contact the Care Inspectorate to progress with their fit person checking process as providers of the nursery. See recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The chairperson and two other individuals from the voluntary committee must contact the Care Inspectorate to progress with their fit person checking process. National care standards early education and child care up to the age of 16. Standard 14 a well managed service.

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

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	
21 Apr 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
14 Dec 2010	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate
30 Jun 2010	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	1 - Unsatisfactory
		Management and Leadership	1 - Unsatisfactory

Inspection report continued

24 Mar 2010	Unannounced	<table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Care and support</td> <td style="width: 30%;">4 - Good</td> </tr> <tr> <td>Environment</td> <td>3 - Adequate</td> </tr> <tr> <td>Staffing</td> <td>1 - Unsatisfactory</td> </tr> <tr> <td>Management and Leadership</td> <td>1 - Unsatisfactory</td> </tr> </table>	Care and support	4 - Good	Environment	3 - Adequate	Staffing	1 - Unsatisfactory	Management and Leadership	1 - Unsatisfactory
Care and support	4 - Good									
Environment	3 - Adequate									
Staffing	1 - Unsatisfactory									
Management and Leadership	1 - Unsatisfactory									
17 Mar 2009	Unannounced	<table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Care and support</td> <td style="width: 30%;">4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and Leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	3 - Adequate	Management and Leadership	3 - Adequate
Care and support	4 - Good									
Environment	4 - Good									
Staffing	3 - Adequate									
Management and Leadership	3 - Adequate									

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم اذه

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