

Dumfries Toy Library Day Care of Children

Playworks
Children's Services Centre
1 George Street
Dumfries
DG1 1EA

Telephone: 01387 249990

Type of inspection:

Unannounced

Completed on:

30 November 2018

Service provided by:

Dumfries Toy Library

Service provider number:

SP2003002570

Service no:

CS2003010890

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Dumfries Toy Library provides a daycare service to 26 children aged from birth to 16 years of age. The children currently cared for are age 2 to those not yet attending primary. The provider is Dumfries Toy Library.

The nursery is based in Playworks children's centre and is open five days a week, during term-time. It is located in Dumfries town centre, close to shops, local amenities, and bus routes. Children have access to two playrooms, corridor, cloakroom, toilet, changing and outdoor facilities. The accommodation is on one level.

The service operates in partnership with Dumfries and Galloway Council. Children attend on a variety of patterns. The service also provides lunch cover and full daycare service for children.

The full aims and objectives statement is available to people who use the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

During our inspection we spoke with approximately 10 children who were eager to tell us about their time in the nursery. The children told us they enjoyed playing with their friends and that they liked going outdoors to play. We observed the children enjoy taking part in a range of indoor and outdoor activities.

Throughout this report, any reference to 'parents' also includes carers and guardians.

Prior to inspection, we sent eight care standards questionnaires to the manager to distribute to parents using the service. We received two completed questionnaires prior to this inspection. Both of the respondents to our questionnaire agreed that they were happy with the quality of care provided for their children.

On the first day of this inspection, we spoke with two parents. They spoke very highly about the nursery and they told us that their children were settled and happy attending. The parents also spoke very highly of the manager and staff team.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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	4 - Good

Quality of care and support

Findings from the inspection

We saw that families and children were welcomed on arrival and staff had time to listen and chat with the children and their families at both arrival and departure times. Parents told us that they spoke with staff on a regular basis and they felt they had good opportunities to be involved in their child's care.

During the inspection the children were busy, engaged and relaxed within the nursery. Staff were interacting with the children and were responsive to requests for assistance. We saw this in a range of practice observed during the inspection visit when children were taking part, co-operating with others and were listening well. Children's transitions are personalised, planned in advance and sensitively handled, they are supportive and flexible to support individual children to become familiar with changes.

We found that the nursery made effective use of space indoors and outdoors. A range of resources had been added to the outdoor play area including loose part resources. We saw that the children were having a good time whilst playing in the outdoor area.

Samples of recently completed medication records demonstrated that the service procedures reflected the current best practice guidance.

The service demonstrated that they knew the children very well and had developed strong relationships with children and families. The service had gathered relevant information about children's individual needs and were using this to plan appropriate support. The service had personal plans for all children we sampled and had consulted parents. The personal plans included some quality observations recordings of children's progress in learning and development; however, this was not consistent for all children. We have asked the manager to ensure robust processes are in place to monitor the content of personal plans to ensure they clearly reflect how support will be provided to meet individual children's health, welfare and safety needs (recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure all information recorded within the children's personal plans reflect the children's progress in learning and development. In addition the manager should monitor the content of personal plans to ensure they clearly reflect how support will be provided to meet individual children's health, welfare and safety needs.

This is to ensure care and support is consistent with the Health and Social Care standards which states 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found that the service had been maintained to be safe, clean and well organised. Effective health and safety procedures were seen, including specific work recently undertaken to improve the nappy changing facilities.

We saw that the playroom was well laid out, with a good range of resources including good natural resources that were seen to be easily accessible to the children encouraging their creativity and curiosity.

During this inspection we sampled service risk assessments, we found that some risk assessments had not been reviewed for a considerable time. We discussed with the management team that they should undertake reviews and update risk assessments where appropriate.

During our inspection we saw the children access the nursery outdoor play area. We saw that the outdoor area was well used. A good range of resources were provided which supported the children's curiosity and exploration of the world around them. The children were observed accessing play areas with confidence, taking risks whilst being supported by staff.

Food preparation and storage areas for snacks were in keeping with food standards guidance. Staff had written details of individual children's allergies and information from the Foods Standard Agency on intolerances and food allergens was available. We felt that this supported the health and wellbeing of the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

All staff were registered with the Scottish Social Services Council. Parents and children have opportunities to get to know staff. Staff recruitment files sampled were consistent with the current safer recruitment guidance. New Staff and students undertake induction programmes prior to deployment.

Positive relationships were observed between staff and children. Children were treated with respect and staff created good opportunities for the children to be involved within the decision-making in the service. Some staff members undertake leadership roles within the nursery. Staff told us that they enjoyed leading aspects of the nursery practice and that they felt this allowed staff to expand their knowledge and develop their leadership skills.

Discussion with staff and management during this inspection highlighted that staff felt they had opportunity to discuss their work. A structure for staff support was in place this included regular staff meetings, informal monitoring and annual staff appraisal. Staff we spoke with told us they felt they had access to relevant training and they shared information of how some of the training undertaken had impacted on their practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Management and staff had a strong commitment to improvement. This was having a positive impact on outcomes for children. Management and staff had made good progress since their previous inspection and had identified several areas for on-going development. Children, parents and carers were regularly consulted, and their views influenced service developments. Effective multi agency communication and working arrangements supported children's safety and health and well-being.

Staff felt involved in the development of the service. They had delegated areas of responsibility and enjoyed sharing best practice and supporting improvement with their colleagues. Management and staff were making good use of team meetings and performance review processes to support their shared vision for the on-going development of the service.

During the inspection we discussed quality assurance processes with the manager. We sampled the quality assurance recordings that had been complete. We found quality assurance processes had recently been introduced and were not fully imbedded within the service. In order to continue to improve how the service

supports the development of quality experiences and outcomes for children using their service we have asked the management team to continue to develop their quality assurance systems (recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Dumfries Toy Library should further develop their quality assurance processes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

Dumfries Toy Library must not employ any person unless that person is fit to be so employed. In order to comply with this the provider should ensure that staff employed to work within the nursery are registered with the appropriate registering body, including the Scottish Social Services Council.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No 210 9(2)(c)

This requirement was made on 16 January 2018.

Action taken on previous requirement

The service submitted an action plan to Carer Inspectorate on 22 January 2018. They wrote: New procedures are in place including staff files marked with registration dates, an office copy of a table of registrations and counter signatories will regularly check the SSSC site. All staff received a letter explaining their responsibility and consequences of failing to register, and pay annual fees. Staff have all signed their copies and these are also kept in the staff files.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Dumfries Toy Library should review children's personal plan records to ensure that they capture all necessary information that reflects the Scottish Statutory Instrument 210 guidance.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation

The service submitted an action plan to Care Inspectorate on 22 January 2018. They wrote: Children's personal Learning and Care plans are being reviewed to make sure they capture all necessary information in consultation with our care inspector. Continue to coach staff to complete, sign and date all recorded information.

During our inspection visit to the service on 30 November 2018, we sampled children's personal plans and have asked the service to further develop them to ensure consistency of content and to undertake reviews inline with current legislation.

Recommendation not met.

Recommendation 2

Dumfries Toy Library should take appropriate measures to control children's risk to the spread of infection during nappy changing.

National Care Standards for early education and childcare up to the age of 16 - Standard 2: A safe environment.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation

The service submitted an action plan to Care Inspectorate on 22 January 2018. They wrote: When the new nappy changing policy is available we will adhere to the guidance including the re-location of the nappy changing area. Meanwhile procedures are being monitored and tightened.

During our inspection visit to the service on 30 November 2018, we found that changes had been made to improve nappy changing facilities. We felt that the service was making best use of the nappy changing space available to them.

Recommendation met.

Recommendation 3

Dumfries Toy Library should ensure that staff files contain, start dates, information to demonstrate that qualifications have been checked, fitness checks and verification of qualifications.

National Care Standards for early education and childcare up to the age of 16 - Standard 13: Improving the service and Standard 14: Well-managed service.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation

The service submitted an action plan to Care Inspectorate on 22 January 2018. They wrote: We will ensure all new recruits have two written references, rather than one written and one verbal.

During our inspection visit to the service on 30 November 2018, we sampled two staff files and found that the information contained within them was reflective of the current guidance.

Recommendation met.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings
17 Nov 2017	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed Not assessed 3 - Adequate
4 Dec 2015	Unannounced	Care and support Environment
		5 - Very good 4 - Good

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
31 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
19 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
27 May 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	3 - Adequate

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