

Lennoxtown Playgroup and Creche Day Care of Children

Lennoxtown Primary School
School Lane
Lennoxtown
Glasgow
G66 7LX

Telephone: 07741 406160

Type of inspection: Unannounced
Inspection completed on: 22 September 2016

Service provided by:
Lennoxtown Playgroup Committee

Service provider number:
SP2003000759

Care service number:
CS2003003747

About the service

Lennoxtown Playgroup and Creche is a voluntary organisation run by a committee of parents. The service operates from a modular unit within the grounds of Lennoxtown Primary School.

Children have access to two large playrooms.

The aim of the service is to provide care and learning for children in the playgroup and offer crèche facilities for younger children on a sessional basis.

The service is registered to accommodate 20 children aged 2 years to 5 years in the playgroup, with a maximum of 10 children aged 2 years to 3 years and 8 children aged 3 months to 5 years in the crèche.

The service offers sessional care Monday to Friday during term time.

What people told us

We issued 20 Care Standards Questionnaires to the service to distribute to parents prior to the inspection taking place. We received nine completed questionnaires. All responses from parents were positive.

Written comments included:

"Excellent staff providing a great environment for all. My child absolutely loves it and has really come on since being there."

"It is an excellent service which I am grateful to have in my local area."

"Would be more beneficial if wasn't term time as a lot of sessions are missed depending which days the child attends ie. bank holiday weekends."

"As grandparents we have been using this service for both grandchildren and happy they are in a safe environment. Staff, as been showed in the past, good first aid skills."

"My son is two and a half and knows all the staff by first name and really enjoys going on the days he goes."

We spoke with two parents who told us:

"Brilliant service. My child loves it. I travel from Bishopbriggs to come here as there is nothing like it where I live."

"Great. My son's settled really quickly. The staff are great. Good communication. You know what's happening."

Self assessment

The Care Inspectorate received a fully completed self assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvement and development.

We discussed with the manager how the self assessment could be further developed to include impact on outcomes for children using the service.

From this inspection we graded this service as:

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

What the service does well

The standard of care and support provided to children and young people in the service was good.

Staff had an understanding of how to protect and safeguard children.

An effective child protection policy was in place which informed and supported staff in their roles. Staff attended regular child protection training which kept them up-to-date with current best practice and refreshed their knowledge and understanding of child protection. The manager was the designated Child Protection Co-ordinator.

Staff provided a nurturing, caring environment for children and families. They worked hard to engage well with families in order to fully support them. They verbally exchanged information with parents each day and had an open door approach where parents could speak to staff at any time. Staff aimed to formally engage with parents at least monthly and these discussions were recorded. We discussed recent good practice guidance with the manager and considered how this could further assist staff in their work. (See recommendations 1 and 2).

Parents were regularly consulted as members of the committee who provided the service.

The manager and staff were in process of further developing children's care plans to include more focused, recorded observations and next steps for learning. As part of this process the manager was keen to share information with parents about children's interests. (See recommendation 3).

As children were settling into the service we considered induction and transitions. We also observed staff being very supportive and responsive to children settling. As most children go on to the local authority nursery adjacent to the service we encouraged the manager to re-establish links with the nursery to aid transitions. (See recommendation 4).

The service had recently relocated into their new premises and were in process of assessing and evaluating the space. We saw that a safe, organised environment was provided for children. Risk assessments were in place. We discussed outdoor play for children. The manager was in discussion with the local authority with regard to developing an area behind the premises for outdoor play. She also told us that she was in discussion with the headteacher of the primary school to use part of the school playground. (See recommendation 5). We signposted the manager to recent good practice guidance 'My World Outdoors' and considered advice and support she might gain from organisations such as the Forestry Commission.

What the service could do better

The service should continue to progress and develop in accordance with their self assessment and action plan. They should also address the recommendations recorded in the report to enhance the care and support and environment provided to children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 5

1. The manager and staff should familiarise themselves with Scottish Government Guidance, Getting it Right for Every Child (GIRFEC) and implement this in the service.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 6; Support and Development.
2. The manager and staff should familiarise themselves with Scottish Government Guidance, Building the Ambition and implement this in the service.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 6; Support and Development.
3. The manager should continue with plans to further develop children's personal plans.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 6; Support and Development.
4. The manager should re-establish links with the nursery to aid transitions for children.
National Care Standards, Early Education and childcare up to the age of 16, Standard 6; Support and Development.
5. The provider should continue to explore opportunities for outdoor play for children at the service.
National Care Standards, Early Education and Childcare up to the age of 16, Standard 5; Quality of Experience.

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	
27 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
22 Sep 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Nov 2008	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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