

# Annual Inspection Report 2022-2023

## Pulrose Playgroup

Child Day Care Centre

13 and 14 February 2023



**DHSC**

We carried out this announced inspection on 13 and 14 February 2023. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Pulrose Playgroup is a child day care centre. This means they provide day care for one or more children under the age of eight for more than two hours in the same day and is not a private dwelling.

### **People's experience of using this service and what we found**

To get to the heart of people's experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

### **Our key findings**

The children appeared happy, settled and very much at home. The interactions between them and the staff team were comfortable and natural and this helped create a calm and welcoming atmosphere.

Staff were positive about working at the setting and said they felt supported by each other and the registered manager. Parents said they found the staff to be approachable, supportive and friendly. When speaking with the registered manager and staff team, we found them to be passionate and enthusiastic about what they do.

The feedback received from the families of children attending the playgroup was positive.

- '[Child] has created an amazing bond with the teachers and all of the children, the amount [child] has socially evolved since attending has me very grateful.'
- 'They are always easy to approach and very helpful with any concerns.'
- 'The setting does many things amazingly!'
- 'I think this is a lovely little setting and I'm very happy sending my [child] here.'
- 'The women at the playschool are all phenomenal'
- 'I think they do a really good job and seem to have plenty of toys and always bringing arts and crafts home'

At this inspection we found improvements had been made in response to the previous inspection.

**About the service**

Pulrose Playgroup provides sessional, term time care from the Pulrose Methodist Hall. They are registered to care for 24 children aged 2-5 years. The setting has a large playroom, toilets and use of a kitchen. All areas are shared with other users but the playgroup has sole use of the rooms during operating times. Due to the playgroup's operating hours, children do not have lunch at the setting but are provided with a mid-morning snack.

**Registered manager status**

The service has a registered manager. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

**Notice of Inspection**

This announced inspection was part of our annual inspection programme which took place between April 2022 and March 2023. Inspection activity started on 4 January 2023 and we visited the service on 13 and 14 February 2023.

**What we did before the inspection**

We reviewed information received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR) and supporting documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 11 families who use the service. Four responses were received.

**During the inspection**

Due to the sessional hours provided by the setting, we visited over two mornings in order to carry out the inspection. Children's care records and a variety of documents relating to the management of the service were reviewed and an inspection of all rooms was undertaken.

We spoke with a member of staff and the registered manager and observations were carried out using an observational framework for inspection. This is a way of observing care to help us understand the experience of staff and children.

## SECTION C Inspection Findings

### C1 Is the service safe?

#### **Our findings:**

Safe – this means we looked for evidence that children were protected from abuse and avoidable harm. The service requires improvements in this area.

This service was found to be safe.

#### **Systems, processes and practices to safeguard children from abuse.**

All staff at the setting have attended level 2 Safeguarding Children training which ensured they were aware of the signs and symptoms of abuse and there was a system in place for recording and reporting any concerns raised or disclosures made.

The setting had a safeguarding policy in place. The document needs to be reviewed as it did not include a clear procedure for staff to follow should they have a concern about a child in their care. Once reviewed, the registered manager needs to ensure the new document replaces all other versions, including the policy displayed on the notice board.

The room used by the playgroup was large and open plan. This meant staff members did not work on their own and were always in sight or sound of each other.

#### **Staffing ratios and recruitment**

Staffing arrangements were safe and consistently met the required minimum adult:child ratios. On a number of days each week, the arrangements in place showed the staffing levels exceeded the minimum requirement.

All staff at the setting held a current Disclosure and Barring Service (DBS) check and evidence was seen to show annual online checks were being carried out on those that had signed up for the update service.

#### **Assessing risk, safety monitoring and management**

The premises were found to be secure and suitable arrangements were in place to ensure no unauthorised persons could access the premises. Visitors can only enter when let in by a staff member and are supervised at all times.

Routine checks on the environment and equipment were up to date. Certificates and records were in place to evidence this. A variety of risk assessments were in place and were being regularly reviewed. The fire risk assessment did not clearly identify the possible hazards and risks to the children or staff team or include who was responsible for ensuring the recorded control measures are being implemented.

#### **Using medicines safely**

The registered manager informed us that due to their opening times, they are not usually required to administer medication. If a parent asked them to administer medication, we were told this would not be done until written permission was in place. The form that would be used included all the required information and there was section for staff to complete each time medication was administered. Suitable arrangements were in place to ensure any medicines would be stored safely.

### **Preventing and controlling infection**

Parents are asked not to send their children to the setting if they have an infectious illness and there was a policy in place to support this. Personal protective equipment (PPE) was available and staff members were observed wearing gloves and aprons when changing nappies.

The staff team and a cleaner were responsible for cleaning and all areas of the setting, resources and equipment were found to be clean and in good condition. The main playroom was warm and comfortable but attention is needed in the toilets used by the children as we found the room temperature to be below 18°C.

### **Action we require the provider to take**

Key areas for improvement:

- Safeguarding policy needs to include the procedure to follow should a concern be raised about a child
- Action is needed to ensure the fire risk assessment includes the relevant information
- Action is needed to ensure the room temperature of the toilets used by the children are maintained appropriately

## Inspection Findings

### C2 Is the service effective?

#### **Our findings**

Effective – this means we looked for evidence that children’s care, learning and development are supported and achieving good outcomes. The service does not require any improvements in this area.

This service was found to be effective.

#### **Staff skills, knowledge and experience to deliver effective care and support**

All staff were knowledgeable about caring for children and had a variety of experience that enabled them to support, promote and encourage the children’s learning and development. All mandatory training was up to date and additional training had been undertaken by the staff team to ensure the children’s individual needs were being met.

#### **Supporting and developing children’s care and development needs**

The playgroup follows the Early Years Foundation Stage (EYFS) curriculum and the activities provided for the children were planned to promote their holistic development. Observations were being carried out in order to assess the children’s developmental progress. The registered manager had ensured there were systems in place to support a child who may not be meeting developmental milestones within the expected age range.

Observations were recorded in the respective child’s learning journals and staff also discuss the children’s progress with parents when they came to collect their children. Parents told us ‘they inform me about my child’s progress in person when I pick [child] up’, ‘every day [child]’s in they tell you something’ and they were kept informed ‘verbally at every pick up’.

#### **Working with other agencies to deliver effective care and support**

The registered manager liaises with outside agencies in order to meet the individual needs of the children attending the setting. We were informed they ensure parents are kept fully informed to ensure they are involved at every stage.

## Inspection Findings

### C3 Is the service caring?

#### **Our findings**

Caring – this means we looked for evidence that the service involved and treated children with compassion, kindness, dignity and respect. The service does not require any improvements in this area.

This service was found to be caring.

#### **Ensuring children are being treated with kindness, respect and compassion**

Staff were attentive to the children's needs and spent time with each child. The interactions between them were observed to be comfortable and relaxed and the children appeared very much at home at the setting.

Parents told us they found the team to be kind and caring and one stated 'they are all so kind and caring to all the children and I can't sing their praises enough, my child adores them all.'

#### **Maintaining children's dignity, privacy and promoting independence**

Arrangements throughout the setting supported staff in maintaining the children's privacy and dignity. Children were encouraged to make choices about their play and staff were observed promoting the children's independence by involving them in tasks and stepping back when appropriate in order to encourage the children to do things for themselves.

All information was held securely and staff were aware of the need for confidentiality and signed agreements were in place.

## Inspection Findings

### C4 Is the service responsive?

#### **Our findings:**

Responsive – this means we looked for evidence that the service met children’s needs. The service does not require any improvements in this area.

This service was found to be responsive.

#### **Delivering personalised care**

Parents are asked to provide information in regards to any cultural needs, languages, dietary preferences/requirements and or any medical conditions their child may have. This information had been shared with the staff team to ensure the individual needs of the children were being met. Parents stated regular reviews are being carried out to ensure all information is current.

Staff knew the children well and were able to tell us about each individual child. Without referring to observations or assessments they knew what stage of development each child was at and in what areas they needed supporting.

The playgroup had a small selection of resources that reflected diversity, inclusion and equality. Building on what is already available will ensure the children develop an awareness and respect for others and ensure all children are able to develop a positive sense of self, a sense of belonging and feel valued.

#### **Responding to concerns and complaints and using to improve the quality of care**

A policy was in place and a copy displayed for parents to see. There have been no complaints since the last inspection. Parents said they found the manager and staff team approachable and felt they would be listened to. The registered manager said any concerns or complaints would be used as an opportunity to learn and improve.

#### **Supporting children when dealing with significant events**

The setting had a selection of resources available in order to support children when a significant event occurs such as the death of someone close, parents separating or the arrival of a sibling. The manager explained that she would discuss the situation with the parents and work with them to ensure a consistent approach and any that cultural or religious beliefs were respected.

### Action we require the provider to take

Key areas for improvement

- Action is needed to ensure the playgroup reflects and promotes equality, diversity and inclusion



## Inspection Findings

### C5 Is the service well-led?

#### **Our findings**

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. The service requires improvements in this area.

This service was found to be well-led.

#### **Clear vision and strategy in place to deliver high-quality care and promote a positive culture that is person-centred, open, inclusive and empowering which achieves good outcomes for children.**

The registered manager and the team had a clear vision for the future and outlined their plans. Weekly team meetings were being held and staff said they were encouraged to share their thoughts and ideas. The team had a supportive working relationship and seemed to enjoy working together.

#### **Governance framework in place that ensures responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed.**

The registered manager was clear about her role and regulatory responsibilities. She works alongside the team on a daily basis and this has enabled her to continuously review the quality of care being provided. The outcome of the reviews are discussed informally with staff and we talked about the need to implement a formal system in order to ensure there was a written record of what was discussed.

#### **Engaging and including families using the service, the public and the staff team.**

The team at the setting have been working together for a number of years and said they enjoyed working at the playgroup. They felt they had developed good relationships with the families that use the service and are now beginning to care for the children of the children that used to attend. This was confirmed by one parent who told us 'you feel confident leaving your child there as they were the same people who put me through play school and many of the people in the community through it'

#### **Continuous learning, improvement, innovation and ensuring sustainability.**

The registered manager explained she carries out regular audits of the premises, resources and equipment. Should any issues be found, we were informed, actions would be taken to rectify and improve the service being provided.

#### **Working in partnership with parents.**

Parents told us they were happy with the care being provided and felt the playgroup kept them well informed of their child's day. One parent told us 'they chat at the door about [child's] morning and [child] always comes full of smiles'.

### **Action we require the provider to take**

Key areas for improvement

- Action is needed to implement a formal system to meet with staff to discuss professional performance and any other issues