

# Care service inspection report

## Scalloway Preschool

### Day Care of Children

Scalloway Youth Centre

Main Street

Scalloway

Shetland

ZE1 0XJ

Telephone: 01595 880770

Type of inspection: Unannounced

Inspection completed on: 7 January 2015



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### **Service provided by:**

Scalloway Preschool

### **Service provider number:**

SP2013012172

### **Care service number:**

CS2013320801

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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	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

We found Scalloway Preschool provides a caring and stimulating environment where the children can play with a wide variety of activities and resources. The manager and staff had built up positive relationships with the children in their care and worked hard to provide an interesting learning environment. We saw children playing happily during the morning session and noted they were relaxed and content in the care of the staff .

The parents and carers we talked to during the inspection told us they were very happy with the service provided. They thought the staff were very good at their role and friendly, helpful and very caring. All told us the children loved coming to Scalloway Preschool.

We also noted the service was very good at involving the children. We noted that the children's achievements were celebrated and their views and ideas valued.

## What the service could do better

There were some areas the service needed to look at:

- The group must address the issue of the security of the premises.
- The service should introduce a care plan for each child, which will be reviewed every six months, or sooner if necessary.
- To replace expired items in the first aid kits
- To move the paper towel box from the floor in the children's toilet
- To continue to support new staff to gain a qualification and register with the SSSC when required
- To support staff to refresh child protection awareness training when needed.
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## What the service has done since the last inspection

The group now operate as a limited company - Scalloway Preschool - which formerly operated as the voluntary-run service Scalloway Playgroup. This is the first inspection as Scalloway Preschool. The manager told us this new management structure has considerably improved the business and administration of their service. They also now provide the 600 hours of funded preschool education, which is longer preschool sessions than previously.

The group had continued to work on the planning regime, and plan with the children. We saw evidence of how the staff evaluated what they had learned with the children, and how they shared this with parents and carers via the children's "learning stories". They had also introduced a new system of gaining children's ideas known as "Wishing Stars". The children "wished" for something and pinned a star on the sheet, which was then looked at and obtained or included in the planning.

## Conclusion

Overall Scalloway Preschool provide a warm and welcoming environment where children can experience a wide variety of play opportunities. We noted the group has a very positive atmosphere with a strong sense of community spirit.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

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

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

**A recommendation** is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

**A requirement** is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service was registered to provide a care service to a maximum of: 28 children 2.5 years to those not yet attending primary school. The service operates from areas within the Youth Centre in Scalloway, a village on the west side of Shetland. When the service is operating the main hall, the quiet room, their own toilets and shared use of the centre kitchen.

At present the service operates from 09:30 to 12:40 on Monday to Friday, during school term time. The service works in partnership with the local authority offering preschool education to children from the age of three years. They offer a care service to children from the age of two and a half years for a fee until they reach the age of three years, when they then gain a funded place.

Included within the aims of the service was:

- "To provide a safe and happy environment which will stimulate and encourage each child's learning through play".

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 4 - 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](http://www.careinspectorate.com) or by calling us on 0345 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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

This report was written following an unannounced inspection. It was carried out by one Inspector from the Care Inspectorate and took place on Wednesday 07 January 2015 between the times of 09.20 am to 04.40 pm.

We gave feedback to the manager of the service and three members of staff at the end of this inspection visit. We issued fifteen care standards questionnaires to parents and carers of children using the service. We received a very high return of 13 care standards questionnaires before the inspection visit. We contacted five parents and carer who supplied their email address and also two parents by telephone before we visited the service.

During this inspection we gathered evidence from various sources, including the service's policies, procedures, records, other documents and also:

- evidence from the service's most recent self assessment
- the service's development priorities
- the policy and procedure folder
- the evidence file linked to the quality themes
- the communication systems in place
- Scalloway Preschool's quality assurance regime
- information provided by thirteen parents and carers in the returned care standards questionnaires
- the preschool welcome pack and information for new parents and carers
- noticeboards in the entrance area and playroom
- newsletters and communications for parents and carers
- the webpage
- the planning regime
- the "wishing stars"
- children's records
- the children's learning stories

- the administration of medication regime
- we looked at staff training
- the staff review and development regime
- registration of staff with the Scottish Social Services Council (SSSC)
- health and safety records
- risk assessment.

We observed:

- general staff practice during the inspection visit
- snack-time
- the environment and equipment
- the outdoor area.
- the security of the premises

We talked with:

- the manager
- the three members of staff
- a total of six of the parents and carers on the day
- two parents by telephone before the inspection visit
- the majority of the children who were happy to talk with the Inspector.

We also emailed four of the parents and carers who supplied their email address and were happy for us to contact them that way. We did not receive any replies.

## **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](http://www.firelawscotland.org)

## **What the service has done to meet any recommendations we made at our last inspection**

This is the first inspection as Scalloway Preschool.

## **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:** No

## **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.

This was completed online and gave a description of the service provided. The service also identified areas they planned to work on.

## **Taking the views of people using the care service into account**

During this unannounced visit we talked with some of the children who were present. Some of the younger children were shy and unsure of the Inspector. However, we observed all the children and noted that they were happy and content, busy playing with their chosen activities. We noted they especially like the art and craft as they were preparing for the local Up-Helly-Aa festival at the weekend.

When asked if they liked coming to Scalloway Preschool they confirmed that they did. When asked what they liked to play with they described various activities including "painting", "the green sand" and "the climbing frame".

### Taking carers' views into account

We sent out fifteen Care Standards Questionnaires (CSQs) to the service which they distributed to parents. A very high number (thirteen) were returned to the Care Inspectorate prior to the inspection taking place. We noted that overall parents and carers were happy with the service but we did note some had issues with security which we looked at during this visit. We noted that the parents and carers thought the staff very good at their roles and took good care of the children.

We noted that several held written comments, one of which was:

- Overall I am happy with his care, I like the way some members of staff give little snippets of how he found his day when I pick him up".

We emailed the parents who supplied us with email addresses giving them an opportunity to share any additional thoughts they had about the preschool service.

We spoke with six parents during the unannounced inspection visit. When asked they all told us they were very happy with the care provided by Scalloway Preschool. Overall they felt confident that any points they had to raise would be dealt with however some were concerned about the lack of security within the Youth Centre - see Quality Theme 2:2.

Parents liked that the children had so much room to play in hall area but equally had a large choice of resources in the smaller playroom. Parents told us that the staff were very good at caring for the children and that the children really enjoyed their time there. Parents also told us they thought the range of activities very good and that the children had access to a good choice each day. One parent told us that when her child had first started staff had been very helpful and made settling-in easy.

See the body of this report for other comments.

## 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

During this inspection visit we looked at how the group was involving the parents and carers and the children with their care service. We found that Scalloway Preschool was performing to a very good standard in relation to this standard.

Since the last visit there have been changes to the session times, this is in line with the 600 hours of free pre-school education (Government Initiative). The manager told us this had impacted positively on the service as they now have more time to spend on topics, more time to play outdoors, and work with the children generally.

#### Parental Involvement

This was an area the manager and preschool staff had spent considerable time working on. They told us they were always looking for new ways to involve parents and carers with the children's care and learning and liked to try new methods. Since they had started emailing the weekly plan to all parents and carers they had received very positive feedback about this and told us parents and carers thought this helpful.

We took time to ask parents and carers if they received the plans and what their opinion was about this. Overall parents and carers who we asked told us they really like the plans and that they felt included with their child's learning. One told us she liked the suggestions as to how they could help at home and frequently talked to her child about current topics and what they were learning at the group. However, one parent told us she did not check her emails very often and preferred to get information via other methods.

During the inspection we looked at how the group communicated with the parents and carers and kept them up-to-date and informed. The parents and carers told us this was very good and that communication was regular.

We saw the group used various methods including:

- notice boards in the entrance area and smaller playroom
- brief chats at the beginning and end of the session
- weekly plan emailed and also on display in the entrance area
- photo albums
- newsletters
- letters/notes home at times
- parents' meetings
- the children's learning stories
- webpage.

We looked at how the group involved the parents and carers with the children's learning and development. The manager told us that they used the children's learning stories, which was one way of showing how the children were learning and progressing whilst at Scalloway Preschool. We noted that there were blank pages within the learning stories where parents and carers were encouraged to share details of the child's time at home or any achievements.

We noted parents and carers were updated each week by email when the weekly plan was sent. This email also gave a short resume of how the week had gone. This showed us that the parents and carers were encouraged to work in partnership with Scalloway Preschool staff and take part with their child's learning and development.

We saw that the noticeboards were attractive, and held up to date information for the parents and carers. We saw the weekly plan was also displayed, showing parents and carers what their children were learning, the snack menus and any visitors or outings planned.

We asked the parents and carers if they were happy with the level of communication they received from the group and if they were kept up-to-date. The majority confirmed that staff were very good at reminding them when they had to bring items, or to remember dates and felt they were kept informed. One parent told us that they looked at the noticeboards and found these useful but would also ask staff if necessary. One told us she would like more information but understood time was limited at pick up times. This was shared with staff during the feedback session.

We looked at how the staff managed the settling-in regime at Scalloway Preschool. The manager told us this was a very important part of the service, especially as they cared for children aged from two and a half years of age who were quite young and often took longer to separate from their parents. Their settling-in regime included giving parents and carers a "welcome pack" which included an information booklet describing the group and how the parents and carers were welcome to stay with their child until they felt settled and willing to stay unaccompanied. The booklet described how parents and carers would be involved in their child's learning and education, for example through the children's learning stories and ideas from the weekly plan.

The group asked the parents and carers to complete various consent forms, as well as share information about their child. Staff then used this information to plan individual care and education for each child. We asked some of the parents and carers for their opinion about the introduction to Scalloway Preschool and how this had been for them and their child. Parents and carers who were asked confirmed that they had received information before their child started, had been invited to the open day (or visited with their child at another time) and that staff had been very helpful.

This had made the introduction to the group a positive experience. Parents and carers said that the staff had advised them how long they should stay with their child, and they had discussed ways to help their child to feel comfortable to be left. This was very reassuring for the parents and carers, for some of whom this was their first time leaving their child in a pre-school setting.

When asked for their first impressions of the group, parents and carers told us this had been "very good" and "positive". One told us she had they had liked the large indoor space in the hall but equally liked the smaller playroom. They all liked the happy atmosphere and friendly staff.

As part of the inspection we observed the staff as they worked with parents and carers. We noted that all staff were welcoming and friendly. We noted that the staff made time to talk to the parents and carers, giving brief feedback about their child. The manager was also noted to make sure the notice board and other information was placed in the entrance area before the parents and carers arrived.

We talked with parents and carers to ask for their opinions and views of Scalloway Preschool. We noted those who were asked thought the children were well cared for and felt that staff knew their children well. We noted that all parents and carers liked the community aspect of the group and commented on the helpful, friendly staff.

This was further confirmed by written comments in the care standards questionnaires we sent out. We sent out fifteen care standards questionnaires and received thirteen completed questionnaires during this inspection process. This is a very high response.

We also contacted some of the parents and carers by email and by telephone before the inspection visit. From this we found that parents and carers were overall very happy with the service.

We also shared written comments with the staff during the feedback session.

Two of which were:

- "I like that the preschool are involved in community events, and it is good to see the Youth Centre thriving again. I like that all the child services work together in the same building successfully. It feels like great community spirit"
- "I feel the service they provide is up to a very high standard, always going out of their way to make us as parents feel comfortable".

We noted there was a suggestions box in the setting which the manager told us had been used recently, and the suggestions acted on.

We saw there was a complaints policy displayed for parents and carers.

### **Children's Involvement**

We looked at how the staff at Scalloway Preschool involved the children with their learning and development. Staff told us they involved the children with the planning of activities and choosing of topics and what they wished to learn. They told us that often the new topics came from suggestions made by the children. Staff told us they discussed this at "circle time" or often just through talking together and listening to ideas from each other during the course of the session.

We noted that the children enjoyed a "free play" session when they first arrived, then all gathered together to discuss what was happening today. They had other together times during the session, for example "story-time" and the "award ceremony".

We saw that the group were very good at celebrating the children's achievements.

They did this in several ways:

- Picture of the week
- Stickers for achievements eg. "good helping", "good tidying"
- Very good use of praise and encouragement eg. "sticker award time"
- Encouraging the children to praise each other.

Since the last inspection the group have introduced "wishing stars". Children's ideas or if they ask for an activity not out that day the staff write their "wish" on a cardboard star and place this star on the chart. They will then look at these "wishing stars" and plan to include these "wishes" into their sessions. Staff told us the children like making a wish and having it carried out.

Staff told us the children's suggestions were incorporated into the planning with the name of the child noted on the weekly plan shared with parents and carers. The manager told us that they evaluated with the children, asking them what they had learned and then together planning next steps in each child's learning and development. We saw evidence of this in learning stories as well as the planning regime.

We observed the children who attended on the day of the inspection. We saw them to be relaxed and happy in the care of the staff. We noted that they were busy with their chosen activities. There was a warm and caring atmosphere within the setting, which showed us children were being cared for by staff who were aware of the need to nurture children and provide interesting activities which would hold their interest.

We noted some of the younger needed more care and support than the older ones and staff were aware of those children and supported them well. We found all members of staff were committed to the group and the children who attended and worked hard to make sure they were happy and content.

We looked at staff practice and observed the members of staff as they worked with the children in their care. We saw staff respond calmly towards the children and worked with them in a warm and caring manner. This showed us the staff understood the needs of the children and worked to meet these needs.

The staff had built up positive and friendly relationships with the children. We saw the children were relaxed and happy in their care, and we noted that they responded well to staff. We noted staff took time to explain the routines, and remind the children to show care and consideration of the other children at Scalloway Preschool.

We talked with several of the children during the morning asked if they enjoyed their time at Scalloway Preschool. Some of the children were shy and unsure of the Inspector. Other children told us they had good fun and liked coming to play. When we asked what they liked best they generally replied with their favourite activities.

### **Areas for improvement**

We noted that the group had not yet introduced care plans for each child. We discussed the purpose of these plans were to provide details on how they planned to meet all care needs for each child. These plans will need to be reviewed every six months in line with current legislation - **see Recommendation 1.**

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The provider must ensure that each child has a detailed and accurate care plan in place. These must be reviewed at least every six months or sooner if required, in line with current legislation.

**National care standards, early education and childcare up to the age of 16:  
Standard 14: Well-managed service.**

**Timescale - within three months of receipt of this report.**

## Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

During the inspection we looked at the ways in which Scalloway Preschool promoted the health and wellbeing of the children in their care.

We looked at the planning regime and saw that this included health and wellbeing. The group's planning was child-centred and in line with the Scottish Government's Curriculum for Excellence. We noted that the staff has shared information with parents and carers through the emailed plans, at the parents' meetings and through information displays. The manager told us that any new information was shared with parents and carers so they were up to date with current practice and childcare initiatives.

We looked at how the staff promoted healthy eating and how they ensured children had access to nutritional foods. We noted snack menus were shared with parents and carers each week. This allowed us to see that the staff understood the importance of healthy eating and provided healthy options for the children.

We observed snack time, and saw the staff member encourage the children to serve themselves and demonstrate table manners. Staff were also seen to explain that children had to wait until there was room at the table. We heard staff talk with the children about healthy eating and the importance to eating to grow up strong and healthy. Children were encouraged to wash their dishes when they had finished.

We noted the group took part in the national tooth-brushing programme. We saw children brush their teeth during the session. One member of staff supervised the children following the guidelines from the local dental officer.

Staff told us that they worked in partnership with other professionals whenever necessary to support children with specific needs and for those children an individualised education plan was established which detailed how they would support the child. Staff were aware of GIRFEC, (Getting It Right For Every Child this is a Scottish Government policy framework for every child in Scotland).

Staff were aware of their role in keeping children safe on all levels, including child protection. We saw that the group had appropriate child protection procedures which were shared with parents and carers.

We also noted that all staff had attended training, and confirmed they attended refresher training regularly. **See also Area for improvement below.**

We looked at how the group recorded accidents and incidents. They used an appropriate format which was shared with parents and carers. We noted the staff had received training in first aid and appropriate first aid equipment was held within the group - **see Area for Improvement below.**

Control of infection was very good with staff encouraging the children to wash their hands appropriately. We looked at the toilet areas and saw they were in good working order and regularly cleaned.

We looked at how the staff promoted positive behaviour. The members of staff were very good role models regarding behaviour and manners. We saw them take time to explain why certain behaviour was not very good, and we saw them encouraging children to remember to be nice with each other.

We observed that the staff encouraged the children to share and take turns, to be considerate of each other and to try to do things for themselves. Staff were noted to make good use of praise and encouragement when the children had demonstrated they were helping or remembered to say please.

All the staff had developed positive relationships with the children in their care and could describe individual children and were aware of their likes, dislikes, needs and how to promote this. One member of staff was very aware that one child needed support to use the climbing frame and supported him to do so safely.

We looked at how the staff ensured that the children had regular access to fresh air and exercise. Staff told us that they tried to get outside daily for outdoor play. The children could go into the outdoor area directly from the small playroom, into a small fully enclosed area. Staff told us that now the sessions were longer they had more time to enjoy outdoor time, which the children liked. We did not see the children play outdoor on the day of inspection due to the poor weather conditions.

We did see evidence of visits and outings in the local area at times, though this was limited. During the interviews with parents and carers one parent told us she was unsure how often the children played outdoors and we shared this information with the manager and staff during the feedback session.

However, we noted that the staff were keen to promote exercise with the children and physical exercise was included in the planning. This showed us the staff actively encouraged the children to be active and have a positive view of exercise. On the day of the visit they enjoyed action games towards the end of the morning. The climbing frame and chute was well used during the session.

We talked with six of the parents and carers during this inspection. We asked if the parents and carers thought that staff took suitable care of the children's health and wellbeing. They told us they had no concerns about this and thought the staff were very good at caring for the children, however, there were issues with the security of the premises which will be reported on within Quality Theme 2: environment.

As part of the inspection we looked at the thirteen returned care standards questionnaires, which showed that they thought the children's health and wellbeing was well cared for overall though some concerns about security - **see Quality Theme 2: Environment.**

### **Areas for improvement**

We noted one member of staff had not attended refresher training in child protection awareness for some time. This was discussed at the feedback session and the manager stated that they would look into when the next course was available and put names forward for that.

We also noted several items in the first aid boxes had expired and recommended these be replaced immediately - **See Recommendation 2.**

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The expired items in the first aid boxes must be replaced.

**National care standards, early education and childcare Standard 3: Health and wellbeing.**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - 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

Please refer to information recorded under Quality Theme 1, Quality Statement 1.

### Areas for improvement

We noted that some of the parents and carers were unsure how often the children played outdoors as they did not see them when they came to collect their child. We shared this with the manager and staff at feedback time who told us the outdoor time was usually during the session and everyone had returned indoors before the end of the morning. We discussed sharing information with parents and carers about use of the outdoor space.

Some of the parents and carers told us the group had been looking at a possible move to other premises. This is an area still under consideration by the group.

**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

When we asked the parents and carers for their opinion of the environment at Scalloway Preschool we found some were concerned about the security of the premises - **see Area for Improvement below**. Those who we asked told us that they were very happy with the environment and thought it was well equipped with a very good range of toys and resources; overall a suitable area where the children were well supervised and happy.

The group have shared use of the Scalloway Youth Centre and when operating they have sole use of the large hall area with the smaller playroom where the staff have provided "quieter" activities. The children have their own toilets, which are situated off the small playroom. There are further toilets in the centre for staff as well as changing facilities when necessary. Parents and carers entered via the Youth Centre entrance, then into the waiting area where there were pegs where the children could hang their coats. This area had noticeboards with information for parents and carers. The group had use of the shared kitchen. The group had their own storage space.

We noted that the furniture was well maintained and suitable for the needs of the age group of children present. Staff had decorated the areas with a selection of the children's art and craft, photographs as well as displays related to themes. We noted the playrooms were well organised and tidy, which allowed the children room to move freely from one activity to another. The staff had divided the large hall into smaller "areas", which allowed the children to play by themselves, or in small groups. Children had access to a wide range of activities. We observed the children during the session and saw that they played happily, absorbed with their chosen activities.

All furniture and resources were noted to be in good clean condition. We looked at how clean the childcare environment was and found there was a very good level of hygiene and cleanliness. We saw that there were appropriate infection control procedures in place. The staff reminded the children to wash their hands before snack, and after they were at the toilet.

We noted the staff supervised both areas very well, ensuring the children were safe and could play happily. The staff were very observant and supervised the children well - reminding them about keeping safe when playing on the climbing frame. The staff encouraged the children to show care and consideration with the toys and equipment. Children were encouraged to tidy up as they went as well as at tidy-up time. The children were familiar with the routine and playgroup "rules", and listened when staff had to remind them regarding the "rules", for example at the sand tray to keep the sand in the tray.

We observed a positive atmosphere at Scalloway Preschool and heard the sound of happy, busy children and we saw happy smiling faces.

We looked at staff training to support the safety of the children and this included:

- Risk Assessment
- Food hygiene
- First Aid
- Child Protection Awareness.

The Youth Centre was maintained to a very good standard. Any structural defects would be reported to the caretaker who would have these repaired when necessary. Fire safety was in line with current fire law.

The centre received visits from the Food Standards Agency and complied with any recommendations when required to do so.

We looked at the outdoor area available to the children and noted that, though small, this had a good selection of toys and equipment. This was not used during inspection so we looked for evidence to support this and saw photographs of the children playing outdoors. The children could play safely in this fully enclosed area which was accessed directly from the smaller playroom.

### **Areas for improvement**

We noted that the Youth Centre main entrance was not locked, therefore, the building could be accessed by any member of the public at any time. We noted the staff of the preschool group would not be aware if there were strangers in the building. Therefore the children were not being cared for in a safe and secure environment. We discussed this during the feedback session.

The manager told us this had been brought up before by a concerned parent. At that time they had talked with the committee of the Youth Centre who did not want the main entrance locked as other users needed to access the building. When the preschool is operating they have sole use of the ground floor but there are others who will need to use the upper floor at times or access the kitchen. Whilst this is understandable this does not allow for a secure environment for young children, therefore a requirement was made.

One parent told us they were very concerned about the lack of security - especially after an incident which occurred in September 2014, involving a youth with a firearm in the village. We talked about this at length during the feedback session and the manager stated her intent to look into this as soon as possible.

We discussed various ways the preschool could be made safe and secure whilst still allowing others to use the upper floor. Ultimately the area will need to be made secure - **See Requirement 1.**

We noted (and one parent commented on this in a care standard questionnaire) that there was a box of paper towels on the floor in the children's toilets. The manager told us this was used because the children kept pulling all the paper towels out of the wall dispenser. A recommendation was made to remove this from the toilet floor and place this within the children's reach - **See Recommendation 3.**

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 1

### Requirements

1. The provider must ensure the premises are secure and that no one has unauthorised access to the area used by the group when operational. This is to maintain the safety of the young children in their care.

**This is in order to comply with Regulation 10(1), (2)(a)(b) of Scottish Statutory Instruments (SSI) 2011/210- Fitness of Premises.**

**Timescale - immediately following this report.**

### Recommendations

1. The paper hand-towels must be removed from the toilet floor and placed within the children's reach.

**National care standard, early education and childcare up to the age of 16:  
Standard 2 A safe environment**

## 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

Information recorded under Quality Theme 1, Quality Statement 1 also applies to this Statement.

In addition we noted the group had shared information about staff with parents and carers using various methods. One, which was a very good and simple way, was the letter they sent to the family with the child's start date at Scalloway Preschool. This held photographs of the current staff so that the child and the parents and carers could see who would be waiting to welcome them to the group and a brief update about the staff team.

When we asked the parents and carers for their opinion of the staff, they told us they felt the staff were very experienced and cared for the children very well. They all considered them to be friendly, easy to talk to and very helpful.

During this unannounced inspection we observed the manager and the staff as they worked. We saw the staff treated each other and the children and families professionally and with respect. We noted that the staff worked well together as a team, and provided a very good level of care and education for the children who attended.

### Areas for improvement

The manager shared information about how they had recruited one new staff member and how the group planned to support her with training and qualifications. She also stated all information would continue to be shared with parents and carers.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

As part of the inspection process we took account of the parents' / carers' views and opinions, as noted within the care standards questionnaires, the service's own feedback received (2014 questionnaire and thank you cards), and interviewing parents and carers during this inspection process.

The various questionnaires and documents we looked at showed us that the parents and carers were happy with the staff at Scalloway Preschool.

We noted there were several written comments included, one of which was:

- "The staff are always helpful and professional".

We talked with parents and carers during the inspection visit. Parents and carers told us they thought that the staff had the necessary skills to support their children's learning and development and provided a very good standard of care and support. They told us the staff were very welcoming, taking time to put them at their ease and generally they felt listened to.

Included within the comments parents and carers made about the staff were:

- "They are a nice bunch"
- "Super staff".

During the busy morning we observed the staff as they went about their duties and we looked at their practice, how they worked with the children, and how they responded to the parents and carers. We noted all staff members were warm and caring, and showed us that they had a very good knowledge of the children attending and were aware of their individual needs. The staff could describe specific children and tell us how they supported them.

The staff were very good at talking together about the service, making sure they were up to date with current practice, all of which ensured they were aware of any changes or tasks that they needed to do to support the children. We noted that they all worked hard in setting up and tidying away as the Youth Centre was used by other groups. Despite this we saw that they were committed to the service and one stated "we are used to this level of tidying". We noted staff made sure this work did not affect the level of care and support for they provided the children who attended.

We noted that the staff had regular meetings in order to plan and evaluate the children's learning and development, and the general running of the service. We observed staff discussing together at the end of the morning as they tidied up. We saw that the staff worked very well together as a team, and had supported one another during the implementation of the additional 600 hours they now provided.

There had also been a change in the hours of operation in pre-school services within the local authority, as stated previously. The effect this had on staff was that they now provided longer hours of care and education which they planned for. Feedback from the staff was that the extended sessions had impacted positively on the children, with longer time to complete tasks, play outdoors and generally explore themes.

We looked at core training all staff attended and noted this included:

- first aid
- child protection awareness
- food hygiene.

This showed us the service were aware of the need for all staff to be up to date with training and be able to work as safe practitioners in order to safely care for the children.

We looked at staff training during this unannounced inspection visit. Staff told us they were given regular opportunities to attend in-service training and that this helped them to keep up to date with current practice. They said training helped their professional development which in turn enabled them to provide a high level of care and education for the children.

Training records were kept and staff were aware of the need to do this as part of their continuous professional development. These were up to date.

A suitable staff review regime was in place and records maintained.

## Scottish Social Services Council (SSSC)

The SSSC is the body that regulates care staff and decides the level of qualification for each post. We saw that the staff were qualified to the required level and were taking responsibility for ensuring that their practice was regularly updated in line with best practice guidance. All members who were required to be were registered with the SSSC, and the new member of staff would be supported with their registration, when required.

We noted the registration certificates were displayed in the small playroom where parents and carers could view these.

We noted that all staff were checked under the Protection of Vulnerable Groups (PVG) Scheme before starting work in the service.

### Areas for improvement

Since the last inspection there had been a new member of staff employed within the group. This new member confirmed she had been supported through an induction programme, which helped her to settle at Scalloway Preschool. To date she did not have a qualification, however, was enrolled on an SVQ level three course which she told us she was looking forward to. She was aware of her responsibility to register with the SSSC when required.

We noted one member of staff was due to attend refresher training in child protection awareness, and the manager told us her name would be put forward to the next available course locally.

**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

Information recorded under Quality Theme 1, Quality Statement 1 also applies to this Statement.

In addition we noted that the manager and staff considered that the new management structure was more efficient, for example, they now employed the services of a bookkeeper which made the business administration much easier.

They also felt very well supported by the board of directors stating it was good to have a stable board and not have to try to form a management committee each year. This impacted on the group positively as the manager and staff were free to concentrate on the daily operation of the service and not have additional administration.

### Areas for improvement

During the feedback session we discussed the possibility forming a parent's forum which could have regular meetings to discuss the work of the group and/or related topics, for example fundraising. We talked of such a forum as being another way of having a link between home and their preschool service.

We noted there was mention of Care Commission within the new welcome booklet, which had been an oversight and the manager stated she would amend this immediately.

**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

Overall we found that the service was performing to a very good standard in relation to having quality assurance systems and processes in place, which involved the children, parents and carers as well as staff in assessing the quality of the service provided.

We noted the preschool group used various methods to assess the quality of the service including:

- the Care Inspectorate self-assessment document
- evaluation using Child at the Centre 2 document
- annual survey questionnaire with parents and carers
- regular staff meetings
- use of "achievement ceremony" with the children
- observations of children and next steps in their learning and development
- children's WALT regime
- "wishing stars"
- suggestions box.

Since the last inspection we noted the group had introduced a new regime with the children. This was a wishing star system where children placed their wish on a star and hung it on a chart - see also Quality Statement 1:1. The manager told us the children really liked this system and were keen to suggest things that became "wishes". We noted stars were looked at and they recorded when wishes were carried out. The staff were very good at asking the children to look at things and discuss.

We also noted that the 'Achievement Ceremony' was a good way of celebrating the children's kind actions, good tidying etc and encouraging everyone to work together and play nicely within Scalloway Preschool.

During this inspection process we talked with a total of nine of the parents and carers and asked them how the staff at Scalloway Preschool gained their views and opinions. They told us that they were regularly given opportunities to have their say. Several told us they received the weekly plan and emails. Some told us they made a point of checking the notice boards and staff were usually good at reminding them of anything important.

All parents and carers told us they could approach any member of staff if needed. They all told us that the staff had limited time to talk, but if need be, made time to discuss issues and were very good at talking briefly with them and keeping them informed of ways they could help their child at home. They told us the weekly planner was always sent to them and it was also displayed on the notice board. One parent told us she was not very good with computers so did not see the plan unless she looked at the notice board. We shared this with the manager and staff during the feedback session.

The group continued to hold parents' meetings with the parents and carers and the manager told us that the next one was planned for next month, February 2105.

We asked parents and carers if they had a concern how would they deal with this and could they approach the manager or staff? Those we asked told us that they would talk with any of the staff and felt confident the matter would be dealt with. One parent told us she had done so in the past and had been happy with how the manager and staff had dealt with her issue.

During the inspection we observed the manager and staff talking with the parents and carers who arrived to drop off or collect their child. We saw they had built up positive relationships with parents and carers. We noted they were helpful and took time to talk with parents and carers, though the fact that parents and carers arrived at the same time made these conversations limited. However, the manager told us this was an area they were always trying to find better ways to deal with and would try new methods.

The manager also highlighted that the weekly update was one way of making sure everyone had up to date information about all aspects of Scalloway Preschool. She went on to state that communication was essential when trying to involve parents and carers with their child's care and learning. This showed us that the group was meeting the needs of the children and were working in partnership with the parents and carers.

We looked at quality assurance regime at Scalloway Preschool during this inspection visit. We learned that the manager and staff considered the inspection regime was a form of quality assurance. The service received inspections from Education Scotland as well as the Care Inspectorate. Previous inspection reports were shared with parents and carers.

We saw the 'Development Priorities' and noted the manager and staff were working hard to make sure all points included on this were looked at.

We looked at the feedback the preschool group had gained from parents and carers through their own quality assurance regime. We noted that the most recent questionnaires (February 2014) had been collated and action points identified. We saw that the results of this was shared with the parents and carers. From looking at this we noted that parents and carers were happy with the preschool group, how it was organised and how the staff were supporting the children.

We also looked at the returned care standards questionnaires we received during the inspection process. There was a very high return of these receiving 13 out of the 15 we sent. We shared the feedback from these with the manager and staff who told us that this information we gained was a form of quality assurance and they were keen to hear this.

We also shared the written comments made on the care standards questionnaires, one of which was:

- "A well planned, organised service that meets the needs of the children."

### Areas for improvement

The manager told us the annual questionnaire was due to go out next month and they were currently planning to give this to parents and carers to give them another opportunity to comment on the service provided by Scalloway Preschool. Replies would then be collated and any points to work on would be planned for.

The manager also told us that she planned to continue with the brief weekly updates when she emailed the weekly plan as that was a good way of sharing current information and keeping parents and carers involved with the day-to-day happenings in the group.

We also talked about sharing information again regarding the new management of the group with parents and carers because some were unsure how the preschool was managed. Parents and carers were aware there had been changes but could not tell us how this operated. They were all happy that the service was running smoothly and had no concerns.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 2	3 - Adequate
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

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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