

Scalloway Preschool Day Care of Children

Scalloway Primary School
New Road
Scalloway
ZE1 0TN

Telephone: 01595 881141

Type of inspection:

Unannounced

Completed on:

1 February 2019

Service provided by:

Scalloway Preschool a Scottish
Charitable Incorporated Association

Service provider number:

SP2013012172

Service no:

CS2013320801

About the service

The service operates from areas within the former primary school premises in the village of Scalloway, on the west side of mainland Shetland. The accommodation consists of an entrance area leading to a general purpose area, a playroom with kitchen area and storage, separate office and toilet facilities. Children have shared use of the school games hall, the library and music room. The service has its own outdoor play area, which they encourage the other two early years services on either side of them to use.

Included within the aims and objectives of the service were:

- "To provide a safe, secure, welcoming and happy environment for children from the age of two years, six months until their entry to primary one.
- To provide quality experiences for children".

On the day we inspected the service there were 15 children attending the session who were cared for by five adults. We gave feedback to the manager and four members of staff at the end of the inspection.

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

We gather information from parents through the Care Inspectorate's Care Standards questionnaires as well as through interviews on the day we inspected. We talked with a total of four parents during the morning. Parents told us they were very happy with the care and support provided by the caring staff. Some told us they would like more in-depth updates about their child's learning. All who expressed an opinion thought the environment was safe and secure and always had a wide selection of resources and activities for the children.

Parents told us the children were outdoors frequently, and they liked the outdoor area describing it as "great". They also said children enjoyed sessions in the gym and music room. All commented on the friendly atmosphere and the friendliness of the staff. One commented that it was nice to see a male childcare worker.

We sent 10 Care Standards Questionnaires to the service to give to parents and we received a total of nine before the inspection. We emailed parents who supplied their email address and received three replies. There were many written comments we considered as part of the inspection process. We shared the findings with the manager and staff during the feedback session.

Included within the written comments were:

"My child is very happy at Scalloway Pre-school. He loves attending and has learnt many new things presented in a fun way. The pre-school seems to make good use of wider facilities in the school and Scalloway, e.g. for gym and music. The day plan for the children seems to provide the correct balance of structured learning and play, and play through learning. I can not identify any ways in which they could improve".

"My child loves going and asks during holiday periods if he can still go, he loves the staff and mixes well with the other service users. The activities and resources are more than adequate for my child's current requirements. The staff usually ask for my feedback via questionnaires, recently I attended a one to one meeting with a designated staff member which I found very useful".

There were 15 children attending the service for the morning session and at separate times two new children attended with their parents for a visit. We noted one child stayed for almost the whole session, and did not want to leave at the end of the morning.

We talked informally with several of the children and asked them if they enjoyed their time at Scalloway Preschool. They all told us they did. When asked what they liked to do we received various replies, including:

- "I like playing outside but it's really icy today"
- "my favourite thing is music and dancing. I'm a good dancer"
- "I like the shop sometimes"
- "I can play with my friends and sometimes I can be a doggy".

We observed the children during the morning as some were too 'busy' to talk with us. We noted the children were very much at home in the setting and saw them choosing freely from a wide range of activities. They particularly enjoyed the music and movement session in the music room which was well-paced and fun. We saw very relaxed and happy relationships were established between staff and the children.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their quality assurance processes 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	not assessed
Quality of management and leadership	not assessed

What the service does well

Children attending Scalloway Preschool received a very good quality of care and support from the warm and caring staff team. We found a welcoming, friendly and caring atmosphere. We saw children with happy smiling faces, clearly enjoying their play. Children had access to a stimulating and interesting range of learning opportunities.

All children were comfortable with the staff, approaching them readily and sharing news and stories. Staff were very good at listening to the children and genuinely valued and respected their comments. Staff were nurturing towards the children and we heard them laughing and joking together. Parents who expressed an opinion told us the staff were wonderful and they felt welcome within the setting.

We found that staff knew the children well and were aware of individual needs. Care plans were up-to-date and regularly reviewed. We saw staff had gathered information from parents which assisted them to plan for each child's care needs. Children with additional needs received very good support from staff who involve other professionals when needed, for example speech and language therapists. Staff had weekly meetings to discuss all aspects of the service which ensured everyone was up-to-date with the needs of the children and their role within the service.

We looked at planning and evaluation and saw the manager had been looking at how they evaluated children's learning and how they shared this with parents. We noted observations were regular and children's learning needs were recorded. We saw children's folders (profiles) on the wall which parents could look at. We heard that they now planned to look at how they shared progress with parents. We discussed the importance of planning being child-led and saw they used the 'big book' system well, displaying these books in the entrance area.

Children's wellbeing was supported through teaching them about health for example exercise, nutrition and information about keeping themselves healthy. Children enjoyed healthy snacks and menus were shared with parents. During snack children were encouraged to recognise their name and socialise with their friends. This helped to develop their language and social skills.

Children were encouraged to tidy up and we noted they could brush teeth following current tooth-brushing guidelines, all of which taught them good life skills. We noted staff promoted positive behaviour well with clear and simple explanations given as to why certain behaviour was good for example: "it's kind to share". All staff were very good role models for behaviour and manners for the children to follow.

Outdoor play was promoted with children having daily access to the play-area from the playroom. On the day of inspection the play-area was iced over and despite salt spread, remained icy, therefore, they assessed the risk and explained to the children it was too dangerous today.

Effective procedures were in place to safeguard children with a suitable child protection policy providing guidance for staff. Staff were knowledgeable and had a clear understanding of their roles and responsibilities to protect children. Appropriate systems were in place for recording and reporting any concerns. Staff attended child protection awareness training on a rolling-programme as part of their core training.

Training opportunities were overall very good. Staff were competent in their role and encouraged to develop their skills and knowledge further. Staff were up-to-date with first aid training. They used staff meetings to discuss good practice, and cascade information to all the team. We noted staff working very well together as a team. Staff told us the manager was very supportive and they felt valued at work.

What the service could do better

We asked the staff to look at where care plans were stored, currently in the office area outwith the playroom. The care plans were confidential records and the manager agreed to look at this stating they could easily be place in the filing cabinet.

Some of the parents told us they would like more information about their child's progress on their learning and development. We discussed this during the feedback session and found that the manager and staff were aware of this and had been looking at additional parental involvement and ways to feedback to parents. They had recently given out the annual parental questionnaire which had shown some parents were happy with the current methods and some felt they needed more updates on their child. The manager was looking at this. She also shared that they were reviewing the progress tracking regime.

We discussed ways of evaluating, recording of children's learning and development. They were looking at formats to use including electronic methods and would decide as a team what they would use. We discussed placing the children's folders lower so the children could access this freely.

The staff had regular access to training via the in-service training days which helped them keep up-to-date with best practice. We noted some had attended 'Getting it right for Every Child' (GIRFEC) training and advised that all staff should attend this when it was provided locally. We also discussed the need for all staff to become familiar with the new health and social care standards. This should underpin how they provided care and support for the children.

We noted the service were planning to use a joint-management regime and this form has now been submitted to the Care Inspectorate. There will be two managers in the service working together to ensure the day-to-day running of the group continues to work well.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
10 Mar 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
7 Jan 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.