

Inspection report

Happitots Nursery (Glasgow Airport) Day Care of Children

Building 52
St. Andrews Crescent
Glasgow Airport
PAISLEY PA3 2TQ

Inspected by: Kirsty Ryan
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 13 September 2007

Service Number

CS2003004824

Service name

Happitots Nursery (Glasgow Airport)

Service address

Building 52
St. Andrews Crescent
Glasgow Airport
PAISLEY PA3 2TQ

Provider Number

SP2003002955

Provider Name

Happitots Day Nurseries Ltd

Inspected By

Kirsty Ryan
Care Commission Officer

Inspection Type

Unannounced

Inspection Completed

13 September 2007

Period since last inspection

12 months

Local Office Address

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Introduction

Happitots Nursery (Glasgow Airport) was registered with the Care Commission on the 1st of April 2002. The service is part of Happitots Day Nurseries Ltd which provides nursery provision throughout Scotland. The service is currently registered to provide a day care service to a maximum of 103 children aged from 6 weeks to children not yet attending primary school.

The accommodation offers four baby rooms, a room for children aged two to three years and a playroom for children aged three to five years. The nursery was situated in extensive grounds.

The service state that they aim to provide a stimulating atmosphere to encourage each child's development and potential and to ensure continuous staff training and development through internal and external training.

The service worked in partnership with Renfrewshire Council to provide pre-school education.

Basis of Report

This report was written following an unannounced inspection on the 13th of September 2007, between the hours of 10am and 5:30pm. The inspection was conducted by two Care Commission Officers: Kirsty Ryan and Wendy Gervais.

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Evaluation Form

The service failed to submit a self-evaluation form as requested by the Care Commission.

Views of service users

Thirty parent/carers questionnaires were issued to the service and six were completed and returned to the Care Commission.

Regulation Support Assessment

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant inspection focus areas and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

During the inspection process

A review of a range of policies, procedures, records and other documentation, including the

following:

Service handbook
Child Protection policy
Risk Assessments
Accident and Incident records
Outdoor Play Policy
Parent/carer Questionnaires
Children's Outdoor Questionnaires
Newsletters
Pet Care Policy
Toilet Training Procedure
Food Safety & Hygiene Policy
Cleaning Schedules
Personal Hygiene Policy
Staff Appraisal Policy

Staff at inspection

Discussion took place with thirteen staff members, the manager and the area manager.
Interaction was observed between the staff team and children present.

Inspection Focus Areas and associated National Care Standards for 2007/08

This year's inspection focus areas (IFAs) have been developed from statutory and policy considerations and have been widely consulted upon. The IFAs are directly linked to relevant National Care Standards (NCS). Details of the inspection focus and associated standards to be used in inspecting each type of care service in 2007/08 and supporting inspection guidance can be found on

http://www.carecommission.com/index.php?option=com_content&task=view&id=4557

This service was included in the sample of 25% of services with a low RSA score for which the inspection was also based on the focus areas Infection Control and Active Play.

The following focus areas were covered:

Child Protection
Active and Energetic Play
Infection Control
Scottish Social Services Council: staff training/training plans

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report

No requirements were made at the previous inspection which was a joint HMIE and Care

Commission inspection.

Comments on Self-Evaluation

The service failed to submit a self-evaluation form as requested by the Care Commission.

View of Service Users

Children within the service were happy to talk to the Officers. Children spoke about their favourite activities.

View of Carers

Thirty parent/carer questionnaires were issued to the service and six were completed and returned to the Care Commission. These questionnaires gave parent/carers the opportunity to comment on how the service is provided in relation to privacy, dignity, choice, safety, equality and diversity and realising potential. The findings of the questionnaires are summarised below and in the body of the report.

When asked if staff treated information appropriately three parent/carers stated 'always,' one replied 'sometimes' and two parent/carer stated 'usually.' Two parent/carers stated that staff 'always' spoke to them privately about their child; one replied that this 'usually' happened and three parent/carers stated that this 'sometimes' occurred.

Five parent/carers were 'very happy' that staff treated their child respectfully and fairly with one parent/carer being 'happy' with this. 100% of parent/carers stated that staff 'always' interacted well with their child.

The majority of parent/carers were 'very happy' with the range and choice of food offered. When asked if staff took into account their views and wishes on their child's development needs, interests and personality; four parent/carers stated 'always,' one stated 'usually' and the remaining parent/carer responded by stating 'don't know.' Three parent/carers stated that their child's routine was 'sometimes' discussed, one replied 'usually' and three parent/carers stated that this 'always' happened. Five parent/carers stated that their children 'always' had opportunities to sleep or rest, one parent/carer stated that their child 'sometimes' had this opportunity.

Three parent/carers were familiar with the child protection policy, two were not, and one parent/carer didn't know.

100% of parent/carers stated that children 'always' found activities stimulating and challenging, with the majority of parent/carers stating that a range of good equipment and materials were 'always' available. Four parent/carers were 'very happy' and two were 'happy' overall with the quality of service provided.

Two parent/carers provided comments which included:

'The staff always speak to you on a one to one basis usually in the nursery setting. Happitots nursery provides an excellent service which my child shows through her development.'

'Anything I need to discuss about my child is quickly spoken about as I pick him up or drop him off. My child seems to be well liked and well looked after. I have never shared my views with anyone in the nursery. I just assume that they have my child's best interests at heart. I am not sure how my child's day is structured. I would hope that my child is safe at all times. I

have never asked about additional support.'

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 2: Early Education and Childcare up to the age of 16 - A Safe Environment

Strengths

This report does not include comments on element two of standard two, as this did not apply to the service at this visit.

Space available for active and energetic play was used effectively. The service made regular use of the extensive garden area.

Six parent/carers returned completed questionnaires to the Care Commission. When asked if children had access to fresh air and energetic physical play two parent/carers stated 'always,' two stated 'usually,' one stated 'sometimes' and one parent carer stated that she 'didn't know.'

Risk assessment information was available for staff in relation to the playroom, garden area and outings. Information regarding animal and pet contact was included within a Pet Care Policy and risk assessment documentation. An Outdoor Play Policy was in place.

Various policies relating to infection control were available including a Pet Care Policy, Food Safety and Hygiene Policy and a Personal Hygiene Policy.

Six completed parent/carer questionnaires were returned to the Care Commission. 50% of parent/carers were 'very happy' with the way staff assisted their child with personal care, the remaining 50% were 'happy.' Four parent/carers were 'very happy' and two were 'happy' with the level of cleanliness within the service.

Areas for Development

A child was observed to enter an empty playroom and remain there without staff supervision. Staff were not aware of this until alerted by the officer. A child was observed to use the computer in the pre-school room unsupervised. The service's computer policy states that children will be supervised at all times (see requirement 1).

A number of hazards were identified in the playrooms which included free standing fans in rooms where children were mobile, exposed screws on a small bench and safety gate, sharp

scissors, staples and staple removers which were within children's reach (see requirement 2). The manager was alerted to hazards identified during the inspection and agreed to ensure that the area was immediately made safe.

Risk assessments documentation was available for both the premises and garden area. Completed risk assessments did not reflect the hazards identified during the inspection visit (see requirement 2).

A child was observed to be sleeping on the floor in the pre-school room. Children were playing next to the sleeping child. Later in the day, a child was observed to be sleeping on a small couch within the pre-school room. The manager stated that this was not normal practice. A baby, aged nine months, was observed to be sleeping in a bouncy chair. Staff stated that this was in agreement with the parent/carer. No documentation was available to support this. A risk assessment had not been carried out regarding the safe use of bouncy chairs in relation to children's age and weight. A cot was fitted with a mattress which was too small. A substantial gap between the mattress and the cot base was evident (see requirement 3). Concerns regarding sleeping arrangements for children were brought to the manager's attention during the inspection visit.

Nappy changing procedures were not in line with best practice. Nappies were not protected from the environment, not all nappy creams were labelled, the use of disposable aprons was not detailed in the policy, and nappies were not disposed of appropriately. Only one nappy changing area had an appropriate bin (see requirement 4).

The service's Toilet Training Policy did not follow best practice regarding the safe use of potties. Potties were observed to be soiled, wet and not stored appropriately. Soiled underwear was discarded on top of a set of drawers within a nappy changing area (see requirement 4).

A variety of policies were available regarding infection control. There was limited evidence that staff were familiar with these policies. The majority of staff had not attended infection control training. The service's Food Risk Assessment states that the staff member preparing food should hold a food hygiene certificate. The cook did not have a food hygiene certificate (see requirement 5).

Completed cleaning schedules were available. A significant amount of equipment, resources and furniture were unclean. A significant amount of resources and equipment were worn (see requirement 6).

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

This report does not include comments on elements four, six and seven of standard three, as this did not apply to the service at this visit.

A range of methods were used to provide information to parent/carers. This included a service handbook, regular newsletters, parent's evenings and various policies and procedures. Evaluation questionnaires and a suggestion box were also available for

parent/carers to share their views and suggestions with staff.

Parent/carers and children's views had been captured, through questionnaires, regarding the use of the outdoor area.

Through newsletters and regular discussions parent/carers were encouraged to provide appropriate clothing and footwear for active and energetic play.

The service's Child Protection Policy contained the majority of information required by the National Care Standards.

The service had a copy of the Area Child Protection Committee Child Protection Guidelines. The majority of staff were familiar with the service's child protection policy and had attended child protection training.

The Children's Charter and The Framework Standards for Child Protection were displayed on the noticeboard.

Areas for Development

The service was planning to attend 'mind mapping' training to develop strategies regarding consultation with children. This was in line with the service's Consulting with Children Policy.

The manager confirmed that staff who had not yet attended child protection training were due to do so in the coming months.

The majority of staff were not familiar with the Children's Charter or the Framework Standards for Child Protection (see recommendation 1).

National Care Standard Number 5: Early Education and Childcare up to the age of 16 - Quality of Experience

Strengths

This report does not include comments on elements two, three, four and six of standard five, as this did not apply to the service at this visit.

Staff were observed to interact effectively in energetic play with children in the outdoor area. This included the use of parachute games, wheeled toys and imaginative play using construction materials.

Staff were observed to offer extra support to nervous children during active and energetic play. The majority of staff had attended additional support for learning training.

A range of activities and resources were available to meet the needs of children. Resources included construction materials and toys, sand play, wheeled toys and bikes, slides and tunnels along with gardening activities to stimulate sensory experiential play.

Areas for Development

The service captured the views of parents/carers. The service did not document ways in which feedback received informed service development. The manager was intending to address this through the implementation of a monitoring and evaluation review.

National Care Standard Number 12: Early Education and Childcare up to the age of 16 - Confidence in Staff

Strengths

This report does not include comments on element one of standard twelve, as this did not apply to the service at this visit.

Two members of staff had attended training on active and energetic play.

Staff confirmed that regular supervision was carried out along with yearly appraisals.

Areas for Development

The majority of staff had not attended any training on active and energetic play. The manager confirmed that she was planning to access both in-house and external training for the staff team.

The manager confirmed that a training needs assessment had been carried out on the staff group. This analysis had not been documented. The manager was intending to document the training needs analysis to coincide with the development of a learning and development policy.

A staff training programme was not documented (see recommendation 2).

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

A safer recruitment audit with regard to all nurseries who are part of Happitots Day Nurseries Ltd, was conducted by Care Commission officers in July 2007. This was satisfactory with all outstanding requirements relating to safer recruitment now met.

Three recommendations were made at the previous inspection which was a joint HMIE and Care Commission inspection. The provider was making progress in addressing these recommendations.

One recommendation was made since the previous inspection which has been met in full.

Requirements

1. The provider must ensure that children are adequately supervised at all times. This is in order to comply with SSI2002/114 Regulation 4(1)(a) – a requirement relating to Welfare of Users. Timescale for implementation: Within 24 hours from the publication date of this report.
2. The provider must ensure that children are safe from hazards at all times. Risk assessments must be robust and reflect all potential hazards. Appropriate action must be taken by staff and documented to ensure a safe environment. This is in order to comply with SSI2002/114 Regulation 4(1)(a) – a requirement relating to Welfare of Users. Timescale for implementation: Within 24 hours from the publication date of this report.
3. The provider must ensure sleeping arrangements are suitable to meet the needs of all children. This is in order to comply with SSI2002/114 Regulation 4(1)(a) – a requirement relating to Welfare of Users. Timescale for implementation: Within 24 hours from the publication date of this report.
4. The provider must develop and implement robust nappy changing and potty procedures in line with good practice. Disposable non seamed synthetic gloves and disposable aprons must be worn at all times. Nappies must be stored appropriately. All nappy creams must be labelled. Nappies must be disposed of appropriately. Potties must be cleaned and stored appropriately. Soiled underwear must be disposed of appropriately. This is in order to comply with SSI2002/114 Regulation 4(1)(d) – a requirement relating to Welfare of Users. Timescale for implementation: Within one week from the publication date of this report.
5. The provider is required to ensure that staff are familiar with policies, procedures and good practice documents regarding infection control. The provider is required to ensure that there is an on-going training programme in place with regards to infection control. This is in order to comply with SSI2002/114 Regulation 4(1)(a) – a requirement relating to Welfare of Users and Regulation 13(c)(i) – a requirement relating to Staffing. Timescale for implementation: Within six weeks from the publication date of this report.
6. The provider must implement a deep clean of all resources and equipment. Worn equipment and resources must be replaced. Robust procedures for implementing and monitoring cleaning routines must be developed. This is in order to comply with SSI2002/114 Regulation 10(2)(a)(b) – a requirement relating to Fitness of Premises. Timescale for implementation: Within six weeks from the publication date of this report.

Recommendations

1. The provider should ensure that all staff are familiar with the Children's Charter and The Framework Standards for Child Protection. National Care Standards Early Education and Childcare Up to the Age of 16. Standard 3: Health and Wellbeing.
2. The provider should document a training programme which includes all the requirements defined in regulation, the need for staff to achieve qualifications required to register with the Scottish Social Services Council along with non-statutory training. National Care Standards Early Education and Childcare Up to the Age of 16. Standard 12: Confidence in Staff.

Kirsty Ryan
Care Commission Officer