Inspection report

Royal Hospital for Sick Children Nursery
Day Care of Children
11 Millerfield Place
Edinburgh    EH9 1LW

Inspected by: Sandra Wright
(Care Commission Officer)
Type of inspection: Unannounced
Inspection completed on: 15 January 2009
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Introduction
The Royal Hospital for Sick Children Day Nursery is situated in hospital owned property within the campus of the Royal Hospital for Sick Children (RHSC). The nursery occupies a two storey building with an attached garden area. The nursery provides full day care for a maximum of 22 children, with places allotted to allow siblings of long-term patients in the RHSC to attend on a pre-booked basis. The nursery is operational throughout the year. The nursery registered with the Care Commission on 1 April 2002.
The stated aims of the nursery are "to deliver quality care in a safe, stimulating and friendly environment, working in partnership with parents to ensure a consistent approach to care".

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - 3 - Adequate
Quality of Environment - 3 - Adequate
Quality of Staffing - 2 - Weak
Quality of Management and Leadership - 2 - Weak

This inspection report and grades represent the Care Commission’s 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. Please refer to the care services register on the Care Commission’s website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

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

The Self-Assessment Form
The service submitted a self-assessment form as requested by the Care Commission

Views of service users
15 Care Standards Questionnaires were issued by the Care Commission to seek the views of parents. 6 completed questionnaires were returned to the Care Commission and were taken into account in this report.

Regulation Support Assessment
The inspection plan for this service was decided 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 high RSA score and so a high intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas
and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

This service will receive a number of inspections over the year 08/09. This inspection was based upon requirements and recommendations made at the last inspection on 26 June 2007.

During the inspection process

Staff at inspection

Sandra Wright and Helen Pilkington, Care Commission Officers (the Officers) carried out the unannounced inspection on 15 January 2009 between 9.30 a.m. and 3 p.m.

Evidence

During the inspection, evidence was gathered from a number of sources including the following:

A review of a range of policies, procedures, records and other documentation, including the following:
- Aims and objectives of the service
- Attendance records
- Infection control policy
- Child protection policy
- Staff training records
- Complaints policy
- Public Liability insurance
- Registration certificate.

Discussion took place with the manager of the service and staff present on the day of the inspection. The Officers also observed staff interacting with children. Observation of the environment and resources and equipment available took place.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09
Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: http://www.carecommission.com/

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 since last Inspection
The requirements made at the last inspection had been addressed.
Comments on Self Assessment
The Manager had completed the self assessment. She had began to identify areas of strength, however should consider this more fully alongside other members of staff, parents/carers and children. The service should also identify areas for development.

View of Service Users
During the inspection the Officers met six children who were attending the nursery. The children appeared happy and relaxed with the staff and with each other. Children showed the Officers their craft work and paintings displayed on the wall. They talked enthusiastically about favourite activities such as the dollies and the garden.

View of Carers
Six completed Care Standard Questionnaires were returned to the Care Commission.
Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 3 - Adequate

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

There was some evidence that the service consulted with parents/carers and children regarding the care and support they provided.

Staff said that they spoke with parents/carers on a daily basis and parents confirmed this in the Care Commission questionnaires, with most stating that they were usually informed about their children's routines.

Questionnaires returned to the Care Commission confirmed that parents/carers would be comfortable speaking to staff and making suggestions on improvements to the service provided to their children.

Children's views were taken into account in the planning and setting up of activities within the nursery and some future planning was influenced by the children's responses to the activities.

Parents/carers were provided with a copy of the Nursery Booklet at the commencement of any childcare arrangement. This included information the aims and objectives of the service and the work of the nursery.

One of the staff had started to develop questionnaires for parents/carers about their individual children in carrying out course work for college.

Areas for Development

Although the service demonstrated some strengths, there were significant areas of weakness which needed to be addressed.

The service did not formally consult with parents/carers or children See recommendation 1.

In the Care Commission questionnaires parents indicated that they did not have opportunities to be involved in the service and some indicated that they were not aware of the complaints policy and procedure. See recommendation 2.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations
Statement 3: We ensure that service user’s health and wellbeing needs are met.

Service Strengths

Most aspects of this quality theme were met.

Children were observed to have good relationships with staff and readily approached staff for support and comfort. From observations and discussion with staff it was evident that they knew the children well.

On the day of the inspection, staff were observed encouraging children to be kind to each other and to share with their friends. Staff were observed to be polite and respectful towards each other, thereby providing a positive role model for the children.

Children were provided with food and snacks during their time in the nursery. The healthy snack was prepared by staff and packed lunches provided by parents were heated when required. Children regularly went to the shops with staff to choose the fruit for the nursery. On the day of the inspection, the Officers observed staff ensuring food was heated to the correct temperature and these temperatures were recorded. Some staff had carried out food hygiene training. Children had access to drinks throughout the day.

There was evidence that the nursery had developed positive links with the dental health department who made regular visits to the nursery. This ensured that the children had an understanding of the importance of good dental hygiene.

Due to the recent building work the nursery play area was not in use at the time of the inspection. The Manager reported that this would soon be resolved and meanwhile local parks and walks were being used. The Manager and staff advised that children had access to outdoor play on a daily basis and some children were observed being taken on an outing on the day of the inspection. Children also spoke about an outing to Gorgie Farm.

The service had a child protection policy in place. In discussion with staff, it was evident that they had a good understanding of their roles and responsibilities in protecting children. Most of the staff had undertaken training in child protection. The nursery had a copy of the Local Authority Child Protection procedures.

Staff were observed wearing appropriate clothing for carrying out children's personal care and supervising children in washing their hands before they ate lunch.

Accidents and incidents were all recorded by the Manager. Some staff members had attended first aid training. The nursery had a secure entry system in place.

Areas for Development

Some areas of the nursery were not sufficiently hygienic. In particular the prams where children sleep were not properly cleaned and were not suitably stored. See recommendation 3.

Within the younger age range there was little evidence of child led activities or planning through observations. See Recommendation 4.
Statement 5: We respond to service users’ care and support needs using person centered values.

Service Strengths

Most of the aspects of this theme were met.

The children in the preschool room had individual “All about me” folders which were being developed with the children.

Staff shared information regularly through staff meeting and at end of day discussions.

Children presented as happy and enthusiastic in their play and were confident in the company of the adults. The children were able to identify friendships and favourite activities in the nursery.

Areas for Development

Whilst staff knew the children well the nursery would benefit from a keyworker system to develop individual profiles for each child and identify next steps to their learning and development. See recommendation 5

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

2

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CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1
Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 3 - Adequate

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

There was some evidence that the service consulted with parents/carers and children regarding the environment of the nursery.

Children’s views were taken into account in the planning and setting up of activities within the nursery and some future planning was influenced by the children’s responses to the activities. The pre school room was arranged to allow the children to access to the toys they wished to play with and children identified favourite activities in their “All about me” books.

Parents/carers were provided with a copy of the Nursery Booklet at the commencement of any childcare arrangement. This included information the aims and objectives of the service and the work of the nursery.

Questionnaires returned to the Care Commission confirmed that parents/carers would be comfortable speaking to staff and making suggestions on improvements to the service provided to their children.

Areas for Development

Although the service demonstrated some strengths, there were significant areas of weakness which needed to be addressed.

The service did not formally consult with parents/carers or children See recommendation 1.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

Statement 2: We make sure that the environment is safe and service users are protected

Service Strengths

Most aspects of this theme were met.

The nursery had appropriate heating, lighting and ventilation.
There was a security entry system in place.

Playrooms were set up appropriately and there was room for children to move freely within the rooms. Furnishings and equipment within the rooms were suitable for the ages of the children.

The nursery had an infection control policy. Two members of staff held food hygiene training.

Accidents and incidents were recorded by the Manager. Some staff members had attended First Aid training. The Manager confirmed that generic risk assessments for the premises and outings were in place.

Responses in Care Commission questionnaires indicated that most parents/carers were happy with the standard of cleanliness and the security of the premises.

**Areas for Development**

It was observed that within one of the baby rooms, nappy changing facilities were available within the room where children also ate. See recommendation 6.

The children's toilets did not have doors or screening therefore did not offer appropriate privacy to the children. See recommendation 7.

Some of the nursery premises and equipment was in need of thorough cleaning. See recommendation 3.

The Officer found cleaning products which were not appropriately stored. See recommendation 8.

**CCO Grading**

3 - Adequate

**Number of Requirements**

0

**Number of Recommendations**

3

**Statement 5: The accommodation and resources are suitable for the needs of the service users.**

**Service Strengths**

Most of the aspects of this theme were met.

The accommodation provided appropriate space for the children to play. The building had had some refurbishment and this was ongoing.

The nursery had a range of suitable play equipment in all playrooms.
The children had access to a wide range of outdoor toys and equipment.

Areas for Development

Some of the refurbishment remained unfinished. See recommendation 9.

CCO Grading

3 - Adequate

Number of Requirements

0

Number of Recommendations

1
Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 2 - Weak

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

From responses in the Care Commission parent/carer questionnaires, it was evident that staff were held in high regard and that positive relationships had been developed. However, there was little evidence that the service consulted with parents/carers and children regarding the staffing in the nursery.

Staff said that they spoke with parents/carers on a daily basis and parents confirmed this in the Care Commission questionnaires.

Questionnaires returned to the Care Commission confirmed that parents/carers would be comfortable speaking to staff and making suggestions on improvements to the service provided to their children.

A complaints policy was in place and known to some parents/carers.

Areas for Development

Service delivery regarding staffing occurred without being directly influenced by parents/carers or children. See recommendation 1.

CCO Grading

2 - Weak

Number of Requirements

0

Number of Recommendations

1

Statement 2: We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

Most of the aspects of this theme were met.

The Manager reported that the service provider had recruitment policy and procedures in place. This included enhanced Disclosure Scotland checks being undertaken.

The nursery was operating in accordance with the correct staff to child ratios as set out within the National Care Standards for Early Education and Childcare.
In relation to the inspection focus area, notifications. The Manager, as the service provider, was aware of her responsibilities in relation to notifications to the Scottish Social Services Council and the Care Commission.

Staff commented that there was some opportunity for continued professional development and all staff had participated in Child Protection training.

The nursery was in the process of implementing a staff appraisal system.

**Areas for Development**

The Manager was aware of the requirements on staff to meet registration with SSSC. See recommendation 10.

**CCO Grading**

3 - Adequate

**Number of Requirements**

0

**Number of Recommendations**

1
Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 2 - Weak

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

There was little evidence that the service consulted with parents/carers and children regarding the staffing in the nursery.

Staff said that they spoke with parents/carers on a daily basis and parents confirmed this in the Care Commission questionnaires.

Questionnaires returned to the Care Commission confirmed that parents/carers would be comfortable speaking to staff and making suggestions on improvements to the service provided to their children.

Areas for Development

There was no evidence to Service delivery regarding management and leadership of the nursery occurred without being directly influenced by parents/carers or children. See recommendation 1.

CCO Grading

2 - Weak

Number of Requirements

0

Number of Recommendations

1

Statement 2: We involve our workforce in determining the direction and future objectives of the service.

Service Strengths

Most aspects of this quality theme were met.

Staff meetings took place regularly and offered staff the opportunity to express their views regarding the service.

Staff said that in the main they felt their views were asked for and listened to. They said that they felt supported by their colleagues and Manager and that the nursery was a good place to work.

Areas for Development
The nursery were unable to provide evidence of any formal service review or provide a written plan for the future of the service. See recommendation 11.

**CCO Grading**

3 - Adequate

**Number of Requirements**

0

**Number of Recommendations**

1
Regulations / Principles

National Care Standards
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
None

Requirements
There were no requirements made at this inspection.

Recommendations
1. The service should develop systems and seek opportunities for parents children and other stakeholders to be involved in the assessment and development of the areas for improvement identified in this report. National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the service.

2. The service should consider how they can ensure that parents are aware of the complaints policy and procedure. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well managed service.

3. The nursery should review the cleaning policy and ensure that all areas of the nursery are cleaned thoroughly. This should include documented evidence of cleaning routines. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment.

4. The nursery should review and improve the planning for the younger children and link it to child led activities and observations. National Care Standards for Early education and Childcare. Standard 4 - Engaging with Children.

5. The nursery should develop a keyworker system to promote the individual development of the each child. National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 Quality of experience.

6. The nursery should ensure that nappy changing takes place in an identified place outwith playrooms where children eat. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment

7. The nursery should ensure children privacy in toilet areas by providing screening or doors. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment

8. The nursery should ensure that cleaning products are stored appropriately National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment.

9. The provider should ensure that the recent refurbishment is completed and address the outstanding issues both internally and in the outdoor play area. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A safe environment

10. The service provider along with the Manager should develop a plan for training of staff in order to meet the requirements for registration with SSSC National Care Standards for Early
Education and Childcare up to the age of 16. Standard 12 - Confidence in staff

11. The manager should include staff parents and children in the review of the service and use this to develop plans for improvement. National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the service.

Sandra Wright
Care Commission Officer