

# Care service inspection report

Full inspection

## Cove Bay Kindergarten Day Care of Children

Cove Road  
Cove Bay  
Aberdeen



HAPPY TO TRANSLATE

Service provided by: Happitots Day Nurseries Limited

Service provider number: SP2003002955

Care service number: CS2008180905

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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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	3	Adequate
Quality of environment	3	Adequate
Quality of staffing	3	Adequate
Quality of management and leadership	3	Adequate

### What the service does well

The services self-evaluation process has been effective in identifying the areas for improvement required to improve the service and they have a plan in place to address these.

Some staff are competent practitioners to be able to support children's development through providing meaningful and stimulating play experiences.

### What the service could do better

The service should ensure that all playrooms, resources and outdoor areas create a safe, stimulating and well planned environment that meets the needs of the children.

The service needs to improve the staffing structure to improve the continuity of care.

### What the service has done since the last inspection

The service had taken positive steps to meet the one requirement and had addressed two of three recommendations made since the last inspection. As a result of this inspection we have made five recommendations.

## **Conclusion**

The service had made some improvements since the last inspection, however due to on-going staffing issues they had not made as much progress as planned. The service needs to address the quality of staffing before if they want to make progress with the planned actions for improvement.

The service has identified what needs to be done to improve the service provided. Once they have sufficient staffing levels in place the service needs to take action to address the quality of children's experiences, quality of the playrooms and outdoor areas.

# 1 About the service we inspected

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

To provide a care service to a maximum of 62 children from birth to those not yet attending primary school with room maximums as follows:

15 children aged 0 - 2 years in rooms

18 children aged 2 - 3 years in the rooms

30 children aged 3 - 5 years in the rooms

The service is registered to operate between the times of 7.30am to 6pm Monday to Friday. Opening times may vary at the discretion of the manager according to the needs of the service.

The service offers all day care for babies and children not yet attending school. In partnership with the local authority, the service provides funded pre-school education for children aged from three to five years.

The aims and objectives of the service include to:

- provide a stimulating atmosphere to encourage children's development through  
play, interaction, example and teaching.
- recognise the importance of developing a child's self-image through praise, guidance and encouragement.
- encourage children to develop respect and to learn to share, to be kind, fair and to  
develop good manners.

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and

if the provider meets the recommendation this would improve outcomes for people receiving the service.

## **Requirements**

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of care and support - Grade 3 - Adequate**

**Quality of environment - Grade 3 - Adequate**

**Quality of staffing - Grade 3 - Adequate**

**Quality of management and leadership - Grade 3 - Adequate**

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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

We wrote this report following an unannounced inspection carried out by an inspector on Wednesday 10 June 2015. It continued on Thursday 11 June 2015 and concluded on Friday 12 June 2015.

As part of the inspection, we took account of the completed annual return and self-assessment we asked the provider to complete and submit to us.

We sent thirty five care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned nineteen questionnaires before the inspection.

We asked the service to inform parents we were carrying out the inspection and provide parents with the inspectors contact details, if they wished to share their views on the service. Some parents contacted us to share their views.

We also asked the manager to give out fifteen staff questionnaires to staff to complete. Seven staff returned questionnaires. We spoke with most staff present through the inspection to gather further information.

During this inspection process, we gathered evidence from various sources, including the following;

We spoke with:

- the area manager
- the manager
- practitioners
- modern apprentices
- bank staff



- students
- the children using the service
- parents of children using the service

We looked at

- children's personal plans and online journals
- medication policy and care plans
- staff supervision and training records
- risk assessments
- accident records
- improvement and action plans
- complaint and investigation files
- registration certificate
- insurance certificate

## 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.firescotland.gov.uk](http://www.firescotland.gov.uk)

## 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:** Yes - Electronic

## 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.

We received a completed self assessment from the service. The strengths and areas for improvement should be more outcome focused which would support the service in awarding grades. We discussed that the self assessment could be further improved by including the stakeholders views.

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

We spoke to some of the older children during the inspection and some children gave us a tour explaining the purpose of all the play areas. We also observed children within all the play rooms to gather information to support our findings.

We found that children were familiar and settled within the service. We found children moved freely between activities and were familiar with the daily routine.

### Taking carers' views into account

We sent out thirty questionnaires and nineteen were completed and returned to us before our inspection. All feedback received indicated relatives of those using the service were happy with the service provided.

Most relatives agreed they had been involved in developing the service and that staff asked their child's views on the service provided.

Most relatives agreed the environment is safe, secure, smoke free, pleasant and that the children had ample space to take part in a range of activities.

Some relatives were confident about staffs skills and experiences and that there was always enough staff to provide quality care.

Written comments included:

'Shortage and constant changes in staff are a big concern and the use of agency staff not giving a consistency to care.'

'Some areas where they try to do activities are far too small and too close to door so dropping off and collection of children made difficult as you are climbing over children.'

'I am happy with my child's development, and will recommend the service to

my friends.'

'I sometimes feel like there is not enough staff for the children's ratio.'

'Staffing has been and is a big issue! Staff were unable to tell me who is first aider were in the nursery.'

'I can't fault the staff in the pre-school, all have been a great help with any questions or concerns I've had.'

'My child seems happy and contented. However the turnover of staff has disrupted their environment at nursery. It is a regular occurrence now that many staff leave after 6-18 months of working there. However my child is well cared for and enjoys going to nursery.'

'Although my child is happy and content at the nursery I feel that the nursery has lost a lot of good qualities from when I first started attending. I have lost my confidence in the management as I am aware that each parent has voiced opinions, ideas for the nursery as well as staff members have and they are yet to be recognised. A number of staff members do not always look happy at the nursery and at the management which has resulted in good staff leaving.'

'Sometimes staff are busy (or lack of staff) if we need to explain re medication etc. In a hurry at drop off time.'

'Materials for cleaning often left at children's reach i.e mops, anti-bacterial wipes and sprays.'

'Large turnover of staff and nursery could be cleaner.'

'My child is happy with the nursery and very happy coming.'

'I cannot say overall I am happy with service or quality. My child only goes to this nursery solely for convenience as others too far from home or work. A lot needs to be put in place like, staff need to wear a more friendly uniform or apron rather than looking drabby/sad. The quality of care is not excellent or great but just OK.'

'I do agree staff take good care of my child but they do have a very high turn around in staff. My child's room now has all new staff which is making my child unsettled as they had just settled with previous staff before they left.'

'There has been a lot of turnover at the nursery in the last 4 months. My child has had 5 different key workers in the past 2 years and were now due to a 6th. We've had 1 parent/key worker conversation in that time. The nursery has replaced staff/apprentices in a timely manner, but could inform about leavers in good time. I feel they wait till last minute in order to have good news to go with the bad, but that leaves me no time to prepare my child for upcoming changes. The latest involved an entire room staff leaving within a couple of weeks. The nursery did replace them with staff members familiar to the children, which I applaud. I do feel the turnover distracts from the nursery's ability to focus on forward planning.'

## 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: 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

At this inspection we considered how the service had improved the outcomes for children as a result of child and parental involvement. We reviewed the methods used to gather feedback, suggestions and evaluation of the care and support provided, this included the child and parents involved in planning children's early learning and childcare experiences. We found there was some evidence of child and parental involvement and that it was used to plan, deliver and review children's day-to-day care.

Staff were at the early stages of using a responsive planning system and introducing personal plans. We found that staff carried out observations of children at play and used these to plan experiences, however the quality of experiences could be improved. We found some staff were more confident than other using this process. Personal plan were just being rolled out, as a result we could not measure the impact from these on improving children's personal care.

As a result of parental feedback the service had held a parents meeting, which one of the outcomes was to create a parents council. The council is now in place and are planning how they can support the service.

As a result of our findings we concluded that the service meet the 'adequate' level of performance on the service user and carer engagement.



## Areas for improvement

The service needs to take action to improve children's experiences. The service should work with the parent's council to ensure they include parental expectations into their plans.

To improve children's experiences the staff need to ensure the playrooms, resources and activities on offer meet all children's age, development needs, interest and pattern of attendance. We have made recommendations throughout the report to support improvement in these areas.

The manager should ensure that there are effective systems in place to support children needs. This includes identifying and working with staff, parents and other professionals when additional support may be required.

## Grade

3 - Adequate

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 2

"We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential."

## Service Strengths

At this inspection we looked at how well the service supported children reach their potential. To support this we considered how well the service met children's wellbeing needs and how well the service implements best practice guidance such as those described in Build the Ambition: National Practice Guidance on Early Learning and Childcare, Children and Young People (Scotland) Act 2014 published by the Scottish government. We found evidence to support that some aspects considered at been met.

We observed children at play, monitored their experiences and staff and child

interactions. Our observations highlighted that children were having various quality of experiences throughout the service. This was depending on the quality of staff supervising and supporting them. We found some staff to be more responsive to children's needs and had a better understanding how to support their development.

Two room leaders discussed how they planned experiences to meet individual children's needs and created environments to support these. All children had an online learning journal where staff recorded observations and planned next steps in their learning and care needs. The staff had started to use personal plans, not all children had one in place at the time of the inspection. We sampled a few and found that these were at the early stages. Staff required further support to ensure they were following the service personal plans policy and were consulting with children and parents to agree how best the service can support children's needs.

As a result of our findings we concluded that the service meet the 'adequate' level of performance in supporting children reach their potential.

### **Areas for improvement**

We found some staff had a level of understanding about children's ages and stages of development, however due to the inconsistency of staff, staffs experience and staffing levels children were not consistently receiving a quality service.

The manager explained that they had introduced staff to Building The Ambition. They had not yet used the guidance to evaluate or improve the service provided.

We have recommended that the quality of staffs skills and competency to plan and support children's develop needs to be improved throughout the nursery.

We discussed how making changes to the daily routines would help staff improve the flow of the day for example rolling snacks, children following their home routine for meal and sleep times.

## Grade

3 - Adequate

**Number of requirements - 0**

## Recommendations

**Number of recommendations - 2**

1. The planning systems used to support children's development need to be effective, meaningful and responsive to children needs. To achieve this the service must ensure:

- personal plans give an accurate account of children's needs and interests and how staff plan to support these
- online journals evaluate children's experiences and give a clear direction of support
- topic/curriculum planning such as floor books should support children and staff
  - plan and track learning experiences
- when planning experiences staff should ensure the plan and support children's
  - development and not the focus on the activity

National Care Standards for early education and childcare up to the age of 16,  
 Standard 3 Health and wellbeing  
 Standard 4 Engaging with children  
 Standard 5 quality of experience  
 Standard 6 Support and development  
 Standard 7 A caring environment

2. All children should be motivated and engaged in the day-to-day experiences offered. To provide successful experiences the staff need the knowledge, skill, time and be able to evaluate children's experiences. Experiences offered must

be meaningful and responsive to children's needs and interests. Staff should ensure they take account of individual children's personal plans when planning and designing the curriculum.

National Care Standards for early education and childcare up to the age of 16,  
Standard 3 Health and wellbeing  
Standard 4 Engaging with children  
Standard 5 quality of experience  
Standard 6 Support and development  
Standard 7 A caring environment

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

### Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

#### Service Strengths

At this inspection we considered how the service creates an environment that promotes positive outcomes for children. To support this we carried out observations of children at play and evaluated how well staff planned and used the environment. We found evidence to support that some aspects considered at been met.

The baby room consists of two rooms with an adjoining welcome area, designated changing area and preparation kitchen. The playrooms had been layout to incorporate areas such as sensory, imaginative and messy play . Children were observed to be moving freely between the areas within the snack, sensory and imaginary area, we did not see children accessing messy area. The room had a designated sleep area for the children.

The toddler room had ample space with designated areas including messy, imaginative and physical. We observed children playing indoors and outdoors. We found indoors children enjoyed reading stories, playing in the house corner and gluing. We observed children being engaged in a bug hunt and also creating and playing wheels on the bus with bread crates.

The older children's play areas were spread over two main playrooms leading to three smaller rooms. The areas are spacious, however could be better laid out and supervised. The layout did have specific areas for children to explore such as arts n crafts and construction. The older children had direct access to the outdoor areas.

When considering how well the environment promotes positive outcomes for children we concluded that children had access to regular outdoor space and fresh air. The younger children has access to soft furnishings to relax and be comforted. The older children were engaged when playing with the toys within the construction and art areas. We have also included the strengths and areas for improvements under quality theme two, statement five when evaluating this statement. As a result of our findings we concluded that the service meet the 'adequate' level of performance on how well the environment has a positive impact on outcome for children.

### Areas for improvement

The service had made some improvements to the resources within the baby room including more natural and mirrored resources. The home and story corners could be better resourced for example cloths of the dolls and incorporate displays making areas more inviting. The area designated for more messy play should have more age and stage appropriate resources for example a sand pit in which babies can explore. The babies had direct access to the outdoors, however there was not suitable area for babies to play safely.

We found the toddlers had access to a range of resources, we found the use of the space and layout could be further improved. The staff working in this room agreed. The service should review the space and resources allocated within areas to ensure areas are meeting the needs of the children. This includes:

- age and stage appropriate physical activities
- art 'n' craft resources to promote creativity and exploration
- space for children to play without interruption for others
- layout that allows children freedom to move without hindrance but in a safe manner

The older children's rooms required significant improvements. this include use of space, designated areas and resources. We found most children did not spend time concentrating on tasks and when they did they were interrupted by other children or staff. We found the story and home corners had limited resources. Most areas were not well presented, lacked resources and would benefit from refurbishment to create more interesting and stimulating environment.

Although the service had good outdoor space available to them, they required significant improvements. We found the areas were not clean and tidy ready for children to use or created a safe and stimulating out door space for children to learn.

As a result we have made a recommendation that the service evaluated the use of the play areas indoors and outdoors to ensure they promote positive outcomes for children. The staff should consider evaluating children's experiences and to ensure they are creating play environments that meet their needs. To achieve this the staff should consider the good practice outlined in Build the Ambition guidance.

### Grade

3 - Adequate

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The service should evaluate the use of the play areas to ensure they promote positive outcomes for children.

The staff should evaluate children's experiences and ensure they are creating play environments that meet their needs. To achieve this the staff should consider the good practice outlined in Build the Ambition guidance that suggests what children need to experience, staffs role and the type of environment to support children's development.

National Care Standards for early education and childcare up to the age of 16,

Standard 3 Health and wellbeing

Standard 4 Engaging with children

Standard 5 quality of experience

Standard 6 Support and development

Standard 7 A caring environment



## Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

### Service Strengths

At this inspection we considered how the service accommodation and resources are suitable to meet the needs of the children. To support this we carried out observations of children at play and evaluated how well children and staff use the environment and resources. We found evidence to support that some aspects considered at been met. We have included the strengths and areas for improvements under quality theme two, statement three when evaluating this statement.

As a result we concluded that the service meet the 'adequate' level of performance on how well the environment has a positive impact on outcome for children.

### Areas for improvement

We discussed the sleeping arrangements for the babies with staff. We found that they were not following best practice procedures such as those recommended by the Scottish Cot Death Society such as recommended room temperatures and type of mattresses to be used. We have made a recommendation in relation to this.

We found on occasions staff had not completed thorough risk assessments before taking children to play in the outdoor areas. The service had also identified this during an investigation. The staff must ensure that all areas are safe and ready for use.

We did identify some areas that should be addressed. This included:

- the door between the changing area and preparation kitchen remains closed
- laundry should not be stored blocking the hand washing sinks

- a policy for cleaning and maintaining potties
- drinking water must not be taken from the sink in the changing area
- the left over staples removed from walls
- items removed from roof above mud kitchen

The manager has agreed to address these issues.

### Grade

3 - Adequate

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. The service must ensure that they provide a safe environment and appropriate resources for babies that require a sleep or rest. To achieve this they should ensure their procedures reflect Scottish Cot Death Society guidelines.

National Care Standards for early education and childcare up to the age of 16,  
Standard 3 Health and wellbeing  
Standard 2 safe environment

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

### Statement 3

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

### Service Strengths

At this inspection, we considered staffing levels, staff qualifications and experience and staffs training and development opportunities. To gather evidence we spoke with staff and management and consulted with parents.

We found employees required to be were registered with Scottish Social Service Council. We found staff were registered as early years practitioners or support workers depending on their role within the service. Some staff were in the process of applying.

The manager kept training files that reflected training attended. We discussed staffs training with staff and management we found some training had taken place such as personal planning and introduction to Building the Ambition, however we could not see the impact of these on children's experiences.

We gathered staffs views through questionnaires and informal discussions. We also observed their interaction and practice whilst caring for the children. We found all staff to be welcoming and caring.

### Areas for improvement

The service had found it difficult retaining staff which resulted in the use of bank staff. The service had identified a high number of bank staff had been used to meet staffing levels. The manager informed us to reduce the number of bank staff and improve the consistency for children, they now requested the same bank staff. For example one bank staff had been working within the

service full time for at least three months. The service should ensure that if using bank staff it does not affect the outcome for children.

We reviewed staffing levels and sample staff rotas and children's attendance records. We found on the days sample adequate staffing levels were maintained through using the bank staff. The service did inform us that they had two new employees due to start and were still recruiting for staff.

The provider should ensure staff with conditions on their SSSC registrations are on target to achieve these.

The staff that spoke to us had attended very few training days and felt they would benefit from more training opportunities. We found through talking to staff and observing staff their practice they would benefit from allocated development time to further develop their skills and knowledge of best practice and to visit other services to see other examples of practice out with the service. As a result we have made a recommendation related to this (see recommendation one).

To support the manager to improve this service the provider should ensure that they receive the support, guidance and training required. This may include training in more specific to managerial duties.

### Grade

3 - Adequate

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 1**

1. Staff training and development needs should be identified and plans put in place to address these. Staff undergoing training or development time should ensure that they kept up to date with good practice guidance and use new learning and skills to improve the outcomes for children.

National Care Standards; early education and childcare up to the age of 16

standard 12 Confidence in staff  
standard 14 well-managed service

## Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

### Service Strengths

At this inspection we consider how all those working within the service respect and value the opinions of their colleagues, children and their families.

To assess this statement we observed staffs communications and interactions with other staff, children and parents. We found staff were approachable and helpful. We found staff to be confident speaking to parents.

The parents council should provide good opportunities to involve parents in the life of the service.

As a result we found the ethos of respect throughout the staff team, children and families was adequate.

### Areas for improvement

We spoke to staff about their views of working in the service and their views on the relationships with staff, children and parents. Some staff indicated that they were unsure of the relationships between staff, this was due to changes in the staff team, use of bank staff and the relationship between the staff and management team. To try and address these issues the area manager had started to work with the staff to review the service aim and values. The expectation is that these sessions will improve the team work and restore positive relationships between staff through identifying a shared vision on how the quality of service they should be providing. We would agree that the staff team need to work in partnership. The relationships between staff and management will be key in the services success in improving the service provided.

**Grade**

3 - Adequate

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

### Statement 2

"We involve our workforce in determining the direction and future objectives of the service."

### Service Strengths

At this inspection, we considered how the service encouraged staff to be involved in self-evaluation and identifying future objectives. To support this we spoke with staff and management and reviewed the services self-evaluations.

The management team and staff informed us that they were at the early stages of involving staff in the services self-evaluation process. They had started with a review of the service visions and values.

### Areas for improvement

The service should continue to involve the staff in the self-evaluation projects. To ensure staffs feedback is meaningful and effective they need to ensure that use best practice guidance when evaluating.

### Grade

3 - Adequate

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

"To encourage good quality care, we promote leadership values throughout the workforce."



## Service Strengths

values with the staff team and how this supported positive outcomes for children. To support this we spoke with staff and management. We found the service were at early stages of promoting leadership.

The service had recently appointed a new depute manager and room leaders.

## Areas for improvement

The service should continue as planned to review the promoted staff roles and responsibilities.

The manager needs to ensure that they promote leadership within the service. They should consider involving staff more and giving them staff more responsibilities.

## Grade

3 - Adequate

**Number of requirements - 0**

**Number of recommendations - 0**

## 5 What the service has done to meet any requirements we made at our last inspection

### Previous requirements

1. 1. The provider must ensure that the toilet facilities within the three to five years playrooms are fit for purpose. This includes finding the source of the unpleasant odour and addressing the problem. The children's toilets should be adequately and suitable ventilated and maintained to a standard appropriate to the care service.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 10 (2) (c) (d)

Time scale: 30 September 2014

This requirement was made on

The toilets had under gone a refurbishment that involve new flooring and cubicles. We found the unpleasant odour was not present on the days of the inspection.

**Met - Within Timescales**

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

### Previous recommendations

1. 1. Formula milk should be stored following manufactures guidelines. National Care Standards for early education and childcare up to the age of 16, Standard 3 Health and wellbeing

Outcome: Staff have been advised of the correct storage guidance. Room Leaders will monitor this as part of the monitoring calendar and management do spot checks. No formula milk was being stored at the time of the

inspection, however through confirming procedures with staff we have agreed this area of recommendation has been addressed.

2. When carrying out activities that have a high level of risk, staff should complete a detailed assessment of the risk, identify and implement appropriate safety measure to reduce risk and if these cannot be put in place staff should reconsider carrying out activity. This includes activities where children may use sharp objects such as knives. National Care Standards for early education and childcare up to the age of 16, Standard 3 Health and wellbeing Standard 2 Safe environment

Outcome: Staff have been trained on the 'Risk and the Benefit of Risk' after the manager attended training. Staff use a benefit of risk process to plan activities that may have a higher level of risk. The assessment views were of a better quality and we did not observe any children taking part in activities that did not have sufficient safety measures in place. As a result we have agreed this recommendation has been addressed.

3. The management and staff should continue to develop their approaches and make closer links in the cycle of observation; assessment and planning to ensure children have stimulating and challenging experiences to support their development and learning. National Care Standards for early education and childcare up to the age of 16, Standard 4: engaging with children

Outcome: The service had made some improvements to the planning cycle, however we found that this could be further improved to ensure staff plan experience to meet children's development needs as well as their following their interests. We have removed this recommendation, however made further recommendations in this area highlighting specific tasks.

This recommendation was made on

## 7 Complaints

We received four complaints about this service in relation to concerns regarding the quality of staffing, quality of environment and quality of children's experiences. The complainants agreed that we could incorporate these concerns within our inspection

process. As a result the complaints were withdrawn and the issues of concern were incorporated into this inspection. We have made reflected on our findings throughout this report and recommendations and requirements have been made as a result. This is to ensure that the identified areas for improvement are addressed.

## 8 Enforcements

We have taken no enforcement action against this care service since the last inspection.

## 9 Additional Information

No other information.

## 10 Inspection and grading history

Date	Type	Gradings
25 Jul 2014	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 3 - Adequate
2 Oct 2013	Announced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate
5 Sep 2013	Re-grade	Care and support Not Assessed Environment 2 - Weak Staffing Not Assessed Management and Leadership Not Assessed
26 Mar 2013	Unannounced	Care and support 3 - Adequate

		Environment Staffing Management and Leadership	4 - Good 3 - Adequate 3 - Adequate
2 Feb 2012	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
22 Jul 2010	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 4 - Good 4 - Good
8 Oct 2009	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 2 - Weak 3 - Adequate

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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

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