

Care service inspection report

Follow-up inspection

Little Einstein's Arbroath Day Care of Children

Abbot Street
Arbroath



HAPPY TO TRANSLATE

Service provided by: Forth Care Limited

Service provider number: SP2014012365

Care service number: CS2014331857

Inspection Visit Type: Unannounced

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1 About the service we inspected

Little Einsteins Nurseries are part of a group of six nurseries, which are situated in various parts of Scotland. Little Einsteins Arbroath is located in a quiet area, close to shops, schools and other areas of recreation. The nursery caters for the developing needs of children aged from birth to school age. Children are cared for by staff in various rooms according to their age and stage of development. The staff are given an opportunity to decide which rooms they prefer to work in; this is usually where they feel their skills are most suited. More recently, additional staff had been recruited to ensure adult to child ratios were supported safely. The nursery operates Monday - Friday offering sessions for full-time and part-time sessions between 7am and 6pm. The service was registered to:

1. To provide a care service to a maximum of 61 children aged from six weeks of age to entry to primary school age, of whom no more than 16 can be under 2 years of age, 16 children 0 - under 2 years, 20 children 2 - under 3 years and 25 children 3 - to those not yet attending primary school.

Any other conditions unique to the service:

2. A minimum of two staff to be present in an operating playroom/area at any time.

When we carried out our follow-up inspection, the staff consisted of several early year's practitioners, a deputy manager and a manager. The provider had recruited a cook and a Protecting Vulnerable Groups (PVG) check had been completed, the manager hoped the cook would commence duties once the PVG was available. A member of staff based at another location, supported the service training and administration processes.

2 How we inspected this service

The service was inspected in May 2015, however due to increasing concerns about the quality of staffing and leadership and complaints we received, we arranged for a follow-up visit as an appropriate course of action. Two inspectors visited the service in November 2015 and identified staff recruitment processes did not support best practice. The inspectors also identified that the staff were not consistently supported the children's needs, as a result of their concerns, the inspectors carried out a full inspection of the service. A number of Requirements and Recommendations were made during the inspection and the staff and provider were advised of the areas for improvement. The inspectors offered detailed guidance about how the staff could develop the service in order to reduce risks and promote better outcomes for the families using the service.

Two inspectors visited the service again on 18 January 2016 between 10:00am and 15:45pm to assess what measures had been taken to address the previous Requirements and Recommendations we made in November 2015. The inspectors met with the manager who provided information about how the service had improved, inspectors also spent some time observing how staff supported the children's needs and speaking to them about how their own learning and development needs were promoted in the setting.

Although we saw a marked improvement in the quality of care in the nursery, we have not re-graded the service as we do not believe staff have had sufficient time to demonstrate sustainable improvement. We aim to carry out a full inspection of the service in due course and will re-grade the service accordingly.

3 Taking the views of people using the service into account

We spoke to several children during our visit, all of the children appeared settled in the nursery. Younger children were comforted when they departed from their parents or were settling to sleep. The toddlers were comfortable in their environment and happy to engage with us. Pre-school aged children told us what they liked to play with. Comments included:

"I am making a picture"

"We are playing with the Lego"

"I washed my hands"

"The lunch is nice, I like mince"

"These are the bricks we play with"

4 Taking carers' views into account

We spoke to one of the parents when she arrived to collect her child; she explained she was very happy with the care her child received. We also received information from parents when we inspected the service in November.

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

Previous requirements

1. The provider must ensure that safe sleep routines are supported in the nursery. In order to achieve this, the service must:

- a) Position cots safely ensuring there is adequate space and ventilation between each cot.
- b) Ensure children are positioned safely in the cot.
- c) Ensure the staff develop their knowledge of safe sleep and implement best practice in the setting.

This is in order to comply with regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

National Health Choices. Reducing the risk of sudden infant death syndrome (SIDS). <http://www.nhs.uk/conditions/pregnancy-and-baby/pages/reducing-risk-cot-death.aspx>

Timescale - a) and b) with immediate effect and c) By 11 January 2016.

This requirement was made on 16 November 2015

One of the cots had been removed from the infant sleeping area, this meant there was more ventilation and space between each cot. The staff were observing placing children in a safe position in the cot, they had also developed their knowledge of best practice. The manager explained that the staff had also read the service policies which provided additional information about safe sleep. We offered some additional guidance which will support the manager and provider to develop the service policies further.

Met - Within Timescales

2. The provider must ensure that children's nutrition is supported safely. In order to achieve this, the service must:

- a) Ensure staff promote robust infection control procedures.
- b) Ensure the staff develop their knowledge of best practice in relation to food preparation and portion control.
- c) Ensure children's meals are served appropriately and suitable fluids are offered.
- d) Children should also have access to water throughout the day.

This is in order to comply with regulation 4 (1) (a) (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

NHS Health Scotland. 2014. Setting the Table - Nutritional guidance and standards for childcare providers in Scotland. Available online:
<http://hub.careinspectorate.com/media/177298/nhs-setting-the-table.pdf>
 NHS. Portion sizes and food groups.
[http://www.nhs.uk/change4life/Documents/PDF/Schools cooking resources/SchoolFoodStandardsGuidance.PDF](http://www.nhs.uk/change4life/Documents/PDF/Schools%20cooking%20resources/SchoolFoodStandardsGuidance.PDF)

Timescale - a) with immediate effect and b) by 11 January 2016.

This requirement was made on 16 November 2015

The provider had recruited a new cook and was awaiting clearance from the PVG checking systems. At the time of our visit, the deputy manager was cooking children's meals, she had completed relevant infection control and food hygiene training and adhered to best practice which helped to ensure food was stored and prepared safely. The kitchen was clean and tidy and good infection control was promoted. Portion sizes were appropriate and children were assisted by staff as necessary. Juice was no longer offered, instead children chose water or milk. The children could also access water throughout the day from dispensers provided.

Met - Within Timescales

3. The provider must ensure that the children's learning and development is recorded. Children who require additional interventions from staff or link professionals must have a written care plan, which includes information about the child's needs and how they are supported in the nursery. An evaluation of the child's care must be carried out at least every six months.

The staff must include the child (where relevant), the child's parents/carers and relevant others in the assessment and implementation of the plan.

This is in order to comply with regulation 4(1)(a) and 5 (1)(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI/210).

The Scottish Parliament (2014). The Children and Young Peoples (Scotland) Act 2014 http://www.legislation.gov.uk/asp/2014/8/pdfs/asp_20140008_en.pdf

Timescale - By 11 January 2016

This requirement was made on 16 November 2015

The staff were able to demonstrate that they had discussed suitable ways to record the children's achievements, that said the staff needed more time to develop the documentation in children's learning journeys. We offered additional guidance which will support the staff to share the children's experiences more clearly and how to demonstrate how each child is supported to achieve their maximum potential.

The manager was able to show us how she recorded information about children who required additional support or who were supported by other professionals such as Speech and Language Therapists, Health Visitors and Community Paediatricians. The information needed to be saved in the child's personal file and summarised in a chronology (timeline of significant events in a child's life). We also advised the manager that all of the link professionals involved in the child's care should formulate specific plans for the child to ensure the child's needs are assessed and recorded and any interventions are evaluated regularly.

While some elements of the requirement were met, others were not. The manager and the staff needed more time to develop their knowledge. We agreed to assess this area of improvement at our next inspection. The manager agreed to keep us updated with the progress.

Not Met

4. The provider must ensure that all cleaning materials are stored safely.

This is in order to comply with regulation 4 (1) (a) (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

Timescale - with immediate effect

This requirement was made on 16 November 2015

All cleaning materials were stored safely which minimised the spread of infection and potential risks to children attending nursery.

Met - Within Timescales

5. The provider must ensure that the premises are suitable to be used for the provision of a care service. The premises must also support the aims and objectives of the care service. For these reasons, the provider must ensure that children are cared for in a safe environment which is suitably heated.

This is in order to comply with regulation 10 (2) and 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

Timescale - by 11 January 2016

This requirement was made on 16 November 2015

All of the playrooms were warm, heaters were operating in all rooms and additional fan heaters were also available when weather was particularly cold. The radiators did not feel overly hot to touch during our visit however they may pose risks to infants and for these reasons, staff were advised that suitable covers should be fitted to minimise risks in the setting.

Met - Within Timescales

6. To ensure children are kept safe and protected at all times, the provider must ensure safe recruitment practices are followed.

In order to achieve this they must:

- a) Ensure safe recruitment practices are carried out for all staff, including the receipt of two appropriate references, a PVG or updated PVG check and professional registration check prior to commencement of employment.
- b) Ensure all new staff have the appropriate qualifications, skills and experience necessary for the roles they will undertake.

In accordance with:

The Social Care and Social Work Improvement Scotland (Requirements for

Care Services) Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) - Welfare of users, Regulation 6 - Fitness of provider, Regulation 7- Fitness of managers and Regulation 9 - Fitness of employees.

National Care Standards Early Education and Childcare up to the age of 16.

Standards 2 - A safe environment,
Standards 3 - Health and wellbeing,
Standards 12 - Confidence in staff and
Standards 14 - Well managed service

Time scale: Within 24 hours of receipt of this report.

This requirement was made on 16 November 2015

The manager had developed her knowledge of safe recruitment and induction processes to ensure staff were not actively working in the setting until all the necessary checks had been completed. There were two new members of staff working in the nursery both had PVG checks carried out and one of the staff was registered with the Scottish Social Services Council (SSSC). An application had been sent to the SSSC for the other member of staff.

The staff employed in the setting had a suitable qualification which supported them to carry out their roles effectively.

Met - Within Timescales

7. The provider must ensure that the staff have the necessary knowledge and skills to meet the children's needs in a safe and nurturing environment. In order to achieve this they must:

- a) Ensure the staff participate in relevant training particularly in relation to infant nutrition, infection control and safe infant sleep.
- b) Ensure the staff develop their knowledge of best practice frameworks such as GIRFEC and Pre-Birth to Three.
- c) Carry out regular observations of staff practice to assess their competence.
- d) Implement any necessary interventions to support staff to meet the children's needs and interests.

This is in order to comply with regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services)

Regulations 2011 (SSI /210).

Timescale - by 11 January 2016.

This requirement was made on 16 November 2015

The manager had completed applications for staff to attend relevant training hosted by the local authority, confirmation of their places had not been confirmed as yet. The manager had developed her own knowledge and completed food hygiene training which meant she could support the temporary cook and permanent cook once she commenced her role.

The staff were meeting weekly to discuss their own Continuous Practice Development (CPD) and the manager shared her knowledge of best practice with the staff. The staff were asked to develop their own knowledge and skills and keep abreast of local and national legislation and early years frameworks. Our Care news and other literature was also available for staff to read. The staff had develop their Aims, Values and Vision and signed each statement to show their commitment to developing the service.

The staff understood GIRFEC and why the wellbeing indicators needed to be implemented into their practice to ensure children's need were assessed and strategies were put in place to ensure children were Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible and Included in the setting.

We discussed how the national curriculum could be implemented further into the setting to ensure children gained a wealth of learning and play experiences. We directed the manager to Building the Ambition (2014) and advised staff that the children should be offered more opportunities to be active and play outside.

Met - Within Timescales

8. The provider must ensure that children's learning and developmental needs are identified and effectively met.

In order to achieve this they must:

- a) Ensure that there is sufficient numbers of staff to meet the children's needs.**
- b) Avoid regularly moving staff from one playroom to another.**
- c) Ensure that the staff who are working in the playrooms recognise the**

- children's needs and implement measures to meet these needs promptly.
- d) Ensure that the nursery environment supports the needs of the children.
- e) Inform parents and where relevant children of any staff changes.
- f) Identify and document the children's learning and areas for development.
- g) Evaluate interventions/observations of learning and work with the children and their parents/carers to plan next steps for learning.
- h) Record any verbal discussions between staff, parents/carers and linked professionals.

This is in order to comply with regulation 4 (1) (a) and 5 (2) (a) (b) (i) (ii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

Timescale - by 11 January 2016.

This requirement was made on 16 November 2015

The staff to child ratios were suitable and supported the service registration certificate. Staff were no longer moved from one playroom to another, and while staff did offer support occasionally, this was not happening as a matter of course which meant staff and children could establish closer rapport.

The staff were observed meeting the children's needs, babies were nurtured and cuddled when they were unsettled. Other children appeared contented in the nursery. We did feel staff could provide more stimulating learning opportunities and should develop their knowledge of outdoor play to facilitate this.

Parents were advised of staff changes either verbally or in the newsletter, photographs of the staff and a description of their roles was also displayed at the entrance of the nursery.

The staff were developing the children's learning folders and we offered additional guidance which will support them to record the children's achievements more consistently. We also spoke to the manager about developing relationships with parents and link professionals and how this should be documented. For these reasons, Requirement Three is not met and additional time has been agreed to allow staff extended opportunities to develop the service.

Met - Within Timescales

9. The provider must implement an effective quality assurance system to ensure children's safety and improve outcomes for children in the service.

In order to achieve this, the provider must:

- a) Develop and implement a rigorous quality assurance programme.
- b) Put effective systems in place for identifying and monitoring the development needs of staff.
- c) Involve staff in the systematic evaluation of their work and the work of the service.
- d) Develop an improvement plan with timescales and review dates
- e) Ensure the management team effectively support and monitor the work of each member of staff and the service as a whole.
- f) Support the management team to make the necessary improvements.
- g) Share relevant information with the families who use the service using suitable methods.

This is in order to comply with regulation 3, Regulation 4(1) (a) and Regulation 15 (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI /210).

Timescale - 11 January 2016

This requirement was made on 16 November 2015

The manager and the staff had taken positive steps to improve the service and the care they provided. The manager had developed an action plan to identify how the staff planned to address areas for improvement. We advised the manager that she should also develop a suitable Improvement Plan which highlights the main areas for development and how these are going to be addressed. On-going evaluations of parental involvement, the environment and staff performance needed to be evaluated in a more robust way to ensure any interventions and progress is documented.

Parents/carers and relevant stakeholders were not made aware of previous inspection findings and a copy of the inspection report was not available for staff, parents/carers to read. Parents/carers were not directed to our website for further information about the service. We advised the manager that she should promote an honest and open relationship with parents/carers by sharing information about how the children's needs are met and any areas which need to be improved in the setting.

We believe the manager and the staff needed more time to develop the quality assurance processes in the nursery. We advised the manager that we would return at a later date to inspect the nursery and evaluate the quality assurance processes. Although the requirement is not met, significant improvements had been made which meant we were not longer concerned about staff meeting children's needs.

Not Met

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

Previous recommendations

1. The service should develop their parents/carers participation strategy to ensure they receive regular feedback about how the service and how it could be improved. Where possible, information should be translated to ensure all families have equal opportunities to share their views.

National Care Standards early education and childcare up to the age of 16
 Standards 12 - Confidence in staff
 Standards 13 - Improving the service
 Standards 14 - Well-managed service.

This recommendation was made on 16 November 2015

Parents were invited to raise any questions or concerns with the staff at anytime. The staff had developed a large comment book for parents to share their views with the staff. The staff wanted to know what parents views were about suitable experiences for children outside and how long children should spend outside. Parents left comments which helped the staff to develop positive experiences for children. Newsletters were issued to parents monthly and staff were displaying more information for parents to read which helped them to learning more about the children's experiences and quality assurance processes in the setting.

2. The staff should consider introducing tooth brushing for children.

**National Care Standards early education and childcare up to the age of 16.
Standards 3 - Health and Wellbeing**

This recommendation was made on 16 November 2015

The manager advised us that children were brushing their teeth after lunch, the children also learned about why good tooth care was important. Fruit juice was not longer offered to the children unless it was a special treat.

3. The children should be able to establish relationships with the staff this will help them to feel safe and secure and settle into the service more easily. The staff should also ensure that the resources available to children support their interest and their learning and development.

**National Care Standards early education and childcare up to the age of 16.
Standards 3 - Health and wellbeing
Standards 12 - Confidence in staff**

This recommendation was made on 16 November 2015

Staff were no longer moved from room to room, they were able to establish relationships with the children and parents more easily.

4. The staff should develop communication with the children and their parents, identifying what each child's interest are and how they can be supported in the nursery. The staff should also establish meaningful engagement with the children to facilitate positive learning experiences.

**National Care Standards early education and childcare up to the age of 16
Standards 3 - Health and wellbeing
Standards 12 - Confidence in staff
Standards 13 - Improving the service
Standards 14 - Well-managed service.**

This recommendation was made on 16 November 2015

The staff had developed relationships with the families who used the service. The manager was advised why it was important to be open and honest with parents about inspection findings and how they could be part of service improvement. Action Plans and Improvement Plans should be shared with parents, to ensure they can make an informed decision about how their child's needs are supported in the setting.

5. .

This recommendation was made on

7 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

8 Enforcements

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

9 Additional Information

There is no additional information.

10 Inspection and grading history

Date	Type	Gradings	
16 Nov 2015	Unannounced	Care and support	1 - Unsatisfactory
		Environment	3 - Adequate
		Staffing	1 - Unsatisfactory
		Management and Leadership	1 - Unsatisfactory
12 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	3 - Adequate

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