

Peek A Boo Nursery Day Care of Children

1 Buchan Road
Fraserburgh
AB43 9WE

Telephone: 01346 511334

Type of inspection: Unannounced
Inspection completed on: 2 February 2017

Service provided by:
Inkster, Gail

Service provider number:
SP2016987853

Care service number:
CS2016345684

About the service

Peek A Boo Nursery was registered with the Care Inspectorate on 1 July 2016.

The service is a daycare of children service and is registered to provide a service for up to 30 children aged between 2 years and 10 years, of whom no more than 15 children of school age may be cared for during school holidays.

The service is provided in a residential area on the outskirts of Fraserburgh.

The service had developed a statement of aims which included:

- "We aim to provide a happy, healthy, safe and stimulating environment for all children where they can feel secure and valued. We foster a community, based upon caring relationships, mutual respect, trust and confidence in which all children and adults are treated equally and fair".

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

During the inspection we found children were happy and confident. They had clearly formed good relationships with the staff. Children readily approached staff who responded in a nurturing and caring manner.

We sent out 20 Care Standard questionnaires and 12 parents completed and returned the questionnaires to us. When asked about the overall quality of care their child received at the nursery:

- seven parents indicated they were very satisfied; and
- five parents indicated they were satisfied.

Overall, the parent questionnaires and discussions with parents indicated parents were on the whole pleased with the service provided. Parents told us their children had formed good relationships with staff and enjoyed attending the nursery. They felt children spent a good amount of time playing outdoors. Some parents felt they got limited information about how their child was progressing in their learning and development. One parent felt there was not enough variety in the activities and raised the issue that their child sometimes watched television programmes. Some parents felt there were not enough opportunities to speak with staff at the end of each session.

Comments from parents included:

- "Until recently was very happy with the care provided".
- "Staff are very approachable".
- "I never seem to hear my child say she learns anything I think that should be the most important step to learn them young".

- "I have no problems with the care my daughter received at Peek A Boo Nursery. She enjoys going".

Although there were positive comments from parents, during the inspection we identified a number of areas of concern, that are detailed in the body of this report.

Self assessment

We did not ask the service to submit a self assessment before the inspection.

From this inspection we graded this service as:

Quality of care and support	1 - Unsatisfactory
Quality of environment	3 - Adequate
Quality of staffing	1 - Unsatisfactory
Quality of management and leadership	1 - Unsatisfactory

Quality of care and support

Findings from the inspection

Staff had created a warm and caring environment through positive interactions with children and parents. On most occasions staff were responsive to the needs and interests of children and were caring and nurturing in their interactions. Children appeared happy and confident in the service and readily approached the manager and staff.

Staff had knowledge of children's basic care and support needs, likes and preferences. However, for children with more complex needs, such as medical conditions or allergies, staff had insufficient knowledge and understanding of how to meet their needs. This placed children's health at potential risk. Insufficient information was gathered and recorded to allow staff to gain the knowledge they required to keep children safe. **(See requirement 1.)**

Effective systems were not in place to safeguard and protect children, which placed them at risk. The child protection policy and procedure did not provide sufficient guidance to support the provider, manager and staff. Where child protection concerns had been identified they failed to follow national guidance and their own procedure in order to keep children safe. The provider, manager and staff demonstrated very poor knowledge and understanding of how to safeguard children. Roles and responsibilities were unclear and confused, which led to effective procedures not being followed to adequately safeguard children. **(See requirement 2.)**

No procedures were in place for appropriately recording and storing child protection concerns. Effective systems, such as chronologies, were not being used to record significant events or key issues in children's lives. This meant there was no clear record for staff to identify the support children needed. **(See requirement 2.)**

Requirements

Number of requirements: 2

1. In order to ensure each child receives appropriate care and support and their needs are met the provider must:

- a. Develop and implement personal plans for children. The plans must reflect children's current needs and provide clear guidance to staff on how they will meet each child's needs.
- b. The plans must be drawn up and reviewed in consultation with parents/carers and other professionals, where appropriate.
- c. The plans must be regularly reviewed to ensure they are effective and are meeting children's needs.
- d. Ensure staff are knowledgeable and competent in meeting the needs of children and are using this to effectively meet each child's needs.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 - Welfare of Users, in particular 4(1)(a) and Regulation 5 - Personal Plans.

Timescale: Within 2 weeks of receipt of this report.

2. In order to safeguard children the provider must:

- a. Develop an appropriate child protection policy that clearly details the procedure to be followed in the event of a child protection concern.
- b. Ensure roles and responsibilities are clearly defined in relation to safeguarding children and that everyone fully understands their role and the action they must take in the event of a child protection concern.
- c. Develop appropriate procedures for recording and storing child protection concerns.
- d. Develop and implement effective systems for recording significant events and key issues in children's lives, the action the service has taken and ensure appropriate action is taken timeously, to ensure children are safeguarded and provided with the right support.
- e. Ensure staff are knowledgeable and competent in safeguarding children.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 - Welfare of Users, in particular 4(1)(a) and Regulation 15 - Staffing, in particular 15(b)(i).

Timescale: Within 1 week of receipt of this report.

A copy of the National Child Protection Guidance can be found at:

- <http://www.gov.scot/Resource/0045/00450733.pdf>

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

Quality of environment

Findings from the inspection

The nursery environment was clean, well maintained and safe. The nursery had a secure entry system in place. We advised the provider and manager to reinforce to parents that they must not allow anyone else to enter the premises without permission.

Recently staff had improved the use of the rooms in the nursery by allowing children free flow play between all the rooms. This increased the choice of activities available to children.

Throughout the inspection we found staff were responsive to requests made by children. As a result children were on the whole engaged in their play. Children were supported to be healthy and active with good use made of the outdoor area.

The activities and experiences were not sufficiently challenging to ensure children were being supported to achieve their potential. The range of resources available were too basic. Literacy and numeracy were not embedded in the different areas of the playroom, such as the construction area and the home corner. The literacy opportunities provided were too basic to support some of the older children to develop. **(See recommendation 1.)**

The experiences in the outdoor area would also benefit from being developed to ensure children can access all areas of the curriculum outdoors. The service had the best practice guidance 'My World Outdoors' and was planning on using this to support them to develop the outdoor learning experiences. We also suggested undertaking research on 'loose parts' to extend children's experiences. Loose parts are open-ended resources that support children to play creatively and provide real life learning experiences. The provider was planning on purchasing more natural resources for both the indoor and outdoor areas to enhance children experiences. **(See recommendation 1.)**

Children were being supported to develop an understanding of personal hygiene. Staff encouraged children to wash their hands after toileting and before eating. However, staff were not always sufficiently vigilant to ensure all children washed their hands at key times, such as before helping to prepare snack. **(See recommendation 2.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager and staff should ensure the activities and experiences available are sufficiently motivating and challenging in order to support children to achieve their potential.

National Care Standards for Early Education and Childcare Up to the Age of 16 - Standard 5: Quality of Experience

Information on loose parts can be found at:

- <http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

2. In order to reduce the risk of spreading infection staff should ensure children wash their hands before preparing food.

National Care Standards for Early Education and Childcare Up to the Age of 16 - Standard 2: A Safe Environment

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Due to the low turnover of staff children were provided with continuity of care. Staff spoke respectfully with children and praised the children readily to promote positive behaviour. Staff appeared to be genuinely fond of the children and wanted to do their best for them.

All staff were qualified at Scottish Vocational Qualification (SVQ) level 3 and the manager was working towards a SVQ level 4 qualification. All but one member of staff was registered with an appropriate professional body.

Staff have six months from starting in employment to obtain their registration. The provider was committing an offence by employing someone in a role for which they need to be registered. The member of staff had been working in the service for more than six months. The provider agreed to ensure the member of staff did not work in a role that required them to be registered with a professional body until the appropriate registration was in place. **(See requirement 1.)**

Support and supervision was not provided for staff to allow them to reflect on practice issues and identify areas for improvement. An effective training needs analysis had not been undertaken to ascertain staff training and development needs. We found staff had a poor knowledge in a number of areas including; GIRFEC, whistleblowing procedures, Pre-Birth to Three, Building the Ambition, the management of medication and personal plans. As a result children were not being adequately safeguarded, having their health needs met or provided with suitable experiences to support them to achieve their potential. **(See requirement 2.)**

Appropriate training had not been provided for the Child Protection Officer and the Deputy Child Protection Officer. As a result they were unclear on the procedure they should follow and their roles and responsibilities. Staff demonstrated a poor understanding of child protection and their role in safeguarding children. **(See**

requirement 3.)

The recruitment of the manager had not included an assessment of their skills, knowledge and experience. The manager did not demonstrate she had the skills, knowledge and experience to effectively manage and lead the service. No plan had been put in place to support their development to obtain the necessary skills and knowledge to effectively manage and lead the service. **(See requirement 4.)**

Requirements**Number of requirements: 4**

1. The provider must ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body, or who are newly recruited and are capable of achieving such registration within six months of commencing in post, may carry out work in the care service in a post for which registration is required.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 9 – Fitness of Employees, in particular 9(2)(c).

Timescale: Within 1 week of receipt of this report.

2. To improve outcomes and ensure children are safeguarded the provider must ensure:

- a. An effective skills audit is undertaken to determine the manager and staff training and development needs.
- b. The manager and staff access training and development opportunities to develop their skills and knowledge.
- c. The manager and staff effectively implement their learning from training and development opportunities.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 – Welfare of Users, in particular 4(1)(a) and Regulation 15 – Staffing, in particular 15(b)(i).

Timescale: (a.) to be undertaken by 28 February 2017, (b.) and (c.) by 31 March 2017.

Information on Building the Ambition can be found at:

- <http://www.gov.scot/Resource/0045/00458455.pdf>

Information on Pre-Birth to Three can be found at:

- <https://education.gov.scot/improvement/elc2prebirthtothree>

3. In order to safeguard children the provider must ensure effective procedures are put in place to assess the Child Protection Officer's, Deputy Child Protection Officer's, manager's and staff competency of child protection

and GIRFEC on an on-going basis.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 - Welfare of Users, in particular 4(1)(a) and Regulation 15 - Staffing, in particular 15(b)(i).

Timescale: Within 4 weeks of this report.

Information about GIRFEC can be found at:

- <http://www.gov.scot/Topics/People/Young-People/gettingitright>

4. Effective recruitment procedures must be implemented to ensure all staff have the skills, knowledge and experience necessary for the work they are to perform.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 - Welfare of Users, in particular 4(1)(a), Regulation 7 - Fitness of Managers and Regulation 9 - Fitness of Employees, in particular 9(2)(b).

Timescale: Within 1 week of receipt of this report.

Further information on the safe recruitment of staff can be found at:

- http://hub.careinspectorate.com/media/427664/safer-recruitment_final.pdf

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

Quality of management and leadership

Findings from the inspection

The roles and responsibilities of the provider and manager were not clearly defined. This meant they were unsure of who was responsible for undertaking specific tasks. This including notifying the Care Inspectorate of notifiable events and referring appropriate information to other agencies which meant children were put at risk. There was uncertainty about what needed to be notified and referred and also whose responsibility it was. **(See requirement 1.)**

There was a blurring of professional boundaries, by the provider and manager and also by staff. We advised the provider and manager of the need to set clear professional boundaries and make better use of the SSSC Codes of Practice. Confidential information had not been appropriately maintained on some occasions. **(See**

requirement 2.)

Monitoring of staff practice and the quality of children's experiences was infrequent and ineffective. Effective procedures had not been put in place to safeguard children when the provider and manager became aware of practice issues. Effective quality assurance systems were not in place to assess staff knowledge and competency, particularly in key areas such as child protection and GIRFEC. **(See requirement 3.)**

The provider and manager did not demonstrate they had an acceptable understanding of disciplinary procedures. We found the disciplinary procedure had not been appropriately followed. **(See requirement 4.)**

Accident and incident records and procedures were not sufficiently robust to ensure children's safety and wellbeing. No witness signature was recorded to ensure the information recorded was an accurate reflection. Appropriate action had not been taken when the provider and manager became aware that accident records were not an accurate reflection of what happened. **(See requirement 5.)**

The service was not being effectively managed. There was a lack of leadership and direction to ensure children were safeguarded and staff were fully supported to improve the outcomes for children. The provider and manager had failed to take appropriate action to safeguard children and report concerns. **(See requirement 6.)**

An effective improvement plan identifying key responsibilities and timescales was not in place. Staff were not provided with clear direction to ensure they were fully supported in moving the service forward, safeguarding children and improving outcomes for children. **(See requirement 7.)**

The provider and manager accepted the findings from the inspection and advised that they were committed to take responsibility to make the required improvements. We have offered to provide support to the service.

Requirements**Number of requirements: 7**

1. The provider must ensure the manager and all staff are aware of and undertake their responsibilities to:
 - a. Undertake notification reporting to the Care Inspectorate.
 - b. Make referrals timeously to other agencies, including Police Scotland and Social Work.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 - Welfare of Users, in particular 4(1)(a).

Timescale: Within 48 hours of receipt of this report.

Details of the notifications that must be made to the Care Inspectorate can be found at:

- [http://www.careinspectorate.com/images/documents/2611/Records that all registered care services \(except childminding\) must keep and guidance on notification reporting \(V6\).pdf](http://www.careinspectorate.com/images/documents/2611/Records%20that%20all%20registered%20care%20services%20(except%20childminding)%20must%20keep%20and%20guidance%20on%20notification%20reporting%20(V6).pdf)

2. The provider, manager and staff must ensure professional boundaries are maintained and confidentiality is respected at all times.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 3 - Principles and Regulation 4 - Welfare of Users, in particular 4(1)(b).

Timescale: Within 48 hours of receipt of this report.

3. In order to improve the outcomes for children the provider must ensure an effective quality assurance systems is developed and implemented in the service.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 3 - Principles.

Timescale: To start within 3 weeks of receipt of this report and to be fully implemented within 3 months of receipt of this report.

4. In order to safeguard children the provider must ensure the disciplinary policy is effectively implemented in the service.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 - Welfare of Users, in particular 4(1)(a).

Timescale: Within 1 week of receipt of this report.

5. The provider must ensure effective procedures are put in place to ensure accident and incident records are an accurate reflection of the event.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 - Welfare of Users, in particular 4(1)(a).

Timescale: Within 1 week of receipt of this report.

6. In order to improve the outcomes for children and ensure the service is effectively managed and led the provider must either:

a. Demonstrate that the manager has the skills, knowledge and experience necessary to effectively manage and lead the care service and make the necessary improvements to ensure children are safe and receiving high quality care.

Or:

b. Appoint a manager who can demonstrate they have the skills, knowledge and experience necessary to effectively manage and lead the care service and make the necessary improvements to ensure children are safe and receiving high quality care.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 3 - Principles, Regulation 4 - Welfare of Users, in particular 4(1)(a) and Regulation 7 - Fitness of Managers, in particular 7(2)(c).

Timescale: Within 3 months of receipt of this report.

7. An effective improvement plan must be developed and implemented to support the service to improve the outcomes for children.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 3 - Principles.

Timescale: To start within 1 weeks of receipt of this report and to be fully implemented by 31 March 2017.

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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