

Ordiquhill School Nursery Day Care of Children

Ordiquhill Primary School
Cornhill
Banff
AB45 2EX

Telephone: 01466 751203

Type of inspection: Announced
Inspection completed on: 12 January 2017

Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Care service number:
CS2003041621

About the service

Ordiquhill School Nursery has been registered since 2003. The service is a day care of children service and is registered to provide a care service to a maximum of 20 children aged three years to those not yet attending primary school. The service operates from a building close to the school which has a secure outdoor play that is directly accessible from the playroom. The service also has the use of the facilities within the school such as the hall and library.

The service aims and objectives included:

- To plan and provide for a wide range of activities according to the children's individual need.
- To provide a stimulating and varied learning environment.
- To work together with parents and support agencies in identifying specific needs.

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 settled. They had clearly formed very good relationships with the staff. Children readily approached staff who responded in a nurturing and caring manner. Some of the older children told us activities they enjoyed whilst at the nursery, these included playing outside and painting.

We sent out 10 Care Standard Questionnaires (CSQs) and five were completed and returned to us. When asked about the overall quality of care their child received at the service:

- four parents indicated they were very satisfied
- one parent indicated they were satisfied.

Overall the parent questionnaires and discussions with parents indicated parents were very pleased with the service provided. Parents spoken with found the staff helpful and approachable and felt confident to raise any concerns. Parents told us their children enjoyed coming to the nursery and found the staff to be caring. They particularly liked the very good access to outdoor play.

Self assessment

The service submitted a self-assessment on-line in advance of the inspection taking place. It gave some relevant information for each of the quality themes.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate

Quality of staffing

3 - Adequate

Quality of management and leadership

3 - Adequate

Quality of care and support

Findings from the inspection

Staff had created a warm and caring environment through positive interactions with children and parents. Staff were responsive to the needs of children and were caring and nurturing in their interactions. Children were offered appropriate comfort when they were upset or unsettled. As a result children appeared happy and confident in the service and readily approached the staff.

Staff had a very good knowledge of children's care and support needs. As a result children were well cared for and supported. However, information was not recorded detailing how staff would meet each child's needs. **(See recommendation 1.)**

Chronologies were in place to record significant events in children's lives. Although it appeared appropriate action had been taken this was not always recorded in the chronology. **(See recommendation 2.)**

Procedures were in place to safeguard children. All staff attended child protection training annually. Staff spoken with had a good understanding of child protection issues and were confident with the procedure to follow in the event of any concerns. A child protection policy was in place to provide guidance for staff. The policy should be updated to include all the necessary information. **(See recommendation 2.)**

Arrangements were in place to support children's transition from nursery to school. Throughout the year children accessed a range of events with Primary 1 children.

Effective procedures were not in place to ensure medication was safely managed. Clear information was recorded to enable staff to safely administer medication. However, the medication records were not regularly reviewed with parents to ensure the information was still relevant. Potentially lifesaving medication was not easily accessible. **(See requirement 1.)**

Very good use was made of the outdoor area which supported children to be healthy and active. When the weather allowed the door to the outdoor area was open and children could choose to play indoors and outdoors.

Children were supported to be healthy with appropriate snacks being offered. Children's independence was encouraged as they were involved in preparing and serving. Staff sat with children and provided appropriate support as well as promoting language skills and encouraging social skills.

Requirements

Number of requirements: 1

1. In order to ensure medication is safely managed in the service the provider must ensure:

a. Medication recorded are regularly reviewed with parents to ensure the information reflects children's current needs.

b. Potentially lifesaving medication is easily accessible.

This is in order to comply with:

Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a).

Timescale: Within 1 week of receipt of this report.

Further information on the safe management of medication can be found at:

- <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

Recommendations

Number of recommendations: 2

1. Personal plans should be developed, in consultation with parents, and implemented detailing how staff will meet children's health, welfare and safety needs. These plans should be regularly reviewed to ensure they reflect children's current needs.

National Care Standards for Early Education and Childcare Up to the Age of 16 - Standard 3: Health and Wellbeing

2. In order to safeguard children the manager and staff should:

- Update the child protection policy to refer to the current child protection guidelines.
- Ensure the child protection refers to the current Child Protection Officer and deputy Child Protection Officer.
- Ensure chronologies record the action that is taken by the service when they become aware of significant events.

National Care Standards for Early Education and Childcare Up to the Age of 16 - Standard 3: Health and Wellbeing

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The secure entry system helped to keep children safe. Throughout the inspection we saw staff were supporting children to learn how to keep themselves safe through discussions.

The playroom was bright and inviting. Children's art work and photographs were displayed and the activities were attractively presented. Information was displayed for parents in the cloakroom to keep them informed.

The outdoor area provided a range of interesting activities and experiences for the children. The indoor learning environment should be further developed to provide more choice and more meaningful literacy and numeracy opportunities. For example, despite having 5 children just started at the nursery there was no home corner. Literacy and numeracy could be embedded into areas such as the construction area and home corner. This would support children to achieve their potential. **(See recommendation 1.)**

On one day of the inspection the heating broke down, meaning it was extremely cold in nursery. Some heaters were used to try and raise the temperature. However, no thermometer was used to ascertain if the room was at an appropriate temperature for the children. Parents were offered to take their child home but all declined preferring to leave them at nursery. Staff did not amend their plans to take account of the cold. **(See recommendation 2.)**

There were a number of maintenance issues that needed to be addressed to ensure the safety and health of children. **(See requirement 1.)**

Children were being supported to develop a good understanding of personal hygiene. Staff encouraged children to wash their hands at key times, such as after toileting and before eating. However, staff did not take into account the abilities of different children. Some children who were new to the nursery were not supported to wash their hands. These children did not wash their hands properly, increasing the risk of spreading infection. Children used their hands, rather than spoons or tongs, to serve snack from the communal bowl. Spare clothing was stored loose or in open drawers in the toilets, leaving them open to aerosol contamination. **(See recommendation 3.)**

Requirements

Number of requirements: 1

1. In order to ensure the health and safety of children the provider must ensure:
 - a. the door to the outdoor area is adequately secured when children are playing outside
 - b. there is running water easily available for children after using the toilet
 - c. children are easily able to open the toilet doors
 - d. unpleasant odours are investigated and dealt with timeously
 - e. the toilet areas are kept in a good state of repair.

This is in order to comply with:

Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) and Regulation 10.

Timescale: Within 1 month of receipt of this report.

Recommendations

Number of recommendations: 3

1. The manager and staff should ensure the activities and experiences available are sufficiently motivating and challenging 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

2. Staff should ensure routines and activities are flexible to take account of children's needs.

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

3. To reduce the risk of spreading infection the manager and staff should:

- a. Ensure appropriate arrangements are in place to support children who are new to the service to wash their hands.
- b. Ensure appropriate procedures are in place to reduce the risk of spreading infection whilst children are serving their snack.
- c. Items stored in the toilets are not open to aerosol contamination.

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

Staff were warm, affectionate and caring towards the children. Staff spoke respectfully with children and praised the children readily to promote positive behaviour. There was some evidence of staff supported children to extend their learning through appropriate questions and interactions, although this could be developed further.

Both staff were registered with an appropriate professional body. Staff also held an appropriate qualification and the senior member of staff was working towards a degree level qualification. Staff were keen to develop their skills and knowledge. They had attended a range of training courses and accessed other professional development opportunities. Staff talked enthusiastically about how they had put their learning into practice. For example, following outdoor training the quality of the experiences in the outdoor area had been developed. Staff had developed a good understanding of GIRFEC and used this to ensure children received appropriate support.

At times we found the pace of the session was too slow. Staff should think about the flow of the session and watch out for down time. Staff should consider the quality of children's experiences. **(See recommendation 1.)**

To improve outcomes for children staff would benefit from support and guidance in some aspects, including:

- medication
- infection control
- developing the learning environment and children's experiences
- how to extend children's learning experiences
- **(see recommendation 1.)**

Staff had worked hard to try and ensure good standard were maintained across the nursery. However, due to a number of circumstances, they had not received sufficient support to enable them to do this effectively, until very recently. Staff would benefit from regular input from the manager or local authority, including receiving annual appraisals. **(See recommendation 1.)**

We found staff were motivated, caring and professional. The staff clearly wanted the best for the children. During the inspection they were keen to implement suggestions we made. They also talked enthusiastically about their ideas for improving the service. The small staff team worked effectively together to support each other and ensure the nursery ran well on a day-to-day basis.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to support staff to develop their skills and knowledge and provide high quality experiences for children:

- Effective systems should be put in place to identify staff training and development needs.
- Opportunities should then be provided for staff to develop their skills and knowledge.
- Staff should receive support to help them reflect on their practice and identify improvements.

**National Care Standards for Early Education and Childcare Up to the Age of 16 - Standard 12:
Confidence in Staff**

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Staff had developed very good relationships with parents. This enabled them to effectively share information to support them to meet children's needs. There was a high level of importance placed on parental participation. This resulted in effective working between the staff and the parents to support children throughout their time at the nursery. There were a range of opportunities to encourage parents to become involved in the nursery. This gave parents a good basis for evaluating the service. Parents' views had been sought and used to develop the nursery. This could be further developed by the use of open questions to more actively seek ideas for improvement.

The local authority principal teacher regularly visited the nursery and provided some support and guidance. However, management had not undertaken any formal monitoring in the nursery for a considerable period of time. The recently appointed head teacher had plans to start formal monitoring. She had also spent some time

in the nursery and given staff some guidance and ideas. **(See recommendation 1.)**

Staff told us the whole school improvement plans were not appropriate for the nursery. They had recently started to undertake an audit to assess the level the service was performing at and where improvements should be made. We suggested a nursery improvement plan based on the outcome of the audit would support them in driving forward improvements in the nursery. **(See recommendation 1.)**

We advised the head teacher of the need to ensure the current registration certificate was displayed. We also advised the service to update the complaints policy to reflect current legislation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider, manager and staff should develop the quality assurance systems for monitoring and developing all aspects of the nursery to ensure continued improvements.

**National Care Standards for Early Education and Childcare Up to the Age of 16 -
Standard 13: Improving the Service**

Grade: 3 - adequate

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

Date	Type	Gradings	
16 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Mar 2011	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Nov 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good

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