

# Harlequin Kindergarten Day Care of Children

6 Brunel Way  
East Kilbride  
Glasgow  
G75 0LD

Telephone: 01355 227711

Type of inspection: Announced (short notice)  
Inspection completed on: 8 September 2016

**Service provided by:**  
Harlequin Nurseries Limited

**Service provider number:**  
SP2003001388

**Care service number:**  
CS2003044538

## About the service

Harlequin Kindergarten provides daycare for a maximum of 143 children aged between zero to those not yet attending primary school. The service operates five days a week throughout the year. The provider is Harlequin Nurseries Limited.

The service is provided from a commercial building in East Kilbride, South Lanarkshire.

The aim of the service is to provide quality based childcare and parental support.

The full aims and objectives statement is available to people who use the service.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of 'Getting it Right for Every Child' (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and, what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

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 indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

On this occasion an Education Scotland inspector accompanied the Care Inspectorate Inspector. She carried out a continuous professional engagement visit. We carried out an Inspection type 1. This covered the four quality themes.

The service had not met the majority of the recommendations and requirements noted in the previous shared inspection letter. The majority of them carried over from the previous Care Inspectorate inspection reports, these will be carried over in this report.

Since the inspection, the team manager and I have met with the providers and manager. The providers indicated a willingness to improve, to comply with noted recommendations and requirements. We agreed the Care Inspectorate will carry out some improvement visits.

We carried out an improvement visit on 27 October 2016.

The inspector could see there had been significant improvements made since the last inspection visit. In general the nursery's indoor and outdoor environment was improved. We discussed further improvements to the physical layout of playrooms. The provider and manager were proactive, we will work closely to implement continuous improvement. We have decided to focus on children's profiles and care plans at our next visit on 8 November 2016.

## What people told us

On the visits the children were happy and confident in their setting. (see parental comments throughout the report)

## Self assessment

We were satisfied with the self-assessment.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

All children enjoyed fresh air. The majority of the children were engaged and participating in physical play, climbing, negotiating space on bikes and storytelling in the outdoor play area. Children were busy and engaged in the outdoor mud kitchen. We suggested there is limited numbers in this small area, this will aid children to achieve better outcomes of problem solving and have enough equipment to play with.

We saw that best practice was not adhered to when recording and storing medication. Safe sleeping and feeding procedures were poor, we saw lots of children lying wakened for lengthy times on sleep mats. We saw a member of staff telling children to lie down when they were sitting up. The children in the 2-3 years playroom were sleeping and walking with shoes and boots on the sleep mats. Members of staff sat for up to 30 minutes stroking foreheads, trying to soothe children to sleep. We did point out, this practice was not in line with best practice guidance. (Please refer to requirement two)

Children thoroughly enjoyed a home made well presented lunch. The older children were encouraged to be independent and help each other.

Children's personal care plans were not clearly recorded, we saw the staff were engaging with other agencies and specialists. However, we did point out the nursery were failing to record a chronology of their planned support for children with challenges. We could not easily follow children's learning or development. The targets were not S.M.A.R.T or meaningful. We discussed the auditing of personal care plans and children's learning profiles to ensure the required and recommended content is in line with best practice guidance. (Please refer to requirement one)

We were concerned that some staff were unable to identify best practice guidance documents when working with under fives, especially supporting children with additional needs. We could not see there had been any additional needs staff training. (Please refer to requirement two)

Parents told us:

"This is a great nursery, we feel welcomed and my child loves it, he is happy so I am happy"

"I am happy with the nursery, they are so flexible. I need that as I am a shift worker. I come a long way to put my child in this nursery because of their flexibility"

"I am looking forward to the planned curriculum information evening".

The recommendation below have been carried forward from a previous report.

## Requirements

### Number of requirements: 2

1. Personal plans must be reviewed and updated in partnership with parents and carers at least once in every six months while the child is using the service, or more frequently when requested to do so or where there is a significant change in the child's support, care, health and wellbeing needs. Additional Support Plans must contain appropriate recordings and detailed action required should be recorded.

The Scottish Statutory Instruments 2011/210 Regulation 5 outlines the requirement for all care services to make appropriate provision for personal plans for all those using the care service.

Regulation 5 states:

#### Personal plans

5.1 Subject to paragraph (3) a provider must; after consultation with each service user and, where it appears to the provider to be appropriate, any representative of the service user, within 28 days of the date on which the service user first received the service, prepare a written plan ('the personal plan') which sets out how the service user's health, welfare and safety needs are to be met.

5.2 Subject to paragraph (3) a provider of a care service must;

- (a) make the personal plan available to the service user and to any representative consulted under paragraph (1);
- (b) review the personal plan -
  - (i) when requested to do so by the service user or any representative;
  - (ii) when there is a significant change in a service user's health, welfare or safety needs; and
  - (iii) at least once in every six month period whilst the service user is in receipt of the service.
- (c) where appropriate, after any review mentioned in sub-paragraph (b), and after consultation with the service user and, where it appears to the provider to be appropriate, any representative, revise the personal plan; and
- (d) notify the service user and any representative consulted under paragraph (2)(c) of any such revision.

5.4 In this regulation 'representative' includes any person appearing to the provider to act on behalf of the service user or who has an interest in the welfare of the service user.

Timescale for Implementation - on receipt of receiving the published report.

2. A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users;
  - (a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users; and
  - (b) ensure that persons employed in the provision of the care service receive;
    - (i) training appropriate to the work they are to perform; and
    - (ii) suitable assistance, including time off work, for the purpose of obtaining further qualifications appropriate to such work.

Timescale for Implementation – six months.

## Recommendations

### Number of recommendations: 1

1. Children's opportunities, experience and outcomes should be measured and evaluated to maximise best outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16 Standard 5.4 Quality of experience. This is carried over from the last report.

**Grade:** 2 – weak

## Quality of environment

### Findings from the inspection

There were some safety risks in the baby garden. The manager immediately removed these risks. We discussed with the manager to further improve on the outdoor risk assessment to include, removing stagnant water in water trays. Children should not be encourage to have floor play or babies and children to sit on wet grass.

We saw the baby room was well set out to include curiosity and exploration play. We saw that the older children enjoyed a safe play experience in the physical room. The overall indoor environment is bright, warm and comfortable. There are various displays, photographs and parents information on all the walls.

We saw the majority of staff followed best practice in their hand washing techniques. We did point out they should further improve on babies and children's hand washing following nappy changes and coming indoors from playing outside.

We discussed with the manager, to further improve on nappy changing storage facilities and procedures. Only equipment needed for nappy changing should be stored in these areas to prevent cross contamination of infection. The nappy changing area should be private, we suggested using the nappy changing area in the 2-3 years playroom only for toileting. The provider said they would use another area for nappy changing. We discussed with the manager, to further improve infection controls procedures.

We saw that the playrooms for 3-5 year old children were improved to enable children to freely access the three rooms. This enabled them to access equipment and resources covering the learning indicators detailed in the Curriculum for Excellence document. We suggested the staff developed a system to ensure all children have accessed all areas.

Please refer to quality theme one, care and support, requirements one and two.

Recommendation one, has been carried forward from a previous report.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service should implement good practice protocols for babies sleeping and eating. Please refer to best practice guidance, "NHS making up milk formula". Scottish Cot Death Trust - safe sleeping guidance.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 a safe environment. This is carried over from the last report.

**Grade:** 2 - weak

## Quality of staffing

### Findings from the inspection

Staff said that they completed a childcare practice evaluation form, they make suggestions on how to improve their practice, they and their senior will grade on performance. They told us they had discussed the findings of the last shared inspection. They had not seen the service's self evaluation and were not involved in the development of the improvement plan. (See recommendation one, carried over from previous report)

We saw that children's learning folders were not consistently recorded when detailing children's learning journeys. We could not see meaningful tracking or planning next steps for children, to maximise their learning potential. (See recommendation two, carried over from previous report)

Staff genuinely cared for the children we saw babies being nurtured and children cuddled and praised. Some of the staff knew the children well. Some children were being consulted via consultation books, mind mapping and floor books.

Some staff had participated in the Local Authority Building the Ambition coaching. We saw that this had a positive impact on the baby room environment.

We met with some of the childcare staff team and senior childcare workers. At the last shared inspection, it was noted that the staff undergo further professional childcare training.

The seniors had visited other nurseries and had brought a few good ideas to the nursery, some of the staff team told us, they would have liked the opportunity to visit other nurseries. Some of them told us, they had worked in this nursery for a long time, they would welcome best practice childcare training. The manager agreed to pursue this. We suggested they source some of this training with the Local Authority, as they have partnership status with them.

Requirement one below has been carried forward from a previous report.

Recommendation three below has been carried forward from a previous report.

## Requirements

### Number of requirements: 1

#### 1. Staffing

A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users;

(a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users; and

(b) ensure that persons employed in the provision of the care service receive;

(i) training appropriate to the work they are to perform; and

(ii) suitable assistance, including time off work, for the purpose of obtaining further qualifications appropriate to such work.

Timescale for Implementation - six months

## Recommendations

### Number of recommendations: 3

#### 1.

Staff should be involved in the self-evaluation and discussion of their work and that of the setting and become familiar with the service's evaluation tool.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13: Improving the service.

#### 2.

The manager and staff should ensure that children's next steps in learning and development are specific and meaningful. The service should develop ways for children and parents to be more involved in identifying and evaluating children's learning and development.

National Care Standards Early Education and Childcare up to the age of 16: Standard 4.4: Engaging with children.

3.

Staff should be encouraged to maintain recordings and evaluation's on how training had impacted on their daily practice and the children's learning and development needed to be taken forward.

National Care Standards Early Education and Daycare up to age 16. Standard 12 confidence in staff. This is carried over from the last report.

**Grade:** 2 - weak

## Quality of management and leadership

### Findings from the inspection

We saw that the manager had carried out two appraisals meetings. We discussed her further improving this to ensure there is a robust system to support and supervise the 20 childcare staff regularly on a one to one basis. (See recommendation one, carried over from a previous report)

The senior staff had not participated in professional training for example curriculum for excellence. Some staff told us they had not had any relevant training. Staff were eager and willing to learn, we explained their duty for their own CPD, to evidence required training with SSSC. All the staff had various degrees of competency. This concerned us when discussing best practice guidance for example, "How good is our early learning" or "Curriculum for Excellence".

We discussed the competency variants within the staff team and the senior's leadership skills with the providers. The provider agreed training would be pursued to further develop staff leadership qualities within the whole nursery. This would enable delegated leadership, to encourage staff to champion innovation and creative initiatives.

The manager told us she carried out staff observational learning activities in the playrooms. She will feedback improvements at their annual appraisals.

### Requirements

**Number of requirements:** 0



## Recommendations

### Number of recommendations: 1

1. The manager should regularly monitor individual staff practice and the delivery of the curriculum and record individual areas for improvement.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14.7: Well-managed service.

**Grade:** 2 - weak

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

## Previous requirements

### Requirement 1

Personal plans must be reviewed and updated in partnership with parents and carers at least once in every six months while the child is using the service, or more frequently when requested to do so or where there is a significant change in the child's support, care, health and wellbeing needs. Additional Support Plans must contain appropriate recordings and detailed action required should be recorded.

The Scottish Statutory Instruments 2011/210 Regulation 5 outlines the requirement for all care service to make appropriate provision for personal plans for all those using the care service.

Regulation 5 states:

Personal plans

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5.2 Subject to paragraph (3) a provider of a care service must;

- (a) make the personal plan available to the service user and to any representative consulted under paragraph (1);
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  - (ii) when there is a significant change in a service user's health, welfare or safety needs; and
  - (iii) at least once in every six month period whilst the service user is in receipt of the service.
- (c) where appropriate, after any review mentioned in sub-paragraph (b), and after consultation with the service user and, where it appears to the provider to be appropriate, any representative, revise the personal plan; and
- (d) notify the service user and any representative consulted under paragraph (2)(c) of any such revision.

5.4 In this regulation 'representative' includes any person appearing to the provider to act on behalf of the service user or who has an interest in the welfare of the service user.

**Timescale for Implementation** – on receipt of receiving the published report.

**This requirement was made on 10 March 2016.**

## Action taken on previous requirement

Please refer to requirement one within theme quality of care and support.

**Not met**

## Requirement 2

Welfare of users:

A provider must make proper provision for the health, welfare and safety of service users.

**Timescale for Implementation** – on receipt of receiving the published report.

**This requirement was made on 10 March 2016.**

## Action taken on previous requirement

Please refer to requirement two within theme quality of care and support.

**Not met**

## Requirement 3

Staffing

A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users;

(a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users; and

(b) ensure that persons employed in the provision of the care service receive;

(i) training appropriate to the work they are to perform; and

(ii) suitable assistance, including time off work, for the purpose of obtaining further qualifications appropriate to such work.

**Timescale for Implementation** – six months.

**This requirement was made on 10 March 2016.**

## Action taken on previous requirement

Please refer to requirement one within theme quality of staffing.

**Not met**

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

### Previous recommendations

#### Recommendation 1

Children's opportunities, experience and outcomes should be measured and evaluated to maximise best outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16 Standard 5.4 Quality of experience. This is carried over in this report.

**This recommendation was made on 25 March 2015.**

#### Action taken on previous recommendation

This has not been met, please refer to theme quality of care and support.

#### Recommendation 2

Personal plans should be relevant to individual children. They should demonstrate behaviour strategies, action taken by staff and specific outcomes in relation to children's health welfare and safety needs.

This is carried over since inspection report visit report dated 5 March 2014.

**This recommendation was made on 5 March 2014.**

#### Action taken on previous recommendation

This has not been met, please refer to theme quality of care and support.

#### Recommendation 3

The service should implement good practice protocols for babies sleeping and eating. Please refer to best practice guidance, "NHS making up milk formula". Scottish Cot Death Trust – safe sleeping guidance. National Care Standards Early Education and Childcare up to the age of 16: Standard 2 a safe environment.

**This recommendation was made on 25 March 2015.**

#### Action taken on previous recommendation

This has not been met, please refer to theme quality of the environment.

#### Recommendation 4

Staff should be encouraged to maintain recordings and evaluation's on how training had impacted on their daily practice and the children's learning and development needed to be taken forward. National Care Standards Early Education and Daycare up to age 16. Standard 12 confidence in staff

**This recommendation was made on 25 March 2015.**

#### Action taken on previous recommendation

This has not been met, please refer to theme quality of staffing.

## Recommendation 5

The manager should review the quality and amount of food offered, staff awareness of the importance of lunch and equipment. The service should track children's food intake. We signposted to the manager to follow best practice guidance 'Setting the Table' and 'Nutritional Guidance and Food Standards for Early Years Childcare Providers in Scotland NHS Health Scotland'.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and wellbeing.

**This recommendation was made on 10 March 2016.**

### Action taken on previous recommendation

This has been met.

## Recommendation 6

Staff should be involved in the self-evaluation and discussion of their work and that of the setting and become familiar with the service's evaluation tool.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13: Improving the service.

**This recommendation was made on 10 March 2016.**

### Action taken on previous recommendation

This has not been met, please refer to theme quality of staffing.

## Recommendation 7

The manager and staff should ensure that children's next steps in learning and development are specific and meaningful. The service should develop ways for children and parents to be more involved in identifying and evaluating children's learning and development.

National Care Standards Early Education and Childcare up to the age of 16: Standard 4.4: Engaging with children.

**This recommendation was made on 10 March 2016.**

### Action taken on previous recommendation

This has not been met, please refer to theme quality of staffing.

## Recommendation 8

The manager should regularly monitor individual staff practice and the delivery of the curriculum and record individual areas for improvement.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14.7: Well-managed service.

**This recommendation was made on 10 March 2016.**

### Action taken on previous recommendation

This has not been met, please refer to theme quality of management and leadership.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
21 Sep 2015	Announced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
25 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
5 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
14 May 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Sep 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

Date	Type	Gradings	
15 May 2012	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	2 - Weak
9 Jan 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Jul 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
3 Nov 2010	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
14 Jun 2010	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
19 Feb 2010	Unannounced	Care and support	2 - Weak
		Environment	1 - Unsatisfactory
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
22 Jul 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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