

No 12 Private Nursery Day Care of Children

12 Dougall Street
Tayport
DD6 9JB

Telephone: 01382 553423

Type of inspection: Unannounced
Inspection completed on: 14 December 2016

Service provided by:
Martin, Sandi

Service provider number:
SP2012983604

Care service number:
CS2012308580

About 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 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.

The nursery is provided from house in a residential area in Tayport with a large enclosed rear garden.

The service is currently registered with the following conditions:

'To provide a care service to a maximum of 20 children aged from birth to those not yet attending primary school of whom no more than 10 are under 3 years of whom no more than 6 are under 2 years.

The care service shall comply with the staffing ratios specified in Annexe A of the National Care Standards, Early Education and Childcare up to age 16.

The maximum number of children to be accommodated at any one time is 20 due to planning restrictions in place at time of registration.'

What people told us

All of the families we gathered feedback from were very happy with the care provided and the service overall. All of the families felt that they had been involved by the service in giving feedback and helping to improve the nursery. Comments about the staff team were very positive. Some of the comments are recorded below:

"The staff are so friendly, you are welcomed as soon as you drop your child off and when you pick them up. I feel that the children are mixed and don't stick to baby room and toddler room. the meals are really good variety and plenty of food and snacks. Maybe more activities planned and outings? (To improve the nursery)."

"My (child) thoroughly enjoys attending No 12 Nursery. The staff are very welcoming and caring. Information about my children's day is shared verbally and written. I am extremely happy with the service provided."

"(My child) is very happy at No 12 and has been for the past two years. She has developed good relationships with the staff and speaks positively of them often."

"Friendly, helpful staff who all know my child very well."

The children attending the nursery appeared to be very relaxed and comfortable with the staff team and in the service. They enjoyed a variety of play opportunities which would promote their individual development. The children had formed positive relationships with the staff caring for them and the other children.

Self assessment

The service submitted a self assessment detailing their strengths and some areas for service development. This could be further developed to show how service user feedback and best practice guidance has been used to evaluate the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

What the service does well

We evaluated the service as providing a good quality of provision in all the areas we assessed. The staff team provide nurturing responsive care to meet the children's needs effectively. The children enjoy a variety of play opportunities which help to develop their curiosity and creativity, for example, treasure baskets, wooden building blocks and a mud kitchen. The children can choose to spend time outside every day in the nursery garden which helps them to stay active and healthy. The children enjoy a menu which is planned to support them to develop a positive relationship with nutritious food.

The service is small helping staff to build positive relationships with the children and their families. This helps them to provide consistency of care to the children and help them feel safe and nurtured by the staff team. We saw staff use restorative methods to support children to resolve issues for themselves, this helps them to be responsible and feel respected. If the numbers of children attending were low we saw that staff used spaces flexibly to allow older and younger children to play together safely. This allowed sibling to play together and children to build peer relationships with older and younger children. We saw that the older children were learning to be responsible around the babies and toddlers.

The staff followed good hygiene routines throughout the inspection and supported children to learn about this too, helping them to stay healthy and safe.

Staff were taking account of attachment theory and best practice guidance like 'Building the Ambition' and were starting to use this to reflect on the care they were providing.

The manager had completed safer recruitment tasks in line with national best practice guidance. The staff we spoke with had a good understanding of their role in protecting children from harm and abuse.

The manager had a clear vision and modelled the values she expected of the staff in the service. They had developed some monitoring and evaluation systems which gathered and used the feedback of children and families using the nursery. We saw that this was used to develop the service further and improve outcomes for children.

What the service could do better

The staff team could continue to develop their understanding of significant learning and continue to develop children's care plans to show; more about children's progress once they turn three and how families have been involved in children's learning and development.

We spoke about ensuring that all the care is child centred and considers children's individual experiences. For example, reviewing the care 'routines' in the service to reduce the amount of times children's play is interrupted. This will help children to engage in deep play and support their learning. Staff could also further develop the opportunities for children to be independent, for example, using smaller jugs at snack and meal times to allow the children to serve themselves. We spoke about using documents like 'Building the Ambition' and 'My World Outdoors' to further develop the play opportunities and environment for the children. Consideration should be given to creating more small cosy spaces, offering more tactile and sensory experiences and ensuring that the babies and children get fresh air opportunities throughout the day.

We spoke about developing the recruitment files and staff records to show what has been discussed or followed up on during recruitment and induction and staff achievements and planned developments. We also spoke about ways to drive further improvements in the staff skills and knowledge, for example, accessing best practice guidance, training opportunities, visiting other services, peer monitoring and supporting staff to develop specialist knowledge of areas of interest to share with the staff team.

The service have included children and families in monitoring and evaluating the quality of care provided. This could be further developed to show how monitoring is linked to best practice guidance. See recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the service further develop quality assurance systems to have clear priorities which are focussed on outcomes for children. This could include:

- a monitoring calendar, linked to routine monitoring and service priorities
- use of the national priorities outlined in the National Improvement Framework (<http://www.gov.scot/Resource/0049/00491758.pdf>)
- use of 'Building the Ambition' to assess quality and plan improvements (<http://www.gov.scot/Resource/0045/00458455.pdf>)
- use of 'How good is our early learning and childcare?' to evaluate the service against national standards (<https://education.gov.scot/improvement/Pages/frwk1hgioearlyyears.aspx>)
- use of various observation types to monitor practice
- delegated monitoring tasks to engage staff in monitoring and evaluation
- continuation of the best practice discussion groups with a clear focus on set priorities
- involvement of children and families in evaluating the service
- recognition of staff's key strengths and areas of interest to develop the service
- clear evidence of progress made against priorities identified, for example, in improving literacy progress with

the support of 'Ready to Read', a literacy support resource (http://www.savethechildren.org.uk/sites/default/files/images/Ready_to_Read_Scotland1.pdf).

Referring to websites such as the Care Inspectorate Hub (<http://hub.careinspectorate.com/>) and Education Scotland's National Improvement Hub (<https://education.gov.scot/improvement>) will also support the service to see recent examples of guidance in practice.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 14: Well-Managed Service

Complaints

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

Inspection and grading history

Date	Type	Gradings	
18 Dec 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
16 Jun 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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