

## Flowerpots Childcare Ltd. Day Care of Children

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Type of inspection: Unannounced  
Inspection completed on: 10 March 2017

**Service provided by:**  
Alison King Trading as Flowerpots  
Childcare Ltd

**Service provider number:**  
SP2009010588

**Care service number:**  
CS2009232725

## About the service

Flowerpots Childcare Ltd has been registered with the Care Inspectorate since 2011. The service is registered to provide a care service to a maximum of 75 children. The services registration allows for:

- A maximum of 23 children age 0 - 2 years may be cared for within the Budding Bluebells room.
- A maximum of 20 children age 2 - 3 years cared for within the Tumbling Tulips room.
- A maximum of 32 children age 3 to those not yet attending primary school within the Sunny Sunflowers room.

The service is provided from a modern purpose-built nursery in the Newmacher area. Children had access to three playrooms and two large garden areas. The service is within easy access to the local schools and amenities such as the library and various parks.

We compiled this report following an unannounced inspection which took place between 8.15am and 5.45pm on 9 March 2017 and between 8.50am and 3.00pm on 10 March 2017. The inspection was carried out by two Care Inspectorate Early Years Inspectors.

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

There were 62 children present during the inspection. We saw that children were confident and we observed them speaking enthusiastically with staff. The children had a wide range of activities and were engrossed in their play. Some of the comments from children were:

- "I Like the nursery because there is so much choice. I like the dressing up area, it used to be a wedding area but now it is a doctors. We have been learning about doctors and dentists."
- "This is very messy." Child playing in shaving foam.
- "I can do this puzzle, it is about people who help us. That's a lollipop lady who helps you cross the road."

Five parents responded to the Care Standards Questionnaires (CSQs) which had been sent. They were all very positive about all aspects of the service and happy with the quality of care their child received. They all commented on the opportunities for active play outside and the variety of activities and crafts that were available. Some comments from the CSQs were:

- "The standard of care my child receives is very high and I am especially impressed with the care and attention from staff. The staff genuinely love children and I can see my child is very comfortable with them in the lovely environment created. My child gets plenty of time outside regardless of the weather, there is a great variety of activities on offer."

- "Flowerpots are excellent, all the ladies look after my child well. My child loves going here and I am confident I am leaving my child in a safe place whilst I am at work."

- "Feedback on my child's day is excellent and I feel I know what my child has been doing during the day. Staff seem to really care and are very interested in each child. My child recently moved rooms and the transition was good as I had input and it made the transition seamless."

- "Staff are always helpful and friendly. My children love going to nursery and enjoy the variety of activities especially trips to the woods. (Manager) is always approachable and the monthly newsletters are a great way to communicate with parents. Parent opinions are often asked for on Facebook which can be daunting to make a public reply."

We talked with ten parents during the inspection and they expressed their satisfaction with the service which was offered. They liked the environment and activities and felt their child was having a good experience while at the service. Parents felt confident about the sharing of information and their child's welfare.

- "My child has been using the service for 2 weeks and I feel that my child has their needs met by staff. My child had a few settle visits and these really helped my child settle into the nursery. I feel I could approach staff with any ideas or concerns."

- "We have been here a year. I feel that all my child's needs are met in the nursery, the nursery put posters up for ideas for activity area; used these ideas to change the room to benefit the children. Previous concerns I raised were addressed by the manager quickly and I was happy with the outcome."

- "My child has been here for just over a year and gets on really well with the staff and feels there are lots for her to do. Parents were given a say on changes like the development of room, the manager is really approachable and really helpful."

- "My child has been using the service for six months; my child has access to a wide range of resources and really likes the staff. We don't get asked for as much feedback or input on developments."

- "My child has been here over a year, my child is asked for their input on activities and resources, and as a parent we are always asked for input through the suggestion box and questionnaires and email. I feel that the manager is so approachable and helpful."

- "I feel my child is making progress as a result of the work done in the nursery."

- "The manager is always available and responsive to any concerns or suggests I have."

## Self assessment

The service submitted a self assessment to the Care Inspectorate. However, there was limited evidence supplied in the self-assessment and the evidence that was supplied was not evaluative. These issues were raised during the inspection and reflected in the report.

## 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 built good relationships with parents and children to try to meet the needs of children and their families. Parents commented on the positive interactions and support from staff, allowing their child to feel settled in the service. Staff communicated well with one another especially during transitions from room to room, ensuring they were aware of each child's needs and interests.

At times there were some nice interactions between staff and children, for example in the 2-3 room there was meaningful conversations held with children when they were completing puzzles. Questions like 'how many pieces do you have now?' were asked to encourage children to count and develop what they knew. However, staff in the 0-2 room should develop interactions with children to ensure each child feels welcomed and included. At times personal care for children was nurturing for example, nappy changing was a calm and nurturing experience for children. However, children were often walking around with dirty faces and noses, staff acknowledged this but did not act to rectify the situation **(see recommendation 1)**.

There were set routines in place and there needed to be closer focus on meeting children's day-to-day care needs in an individualised way. For example the service could make better use of areas to allow children to be independent and explore their learning freely. Floor book planning was in place for both the 2-3 and 3-5 rooms. The service commented on the positive support from the local authority to implement floor books to offer developed opportunities for children's learning. Staff should continue developing planning and activities across the service to meet children's needs and keep them involved in their learning. Children in the 2-5 room were able to access the outdoor environment and were able to play in the mud, use imaginative play and free flow play allowing children to be healthy and explore. The 0-2 room should develop the use of their outdoor space to provide better opportunities for learning. For example they could create small sensory spaces to allow children to explore texture, sound and to develop their co-ordination **(see recommendation 2)**.

Meal times in the service were nurturing with staff sitting with children to make the experience more relaxed. However, in the 0-2 room meal times could be smoother and quieter if children went in smaller groups which would make the experience more nurturing **(see recommendation 3)**.

Parents were happy with the service and felt that staff communicated with them to gain feedback on activities and the development of the service. For example parents were encouraged to use the suggestions box and voting cards to select areas for development. Parents also commented on feeling supported by staff and the manager. The service was in the early stages of involving children in the development of the service. The service should explore methods of gaining input from children **(see recommendation 4)**.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 4

1. The manager and staff should ensure that staff are proactive and responsive in keeping children clean and comfortable.

National Care Standards Early Education and Childcare up to the age of 16. Standard 7: A Caring Environment.

2. The management and staff should ensure there is depth to children's learning, giving children opportunities to explore independently to develop what they know.

National Care Standards Early Education and Childcare up to the age of 16. Standard 7: A Caring Environment.

3. The manager and staff should develop lunch times for younger children to be nurturing and calming for children.

National Care Standards Early Education and Childcare up to the age of 16. Standard 7: A Caring Environment.

4. The manager and staff should further develop ways of including parents and children in assessing and improving the service.

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

**Grade:** 3 – adequate

## Quality of environment

### Findings from the inspection

Children were offered a warm and welcoming environment, with access to a range of resources and activities. Access to the outdoors was easily accessible to all rooms allowing older children to explore the outdoor environment freely. Loose part play was in place promoting imaginative play. Children in the 2-5 rooms were able to transport water to the dirt to make mud and to paint rocks allowing them to express themselves. In the 0-2 room staff made good use of computer keyboards and phones allowing babies to explore their co-ordination and curiosity. Further development on resources in the 0-2 room like sensory play and heuristic play should be introduced to promote outcomes for children. In the over 2's rooms the service should look at developing literacy and numeracy, this will encourage children to develop their recognition of numbers and letters (**see recommendation 1**).

The service had communicated with parents when making changes to the environment to ensure parents were aware of the positive impact to their children's development. For example the service had spent time working with parents to develop the layout of the 0-2 room to allow children to explore the environment and access various activities. At times the room was opened up and resourced well to encourage children to explore their environment. To ensure children are stimulated throughout the session the manager and staff should ensure children have full access to resources with adequate space to play (**see recommendation 2**).

The service was following best practice for hand washing. For example, children in all rooms were supported to

wash their hands with staff setting a good example for children washing their hands before eating. At times the playrooms were messy and cluttered. Staff should take responsibility of their playrooms to keep the rooms tidy and organised to create an encouraging environment for children.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. In order to provide good quality experiences for the children the manager and staff should ensure the environment is stimulating, challenging and supports all children to achieve their potential.

National Care Standards Early Education and Childcare up to the age of 16. Standard 5: Quality of Experience.

2. The manager and staff should ensure that children can easily access resources and activities both indoors and outdoors, allowing children to be independent and active.

National Care Standards Early Education and Childcare up to the age of 16. Standard 7: A Caring Environment.

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Staff created a friendly and welcoming atmosphere for the children and ensured they had fun. Staff were for the most part confident in the basic needs of children in their care. However, some staff were not implementing basic care like cleaning children's faces and maintaining staffing levels. There was a requirement from the previous inspection regarding the service having too few staff to care for children. This requirement has not been met due to the 0-2 room being under staffed on the first day of the inspection. We brought this to the attention of the manager who acted on the situation to ensure staffing levels were adequate. However staff in the room were not aware of what the staffing levels should be; the manager should raise staff awareness of this **(see requirement 1)**.

New staff to the service undertook an induction which allowed them to become familiar with the services policies and procedures. Most staff used these effectively to support children and their families. During discussions with staff we noted that they were confident in child protection awareness and procedures to keep children safe.

Staff commented on feeling supported by the manager through regular meetings and general conversations. Development is needed with national guidance documents like Building the Ambition and other best practice documents like The loose parts toolkit and My World Outdoors. Development of these areas will allow staff to develop their understanding to widen the range of learning opportunities for children. Staff had recently accessed training and support from the local authority on floor book planning. Staff were in the early stages of implementing what they had learned. Staff commented that they did not evaluate training attended and the

impact training would have on children's learning and development (**see recommendation 1**). If training was evaluated this could have allowed staff to develop learning opportunities for children through the enhancement of the environment and use of resources. Reflecting on training could also highlight further areas of development for staff to develop, for example areas like additional support.

## Requirements

### Number of requirements: 1

1. The provider must ensure there are sufficient staff working with children at all times to ensure children's care needs are met and children receive a quality experience.

This is in order to comply with: Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4 (1)(a) and Regulation 15(a)

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

**Timescale: within two weeks of receipt of this report.**

## Recommendations

### Number of recommendations: 1

1. In order to improve outcomes for children and the quality of children's experiences staff should be supported to:

- Access training and development opportunities based on their individual needs
- Implement learning from training and develop their practice.

National Care Standards 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

Together the manager and director had established a shared vision and were working on sharing this with staff. The director made an effort to support the manager through establishing a plan on how to develop the service. The management team had identified areas for development and had set up a realistic improvement plan. Many of the issues were similar to those identified during the inspection and highlighted in this report, for example they wanted to explore the vision and aims for the service with staff, parents and children. The management team had developed an evidence folder to record improvements made to the service in relation to the previous inspection. This allowed the service to reflect on changes made and the impact changes had on children's development.

The management team should look at developing audits and quality assurance in the service. This should have a greater focus on learning and teaching. The manager and staff had been introduced to the 'How Good Is Our

Early Learning and Childcare' audit document (HGIOLC) and plan to take this forward. This will allow the service to develop to meet the ever-changing needs of children **(see recommendation 1)**.

There were good information sharing systems in place like questionnaires and stay and play sessions which were used to gain feedback from parents. The service also had an open door policy where parents or staff could approach the management team at any time.

Room leaders in the service need to be more responsible for the development of their rooms and the service. This will allow staff to develop confidence and skills enhancing opportunities for children. The manager and provider should ensure roles within the service are clearly defined allowing staff to understand their roles and responsibilities **(see recommendation 2)**. <http://www.stepintoleadership.info/index.html>

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

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

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

2. The provider and manager should work with the staff team to define roles and responsibilities.

National Care Standards Early Education and Childcare up to the age of 16. Standard 12: Confidence in Staff.

**Grade:** 3 - adequate

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

## Previous requirements

### Requirement 1

The provider must ensure there are sufficient staff working with children at all times to ensure children's care needs are met and children receive a quality experience.

This is in order to comply with: Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4 (1)(a) and Regulation 15(a).

**Timescale:** within two weeks of receipt of this report.



This requirement was made on 13 April 2016.

#### Action taken on previous requirement

Not met as the service was under staffed during the first day of the inspection.

**Not met**

### Requirement 2

To ensure children's safety and health needs are met the provider must ensure appropriate procedures are implemented for the prevention and control of infection. This must include ensuring:

- a. children are appropriately supported to wash their hands properly
- b. staff are supported to follow the correct procedure for changing nappies
- c. pedal bins are operated using the pedal or open bins are used if solely for the use of disposing of paper towels.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1)(d).

**Timescale: Within 48 hours of receipt of this report.**

This requirement was made on 13 April 2016.

#### Action taken on previous requirement

Met the service had actioned all ahead of the requirement.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

Management of medication should be reviewed, making reference to best practice. The following documents may help when reviewing medication practice: The Royal Pharmaceutical Society of Great Britain, 'The Handling of Medicines in Social Care'; and The Care Inspectorate health guidance, 'The Management of Medication in Daycare and Childminding Services'. The manager and staff should review the procedures in relation to the management of medication within the nursery. In order to do this they should:

- (a) Undertake regular audits of the medication records to ensure they clearly identify the details of the medication stored by the service, and of the medication and amount returned to parents.
- (b) Ensure medicines are stored in line with the guidance provided on the dispensing information.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing; and Standard 14: Well-Managed Service.

**This recommendation was made on 24 July 2013.**

### Action taken on previous recommendation

We found this recommendation had been met. Regular audits were undertaken of the medicines in the service and medication was stored appropriately.

## Recommendation 2

The manager should continue to review and improve the practice in relation to nappy changing and hand washing to ensure the health and welfare of service users.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing; and Standard 12: Confidence in Staff.

**This recommendation was made on 24 July 2013.**

### Action taken on previous recommendation

This recommendation had not been met. Further information can be found in the main body of the report.

## Recommendation 3

In order to improve outcomes for children and the quality of children's experiences staff should be supported to:

- access training and development opportunities based on their individual needs
- implement learning from training and develop their practice.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 12: Confidence in Staff; and Standard 13: Improving the Service.

**This recommendation was made on 13 April 2016.**

### Action taken on previous recommendation

This recommendation had not been met. Further information can be found in the main body of the report.

## Recommendation 4

1. The complaints policy should be updated to include:

- the correct timescale for investigated and responding to complaints
- ensuring it is clear that complainants can contact the Care Inspectorate initially to raise a concern.

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

**This recommendation was made on 13 April 2016.**

### Action taken on previous recommendation

This has been met as the complaints policy had been reviewed and updated.

**Recommendation 5**

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

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

**This recommendation was made on 13 April 2016.**

**Action taken on previous recommendation**

This recommendation had not been met. Further information can be found in the main body of the report.

**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	
25 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Apr 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings

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