

Teddy Bear Club Nursery

Day Care of Children

Thomas Wise Place
Dundee
DD2 1UB

Telephone: 01382 641577

Type of inspection: Unannounced
Inspection completed on: 11 July 2017

Service provided by:
Gatford Limited

Service provider number:
SP2003000136

Care service number:
CS2003000731

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 1 April 2011.

The Teddy Bear Club Nursery is situated in the grounds of Ninewells Hospital, close to local amenities, for example, the arboretum. The building is purpose-built and comprises 6 main nursery rooms, along with a kitchen where meals are prepared centrally for the nursery. The nursery rooms are very well equipped to provide a wide range of learning experiences.

Other accommodation includes a dedicated staff room and a dual purpose room which staff and parents can use. Some parents also use this room for breast-feeding.

The nursery has a spacious outdoor area with separate but linked areas for different age groups. There is a range of outdoor equipment including opportunities for planting and growing. The outdoor space can be accessed in free flow play from each of the nursery rooms. The nursery is part of the Busy Bees company.

The nursery is a partner provider with the local authority - Dundee City Council.

The nursery's registration conditions are as follows:

-To provide a care service to a maximum of 94 children of pre-school age, of whom no more than 26 may be under the age of 2 years and no more than 8 may be under the age of 12 months.

The nursery's values and aims include -

- Nurturing and developing each and every child by promoting health and wellbeing.
- Every child is central to their own learning and is entitled to be listened to and contribute and participate in the life of the nursery.
- Being open, honest and accountable by constantly looking to improve ourselves and our service using self-evaluation and consultation.

What people told us

We spoke to six parents on the days of inspection:

All parents were very happy with the service that was provided. They found the staff to be welcoming, friendly, approachable and helpful.

"I am more than happy with the service of this nursery. I moved to this nursery from another due to quality of care and I made the right decision".

"Teddy bears is an outstanding nursery and Susan and the wonderful Koala room team have our full confidence and our child is settling in well and really seems to benefit from her time there. They have also been brilliant with the dietary requirements by making sure she still gets a balanced and healthy diet".

"The teddy bear nursery club have some excellent ,caring and dedicated staff members who provided a fantastic level of service. Helping children learn, resolving sometimes challenging behaviour and generally providing a warm , friendly and happy environment".

"Leaving your child is the hardest and most emotional thing a parents could do, But my child being at the teddy club nursery gives me relief. He has been attending for three years and I can honestly say they are fantastic. The staff are brilliant and have a lot of time for the children and parents".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We found that parents received very good information on how their children were cared for. Parents and children were warmly welcomed to the service and the 'settling in periods' were tailored to the needs of each individual child. For younger children daily diaries were in place informing parents of their child's sleep times, dietary intake, toileting and what activities they had taken part in.

We observed parents chatting to staff about their children when dropping off or picking up ensuring that any information shared was made available to all members. Parents confirmed that their views on the quality of care were sought on a regular basis and that they found the management team to be available, approachable and responsive. Newsletters and open days were also on offer to all parents and carers.

Children were cared for by a staff team who were warm, understanding and suitably skilled; an ethos of nurture and respect had been established within the building. We observed staff supporting children both physically and verbally when upset, along with encouraging children to be independent and tackling new challenges.

An infection control policy and procedure was in place for the protection of children and we observed staff and children washing their hands at the appropriate times.

The quality of snacks and food provided was excellent and staff sat with the children at these times making it an enjoyable social event.

Access to the outdoors was a daily occurrence and children enjoyed the various play areas that were within easy access of each room. It was very pleasing to see the babies out on the veranda for part of the day and that staff had taken care to ensure hats and sunscreen was applied.

Staff knew the children very well and provided support that was geared to their individual needs. Experienced staff were very good and extending language by verbal prompts and questions.

Learning journals which were in place informed parents of what children had achieved when attending the service along with a general synopsis of their mental and physical development.

Members of staff had attended an appropriate first aid course and they were aware of what to do if presented with a child who was at risk or showed symptoms of neglect.

We found the premises to be suitable for the care of children and that furniture and fittings were suitable for the age of children.

Members of staff had attained suitable qualifications and regular team meetings were held to share information and discuss practice.

Quality assurance systems were in place and an action plan to improve service delivery which was monitored by the management team was a working document.

We found that the manager was well acquainted with the day to day care of children and was also aware of the service's strengths and areas of practice that required attention.

What the service could do better

On the day of inspection we found that the pre-school were fully engrossed in play and learning when this was suddenly halted for a group activity. We would ask that the staff team consider the activities of children and wait for natural breaks in play rather than rigidly stick to routines and plans.

We found that the views and learning goals for children were very evident in the excellent floor books that were available for inspection. This was not so evident in children's learning journals which contained a lot of duplicate information along with descriptions of what led to the identified goals. We would suggest that each child has one attainable goal rather than multiple goals which included social skills (such as sharing) that would be part of their day to day care.

In discussion with the management we both agreed that the rooms (decor) and some of the play equipment and toys were tired and well used. We suggest that an audit of this is carried out and that a programme of refurbishment and replacement is carried out.

Very good practice was evident when changing babies' nappies, though we did suggest that the environment was very sterile and that this experience could be enhanced by making this area more interesting and attractive to children balanced against infection control.

We found the outside area to be interesting and attractive to children but lacked physical challenges for some of the older children. When talking to staff we found they were in the process of revamping this area and understood that the introduction of more natural materials, and less plastic closed toys, may enhance children's experiences and encourage more imaginary play along with team work and problem solving.

We observed children changing shoes many times during the observed session and suggested that this inhibited some children going out, we ask that the service considers the frequent changing of shoes along with infection control procedures to identify if this shoe changing procedure can be relaxed.

Best practice suggests that children learn more when directing their own play and learning objectives, we noted that on a few occasions children were not encouraged to remove play materials from one end of the room to the other. Transporting materials is part of children's learning and if this does not cause danger or restrict movement we would suggest that some staff consider this practice acceptable.

Overall we found the service provided to be of a very good quality and that the above suggestions are considered to strive for excellence.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
20 Aug 2015	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>6 - Excellent</div> <div>6 - Excellent</div> <div>6 - Excellent</div>
5 Sep 2013	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>6 - Excellent</div> <div>6 - Excellent</div> <div>6 - Excellent</div> <div>6 - Excellent</div>
1 Mar 2013	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>2 - Weak</div> <div>6 - Excellent</div> <div>6 - Excellent</div>

Date	Type	Gradings	
		Management and leadership	5 - Very good
7 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
		Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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