

# Little Einstein's Arbroath Day Care of Children

Abbot Street  
Arbroath  
DD11 1HH

Telephone: 01241 878130

Type of inspection: Unannounced  
Inspection completed on: 24 July 2017

**Service provided by:**  
Forth Care Limited

**Service provider number:**  
SP2014012365

**Care service number:**  
CS2014331857

## About the service

We carried out an unannounced inspection of Little Einstein's Nursery, Arbroath on 19 July 2017, and an announced visit on the afternoon of 24 July 2017. At the inspection we observed service users and spoke with relatives, staff and management. We observed practice and checked relevant documentation.

The service is registered to provide a care service to a maximum of 61 children at any one time. There are three playrooms available, but due to the numbers and ages of children attending only one room was in operation at the time of the inspection. Each room has direct access to the outdoor area at the rear of the premises.

This service has been inspected using our 'Quality Themed Inspection' model. This targeted approach means that we looked at identified aspects focusing on children's experiences under each Quality Theme.

## What people told us

We observed all children at the time of our inspection. Children were happy and relaxed in the nursery setting. The children were confident in seeking staff for support and assistance. Children appeared comfortable in the setting.

We spoke to parents and took account of Care Standard Questionnaires they had completed. They told us that their children were very happy in the nursery. They found staff and management were approachable and shared information about their child's day and their development. They found the environment to be warm and friendly which helped them, and their children, feel comfortable. One told us that the service had worked with them to help their child settle quickly in the service and also provided e-mail information for a parent who worked away from home.

Comments included:

"Despite staff changes in recent months the (staff) are striving to better the nursery and are constantly involving parents in events and suggestions."

## 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 the quality of the provision within the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	4 - Good
<b>Quality of environment</b>	4 - Good
<b>Quality of staffing</b>	4 - Good
<b>Quality of management and leadership</b>	4 - Good

## Quality of care and support

### Findings from the inspection

High staff:child ratios contributed to children's care and welfare being well-managed. Staff were caring and nurturing towards the children and had clear plans for helping children's development and learning. Staff had developed and increased play and learning opportunities since the last inspection and children were benefitting from the challenges and fun provided for them. Children's development and learning was monitored by staff and they were providing activities and opportunities which helped children explore and contributed to their achievements. There were recording systems in place which were completed in a way which ensured that each child's individual learning was considered and addressed. There had been improvements in encouraging all children to be involved in their own learning including placing resources and materials at levels which made it easier for children to access, therefore providing them with choice. We could also see progress being made in areas for development identified by us at the last inspection. The staff should continue to develop these with the support and guidance from their management team.

Children's health was promoted as they enjoyed nutritious and healthy ranges of snack and meals provided by the service. Even the youngest were given choice by staff plating up and presenting the food choices and children making choices. It was clear staff knew children extremely well as they knew children's likes and dislikes when it came to offering these choices. In addition children were encouraged to drink water throughout the day, keeping themselves hydrated. Water was provided which children could help themselves to. Menus were on display ensuring parents had access to information regarding food choices and any allergens. Hand washing was encouraged and supervised prior to children eating, helping reduce any risk of cross contamination.

Sleep arrangements ensured that children who required it could rest through the day. Staff sat with children providing them with comfort and reassurance as they settled and fell asleep. Staff were sensitive to what children needed to settle, and provided their favourite comforters when needed.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The nursery was situated in purpose built premises within the centre of Arbroath. It has three playrooms available and a secure outdoor area accessible from each of these rooms. At the time of this inspection numbers were low and children were of similar ages and development stages. Children were therefore being cared for in one of the larger rooms within the premises, however other rooms were ready and suitable should

they require to be used.

Children were kept safe as the door to the premises was kept locked and persons could only access the building when opened by staff. The outdoor space was secure and staff supervision was good whilst children played outdoors.

Children were respected as the room they were using was suitable, safe, bright, and pleasant. Following the last inspection, staff had considered and had made significant changes to develop the area. Recent improvements helped children to be able to make more choices in what they wanted to do, and also provided them with much improved access to the outdoor area. Other changes included the purchase of new resources which allowed them to ensure a clean, tidy environment as well as making it more comfortable and increasing learning opportunities.

Children were also benefitting from more regular physical activity, promoting good health. Staff were aware of the importance of providing daily opportunities for fresh air, exercise and active play. The outdoor area was open for much of the day and children enjoyed their time outside, regardless of the weather. Children benefitted from the new 'loose parts' materials provided, which encouraged children to use their imagination and developed creativity. This was at an early stage of development and the staff were committed to continue to develop this and further improve children's learning opportunities.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

There had been significant staff changes since the last inspection. However, many staff joining the organisation were experienced and brought some positive ideas and practice which was benefitting children who used the service. They were willing to share their ideas and skills to help with the improvement of the service.

Throughout the inspection we saw staff and children being extremely respectful of each other and the environment. Staff greeted children and their parents, welcoming them into the nursery, ensuring that they feel valued and cared for. A nurturing environment was created in which children were supported by routines and the effective trusting relationships with their key person and other staff. Children felt comfortable with the staff as they joined in singing and story telling activities, as well as including staff in their play outdoors. Staff were always willing to get involved with the children's play and encouraged learning from each activity.

We also saw good interaction between staff members and parents. Parents told us staff were supportive and welcoming to their children and them. They provided them with information about their child's day and had opportunities to discuss their child's development, helping to form plans for next steps for their children. We found that staff and management were willing to offer help and support to any parent who may need it.

We saw good team work within the service. Staff had made many improvements since the last inspection, as well as seek and follow guidance made during this inspection. Staff members had supported and contributed to the nursery development plan and were positive about continuing to make improvement for the benefit of the children. They contributed to the service's development plan and discussed progress at their regular team meetings. This ensured that the nursery development was high priority with the staff and if continued should help to further improve outcomes for all children attending.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

We saw that areas within management and leadership had improved since the last inspection resulting in the service being graded good for this area.

Management and leadership processes were now much more supportive for staff, and in the improvement of the service. The appointment of an Operations Manager has provided much needed and welcomed support and leadership for the nursery manager. Both the Nursery Manager and Operational Manager were able to oversee and support the development and improvement of the service, working with the staff and auditing the provision. The nursery manager was clearly much more confident in her role and was building a supportive and enthusiastic team around the children. This was having a positive effect on the outcomes for children as they worked together to make improvements.

Management had improved monitoring systems and were using good practice documents such as Building the Ambition and monitoring document "How Good is our Early Learning and Childcare?" to consider improvements and the impact they made. Regular monitoring was now in place and this was helping to ensure improved outcomes for children. Management and leadership should continue to develop auditing and reviewing methods to maintain and further develop improvements made within the service.

### Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

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

## Previous requirements

### Requirement 1

Soft furnishing and rugs should be regularly vacuumed and washed to ensure children are cared for in a safe and hygienic environment.

**Social Care and Social Work Improvement Scotland, Scottish Statutory Instruments SSI 2011/210 10 Fitness of Premises, SSI 2011/210 4 Welfare of users**

Timescale: by 7 January 2017

**This requirement was made on 12 January 2017.**

### Action taken on previous requirement

Suitable cleaning resources were available and being used regularly, ensuring children were cared for in a safe and hygienic environment.

**Met - within timescales**

### Requirement 2

To ensure certificates show correct information and we are satisfied with management arrangements, the Care Inspectorate should be notified (via e-forms) of any change of or absence of manager.

**Social Care and Social Work Improvement Scotland, Scottish Statutory Instruments SSI 2011/210 7 Fitness of managers**

Timescale: by 31 December 2016.

**This requirement was made on 12 January 2017.**

### Action taken on previous requirement

A change of manager application was received by the Care Inspectorate which allowed us to update the certificate to ensure it reflected the current arrangements.

**Met - within timescales**

### Requirement 3

To safeguard people who use the service, staff members must be registered with Scottish Social Services Council within the stated timeframe. The service must ensure that all staff employed are appropriately registered with SSSC and this registration is up to date.

**Social Care and Social Work Improvement Scotland, Scottish Statutory Instruments SSI 2011/210 9 Fitness of employees.**

This requirement was made on 12 January 2017.

#### Action taken on previous requirement

Processes are now in place to ensure that all staff are appropriately registered and this is kept up-to-date.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

To ensure that adequate information and development progress is accessible for each child, learning folders should be updated regularly and links made to overall planning.

**National Care Standards Early Education and Childcare up to the age of 16, Standard 6 - Support and Development**

This recommendation was made on 12 January 2017.

#### Action taken on previous recommendation

Children's learning and development folders now provided clear and up-to-date information which was used by staff and management to inform overall planning within the service. This contributed to the service providing a service which met the developmental needs of the children.

#### Recommendation 2

To ensure that children participate in a wide range of activities which will support a healthy lifestyle more use should be made of the outdoor area. Where practical there should be freedom of choice for children to move from indoors to outdoors.

**National Care Standards Early Education and Childcare up to the age of 16, Standard 3 - Health and Wellbeing**

This recommendation was made on 12 January 2017.

#### Action taken on previous recommendation

Children were benefitting from more regular access to outdoors. Staff incorporated outdoor activities, either in the garden area, or by taking children out within the local community on a daily basis.

## Recommendation 3

To further promote the development and improvement of the service the manager and staff should continue to develop self-evaluation and quality assurance processes in the service.

**National Care Standards early education and childcare up to the age of 16, Standard 12 - Confidence in staff, Standards 13 - Improving the service and Standards 14 - Well-managed service**

**This recommendation was made on 12 January 2017.**

### Action taken on previous recommendation

The service management and staff had developed an improvement plan and progress was reviewed at each team meeting, ensuring improvements were being monitored by all involved. The improvement plan highlighted areas identified within the previous Care Inspectorate inspection report, contributing to better outcomes for children attending.

## Recommendation 4

To ensure a consistent and thorough approach to staff development and continued improvement, the manager should carry out regular planned observations of activities and staff practice.

**National Care Standards Early Education and Childcare up to the age of 16, Standard 12 - Confidence in staff, Standards 13 - Improving the service and Standards 14 - Well-managed service**

**This recommendation was made on 12 January 2017.**

### Action taken on previous recommendation

Regular observations allowed management to identify and address any improvements needed. The current staff group was working extremely well with management to facilitate improvement and consistency in the service. They were encouraged to take on leadership roles to help develop areas, and provide better opportunities, and therefore outcomes, for the children attending.

## 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
7 Dec 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
5 Apr 2016	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
18 Jan 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
16 Nov 2015	Unannounced	Care and support 1 - Unsatisfactory Environment 3 - Adequate Staffing 1 - Unsatisfactory Management and leadership 1 - Unsatisfactory
12 May 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.