

Kiddie Winkles Nursery Day Care of Children

1-5 Huntly Business Centre
Gordon Street
Huntly
AB54 8FG

Telephone: 01466 793381

Type of inspection: Unannounced
Inspection completed on: 16 August 2017

Service provided by:

Colin Forsyth and Alison Forsyth, a
partnership, trading as Kiddie Winkles
Nursery

Service provider number:

SP2005007914

Care service number:

CS2003044502

About the service

Kiddie Winkles Nursery registered with the Care Inspectorate on 1 April 2011.

Kiddie Winkles Nursery is a Daycare of Children service registered for a maximum of 40 children at any one time not yet attending primary school of whom no more than 10 are aged 0-2 years, 20 children aged 2 years to not yet attending primary school and 10 children of primary school age.

The service operates between 7:00am to 7:00pm Monday to Friday. The out of school service operates between 7:00am to 9:00am and 12:00pm to 7:00pm during school term, and 7:00am to 7:00pm during in-service days and school holidays.

The premises are on one level and consist of two playrooms, a kitchen and dining room with toilets and nappy changing facilities. There is a separate entrance to the room used for the afterschool children with a kitchen and toilet facilities. There is a secure outdoor area. The service is situated on the edge of the town of Huntly, close to local amenities.

The aims and objectives of the service include:

- To establish a learning environment which is safe, welcoming and stimulating for all children.
- Provide quality learning experiences which are structured, balanced and relevant to the child.
- Create a partnership with parents to support and enhance the development of children.

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 30 children present during our inspection. We observed children of all ages happily settled in their playrooms. The nursery children spoke about their 'super hero' role play corner and about dressing up as the bad guys. We also saw them enjoying story time 'Beans on Toast' which they were engrossed in and wanted to know more about growing beans.

The school age children chatted about the afterschool club and spoke about what they liked doing. Their comments included:

- "I have made a stress hulk. It's filled with flour. If you add water it goes lumpy".
- "Saw flour stress ball in a shop so we decided to make them".
- "I am doing my cat in hamma beads. He is called Tom".
- "We like playing the Wii and the DS. I bring my own iPad".
- "We get more inside play than outside".

- "I don't think Kiddie Winkles need to change. It is perfect the way it is".

We asked the service to distribute 25 Care Standards Questionnaires (CSQs) to parents/carers whose children used the service; 6 of these were completed and returned before our inspection. Four respondents 'strongly agreed', one 'agreed' and another 'disagreed' that overall they were happy with the quality of the service. All respondents provided additional comments:

- "Kiddie Winkles is an amazing nursery, staff are like an extended family whilst being professional. This isn't just a money-making company they truly care for every single child as if they were their own. As a first time mum I have learned so much and been guided by them when requiring tips to bring up a healthy, happy child!"

- "Would be good to get more feedback on my children's development".

- "Kiddie Winkles has provided a strong service and my daughters development has increased since she has started going to Kiddie Winkles. Menu choice is always good".

- "My children are more than happy to come to Kiddie Winkles nursery, lots of activities to do there. All staff are friendly, always happy to tell you about my children. I do feel that my children are old enough to tell us about their day".

- "Our daughter appears happy, settled and confident at nursery. The staff are friendly, approachable and supportive. Staff do update us regularly on our daughter's progress through conversations and a daily take home sheet. We believe our daughter receives appropriately designed/challenging tasks, opportunities for role play, quiet time, stories, outdoor play as well as many other activities. Our daughter goes to nursery happily every day and has a good relationship with all staff".

- "We have concerns about the safety and security of the service. Fire exits are often blocked, the front door does not always lock, parents let other people in with no staff supervision and of most concern, staff ratios continue to be incorrect with not enough staff. On some days the nursery is chaos when we collect our child with children running around knock down chairs whilst staff stand chatting. We also have no idea what our child does in nursery. Only one member gives us feedback. If she is not there we get none".

We spoke with 5 parents at the time of our inspection. They told us they were happy with the service and the care provided to their children. Parents said there was always enough staff who knew their children well. Comments included:

- "Staff lovely, really like to see the same staff. They know my child well. Get told what child has done, eaten, toilet etc".

- "Nursery know child. I receive all the information I need. I had a form to fill out with all the children's information".

- "Like the flexible approach. Communication great, always greeted by staff. Facebook is very useful, menu for the week and photos and videos of activities. Enjoy this and find it reassuring. I saw him making his own sandwiches. Outside in all weathers. There's enough toys. They have put in monkey bars and my child enjoys being outside. I feel the environment is safe and there always seems to be enough staff".

- "Nursery fine, children like coming. Good communication, discussion at pick up time, monthly news letters and the Facebook page gives us menus for the week. They get outside enough and the children like the garden.

Think there is enough staff. Children comfortable with every one and have built up good relationships with the staff".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Staff treated children with respect and were kind and caring in their approach. They listened to children and comforted them when needed and were respectful of parents' wishes. Staff used a range of systems to consult parents. Parents confirmed they found staff approachable and helpful. Handover times were used to discuss children's care and to share and update information with parents. This confirmed that working in partnership was part of everyday staff practice.

We acknowledged that a new format for personal plans had been developed. The format needed to be further developed to clearly detail the health, welfare and safety needs of each child and how these will be met. For children who required additional support, there were no support plans to demonstrate what support was required and how this was being provided by staff in the nursery. **(See requirement 1 restated from previous inspection.)**

The service had started to improve their recording systems and storage arrangements for medication. However, they still needed to update their medication care plans to ensure they contained all essential information, make minor adjustments to the storage and implement an audit system. **(See requirement 2 restated from the previous inspection.)**

Procedures were in place to safeguard children. Staff were knowledgeable and competent in relation to child protection. The development of a whistleblowing policy would provide clear guidance on practice issues that would require reporting. The policy needed to give details of other agencies staff can contact to ensure staff had clear guidance when whistleblowing **(see recommendation 1)**. Chronologies were now in place to record significant events in children's lives. Staff still needed guidance to have a better understanding of the purpose of chronologies.

Children's learning and development was not being assessed or used to plan purposeful experiences to meet individual needs. There was a lack of routine consultation with children. We did not see their views, ideas and comments used to inform the planning process. A more child led and responsive approach to planning needed to be developed taking account of national guidance and good practice guidelines. Children needed to be provided

with a greater breadth of opportunities and to be supported by skilled, knowledgeable staff. **(See recommendation 2 restated from previous inspection.)**

All children had better opportunities to be independent at snack and meal times. We saw some young children confidently feeding themselves and pre-school age children serving themselves, pouring their own drinks and making sandwiches. We suggested that there should be more opportunities for the school age children to be responsible and independent. We felt that staff preparing and serving food and those planning the menu would benefit from revisiting 'Setting the Table' good practice guidance to give them further advice on menu management and portion sizes.

Requirements

Number of requirements: 2

1. In order to ensure each child receives appropriate care and support and their needs are met the provider must ensure:

- a. Personal plans for children are developed and implemented that reflect children's current needs and provide clear guidance to staff on how they will meet each child's needs.
- b. The plans are drawn up and reviewed in consultation with parents/carers and other professionals, where appropriate.
- c. The plans must be regularly reviewed to ensure they are effective and are meeting children's needs.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and Regulation 5.

Timescale: within 4 weeks of receipt of this report.

2. In order to ensure medication is safely managed in the service the provider must ensure:

- a. Staff are knowledgeable and competent in the safe storage, management and recording of medication.
- b. Staff follow appropriate medication procedures, including obtaining written parental consent and maintaining individual records.
- c. Effective quality assurance systems are implemented to ensure:
 - i. medication is in the service and stored appropriately for all children requiring medication
 - ii. written permission is in place for all children requiring medication
 - iii. all the required information is recorded to ensure medication is safely managed.

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

Timescale: within 2 weeks of receipt of this report.

Further information on the safe management of medication can be found at: <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

Recommendations

Number of recommendations: 2

1. 1. In order to provide clear guidance for staff the whistleblowing policy should be updated to:

- a. Reflect the needs of an early learning and childcare setting.
- b. Provide clear information of agencies other than Social Work that would be appropriate to refer matters to.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 14: Well-managed service.

2. The manager and staff should ensure the activities and experiences available are sufficiently motivating and challenging in order for children to be engaged in their play and support them to achieve their potential.

National Care Standards for early education and childcare up to the age of 16. Standard 5: Quality of experience.

Grade: 2 - weak

Quality of environment

Findings from the inspection

The nursery was clean and well-maintained with a secure entry system in place. A caring and nurturing environment had been created by staff.

We saw that the provider had reviewed their risk assessments. The manager and staff had not been part of the review process and therefore had not been involved in identifying potential hazards about how to keep children safe. Furthermore risk assessments had not been developed for children who were more at risk. Action needs to be taken to develop these to support and guide staff to keep these children safe. **(See requirement 1 which has been restated from the previous inspection)**

All children were seen to have opportunities to play or spend time outside in the fresh air during this inspection. We found that there was still a lack of challenge and interest for all children. We were particularly concerned about the lack of suitable outdoor resources for older children. We suggested that staff make use of current good practice guidance including 'My world outdoors' to support them to develop the outdoor space and better experiences for children. We also discussed how 'loose parts' could help develop a more creative and imaginative approach to learning and could offer children, in particular school age children, greater opportunities to explore, problem solve and investigate. **(See recommendation 1.)**

We saw that the service had consulted with parents about where they preferred their children to sleep. We found that parents indicated a cot or buggy and we saw that children continued to sleep in pushchairs rather than cots. We asked the manager to refer parents to best practice and highlight to them potential risks to babies and young children sleeping in pushchairs. **(See recommendation 2 which has been restated from the previous inspection.)**

Children were being supported to develop an understanding of personal hygiene. Staff encouraged children to wash their hands at key times, such as after toileting and before eating. We found that staff were not following

the correct procedure when changing nappies or supporting children to wash their hands after nappy changing. This posed a risk of cross contamination and poor outcomes in relation to the children's health and wellbeing. (See recommendation 3.)

Requirements

Number of requirements: 1

1. In order to ensure children are safe the provider must ensure staff assess the potential risks to children and take effective steps to minimise these risks to children timeously.

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

Timescale: within 48 hours of receipt of this report.

Recommendations

Number of recommendations: 3

1. The outside play space should be further developed to offer children greater challenge and opportunity.

National Care Standards Early Education and Children up to the age of 16. Standard 5: Quality of experience and Standard 11: Access to resources.

2. The current arrangements for children sleeping should be reviewed to reduce the risks to children.

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

Further details on safe sleeping can be found at: <http://www.scottishcotdeathtrust.org/skyblucms/resources/early-years-guide-update-july-2012.pdf>

3. Staff should follow best practice nappy changing guidance with regards to the use of PPE. They also need to ensure that hand hygiene procedures for children after nappy changing comply with current guidance to limit the possibility of the spread of infections.

National Care Standards for early education and childcare up to age 16. Standard 2: A safe environment.

Reference should be made to the document 'Keep it clean and healthy - Infection control guidance for nurseries, playgroups and other childcare settings'.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff worked well as a team and were keen to make improvements. They cared about the children and were warm and nurturing in their interactions with them. We saw staff using kind, encouraging and supportive language with the children which boosted their self-esteem and confidence.

Staff were registered or in the process of registering with an appropriate professional body. All staff had a recognised qualification. They had attended a range of core training including first aid and child protection. This supported staff to safeguard children and meet their health and wellbeing needs.

There had been no new staff recruited since the last inspection. In order to support the manager to safely recruit new staff in the future the provider must develop a robust policy and procedure. **(See requirement 1.)**

Across the nursery, staff did not undertake observations of children therefore no next steps had been identified to support their development. Effective systems were not in place to track children's development. There was no evidence that activities and experiences were planned to support children to progress. The evaluation of the planning was not evaluative and as a result did not support children and achieve their potential. A better understanding of observation, assessment and planning would support staff to ensure children were achieving their potential. **(See recommendation 1 restated from the previous inspection.)**

Support and supervision was not provided to enable staff to reflect on practice issues and identify areas for improvement. We saw that the manager had produced a training overview for all staff. This did not help to identify the training and development needs of individuals or the staff team as a whole.

Staff needed to develop their knowledge and skills and gain a better understanding of best practice guidance, like Building the Ambition, GIRFEC and Pre-Birth to Three. This would support staff to provide a greater variety of learning opportunities which would enable children to develop their skills, knowledge and interests in a way which is appropriate to their ages and stages of development. **(See recommendation 1 restated from the previous inspection.)**

Requirements

Number of requirements: 1

1. In order to safeguard children the provider must produce a robust recruitment policy and procedure taking account of best practice. This will contribute to ensuring that all the required recruitment checks are undertaken before staff start in employment.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 9 (1) and (2) (a-c) and Regulation 13 (1).

Timescale: within 2 weeks of receipt of this report.

Details of safe recruitment practices can be found at:

http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf

Recommendations

Number of recommendations: 1

1. To improve outcomes for children the manager should:

- a. Undertake a skills audit.
- b. Ensure that staff access training and development opportunities to develop their skills and knowledge.
- c. Staff are supported to implement their learning from training and development opportunities.

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

During our previous inspection we required the nursery to ensure an experienced and competent manager was in place to direct and support the improvements needed in the service. At this inspection the provider told us that no effective support had been provided to the manager mainly due to the lack of available training. We reinforced the importance of accessing support for the manager to gain the necessary skills to effectively monitor and support staff to carry out their expected responsibilities and ensure positive outcomes for children.

We did however recognise that the manager had accessed some courses electronically and had made a start to addressing a number of the recommendations and requirements made previously. **(See requirement 1 restated from the previous inspection.)**

Staff were not always effectively deployed to ensure the safety of children and deliver quality experiences. At times we found one staff member caring for three babies. On one occasion the staff member struggled to support three babies to wash their hands before lunch and had to call for assistance. We noted calling for assistance was also the approach used during nappy changing times. As a result children were not always getting the support they required and were not adequately supervised. **(See requirement 2 restated at the previous inspection.)**

At our last inspection we required the service to establish effective evaluation and monitoring systems. We found that there were continued to be no quality assurance systems in place. No formal monitoring of children's experiences or staff practice had been undertaken. Some of the policies did not reflect the practice in the service or current legislation and did not provide clear guidance for staff. **(See requirement 3 restated from the previous inspection).**

Discussion about developing effective quality assurance systems took place during this inspection, reinforcing the importance of placing greater emphasis on outcomes for children with a view to promoting quality and adding depth and breadth to children's experiences and learning opportunities.

Although an improvement plan had not yet been produced as required at the last inspection. The provider and manager told us they now felt more confident in devising a plan based on the findings of this report and areas

for improvement identified by the service from their audit using 'How good is our early learning and childcare?'
(See requirement 4 restated from the previous inspection.)

The provider and manager agreed with our findings at this inspection and asked for further support. They were keen to work closely with the Care Inspectorate to deliver the changes required to improve children's experiences. Further visits will be made to the service to provide additional support and assess if improvements had been made to a satisfactory standard within the given timescales.

Requirements

Number of requirements: 4

1. In order to improve the outcomes for children and ensure the service is effectively managed and led the provider must either:

a. Demonstrate that the manager has the skills, knowledge and experience necessary to effectively manage and lead the care service and make the necessary improvements to ensure children are safe and receiving high quality care.

Or:

b. Appoint a manager who can demonstrate they have the skills, knowledge and experience necessary to effectively manage and lead the care service and make the necessary improvements to ensure children are safe and receiving high quality care.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4 (1) (a) and Regulations 7 (2) (c).

Timescale: within 3 months of receipt of this report.

2. In order to ensure the safety of children and provide good outcomes for children the provider must ensure there are sufficient staff deployed effectively to meet the needs of children at all times.

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

Timescale: within 48 hours of receipt of this report.

3. In order to improve the outcomes for children the provider must ensure an effective quality assurance system is developed and implemented in the nursery.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 3.

Timescale: to start within 3 weeks of receipt of this report and to be fully implemented within 3 months of receipt of this report.

4. An effective improvement plan must be developed and implemented to support the service to improve the outcomes for children.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 3.

Timescale: to start within 3 weeks of receipt of this report and to be fully implemented within 3 months of receipt of this report.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

Requirement 1

In order to ensure medication is safely managed in the service the provider must ensure:

- a. Staff are knowledgeable and competent in the safe storage, management and recording of medication.
- b. Staff follow appropriate medication procedures, including obtaining written parental consent and maintaining individual records.
- c. Effective quality assurance systems are implemented to ensure:
 - i. medication is in the service and stored appropriately for all children requiring medication
 - ii. written permission is in place for all children requiring medication
 - iii. all the required information is recorded to ensure medication is safely managed.

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

Timescale: within 1 week of receipt of this report.

Further information on the safe management of medication can be found at: <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

This requirement was made on 23 February 2017.

Action taken on previous requirement

We found that the service made some improvements in relation to recording systems and storage arrangements. They still needed to update their medication care plans, made minor adjustments to the storage and implement an audit system. We have restated this requirement in the 'Quality of Care and Support' section of this report.

Not met

Requirement 2

In order to ensure each child receives appropriate care and support and their needs are met the provider must ensure:

- a. Personal plans for children are developed and implemented that reflect children's current needs and provide clear guidance to staff on how they will meet each child's needs.
- b. The plans are drawn up and reviewed in consultation with parents/carers and other professionals, where appropriate.
- c. The plans must be regularly reviewed to ensure they are effective and are meeting children's needs.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and Regulation 5.

Timescale: within 4 weeks of receipt of this report.

This requirement was made on 23 February 2017.

Action taken on previous requirement

A new format for personal plans had been developed but needed to contain more information to support staff to meet the health and wellbeing needs of the children. For children who required additional support, there were no support plans to demonstrate what support was required and how this was being provided by staff in the nursery. We have restated this requirement in the 'Quality of Care and Support' section of this report.

Not met

Requirement 3

In order to safeguard children and ensure each child is getting the support they need the provider must:

- a. Develop and implement effective systems for recording significant events and key issues in children's lives and the action the service has taken.
- b. Ensure appropriate action is taken timeously to ensure children are safeguarded and provided with the right support.

Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a).

Timescale: within 48 hours of receipt of this report.

This requirement was made on 23 February 2017.

Action taken on previous requirement

Chronologies were now in place to record significant events in children's lives. Staff still needed guidance to have a better understanding of the purpose of chronologies. The manager had a copy of the Care Inspectorate guidance for the use of chronologies which she planned to discuss with staff.

Met - outwith timescales

Requirement 4

In order to ensure children are safe the provider must ensure staff assess the potential risks to children and take effective steps to minimise these risks to children timeously.

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

Timescale: within 48 hours of receipt of this report.

This requirement was made on 23 February 2017.

Action taken on previous requirement

Risk assessments had been reviewed. The manager and staff had not been involved and therefore had not developed their understanding about how to keep children safe. Furthermore risk assessments had not been developed for children who were more at risk. We have restated this requirement in the 'Quality of Environment' section of this report.

Not met

Requirement 5

In order to safeguard children the provider must ensure all the required recruitment checks are undertaken before staff start in employment.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 9 (1) and (2) (a-c) and Regulation 13 (1).

Timescale: within 1 week of receipt of this report.

More information on safe recruitment practices can be found at: <http://hub.careinspectorate.com/knowledge/safer-recruitment/>

This requirement was made on 23 February 2017.

Action taken on previous requirement

No new staff had been recruited since the previous inspection therefore we were unable to confirm if all checks had been undertaken before staff start in employment. At this inspection we have required the service to develop a robust policy and procedure to support the manager to safely recruit new staff in the future. We have made a new requirement in the 'Quality of Staffing' section of this report.

Not met

Requirement 6

The provider must ensure the service operates within their conditions of registration at all times.

This is in order to comply with the Public Services Reform (Scotland) Act 2010 Section 64 (1) (b).

Timescale: within 24 hours of receipt of this report.

This requirement was made on 23 February 2017.

Action taken on previous requirement

At the time of the inspection we found that the service was operating within the conditions of their registration. A variation had been granted to allow more flexibility in relation to the use of the rooms to prevent them operating out with their conditions of registration.

Met - within timescales

Requirement 7

In order to ensure the safety of children and provide good outcomes for children the provider must ensure there are sufficient staff deployed effectively to meet the needs of children at all times.

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

Timescale: within 48 hours of receipt of this report.

This requirement was made on 23 February 2017.

Action taken on previous requirement

Staff were not always effectively deployed to ensure the safety of children. As a result children were not always getting the support they required and were not adequately supervised. We have restated this requirement in the 'Quality of Management and Leadership' section of this report

Not met

Requirement 8

In order to improve the outcomes for children the provider must ensure an effective quality assurance system is developed and implemented in the nursery.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 3.

Timescale: to start within 3 weeks of receipt of this report and to be fully implemented within 3 months of receipt of this report.

This requirement was made on 23 February 2017.

Action taken on previous requirement

At this inspection we found that there continued to be no quality assurance systems in place. No formal monitoring of children's experiences or staff practice had been undertaken. We have restated this requirement within the 'Quality of Management and Leadership' section of this report.

Not met

Requirement 9

An effective improvement plan must be developed and implemented to support the service to improve the outcomes for children.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 3.

Timescale: to start within 3 weeks of receipt of this report and to be fully implemented within 3 months of receipt of this report.

This requirement was made on 23 February 2017.

Action taken on previous requirement

An improvement plan had not yet been produced as required at the last inspection. The provider and manager told us they now felt more confident in devising a plan based on the findings of this report. We have restated this requirement within the 'Quality of Management and Leadership' section of this report.

Not met

Requirement 10

In order to improve the outcomes for children and ensure the service is effectively managed and led the provider must either:

a. Demonstrate that the manager has the skills, knowledge and experience necessary to effectively manage and lead the care service and make the necessary improvements to ensure children are safe and receiving high quality care.

Or:

b. Appoint a manager who can demonstrate they have the skills, knowledge and experience necessary to effectively manage and lead the care service and make the necessary improvements to ensure children are safe and receiving high quality care.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 3, Regulation 4 (1) (a) and Regulations 7 (2) (c).

Timescale: within 3 months of receipt of this report.

This requirement was made on 23 February 2017.

Action taken on previous requirement

At this inspection the provider told us that no effective support had been provided to the manager mainly due to the lack of available training. We noted that the manager had accessed some training electronically and had made a start to addressing a number of the recommendations and requirements made previously. We have restated this requirement within the 'Quality of Management and Leadership' section of this report.

Not met

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

Previous recommendations

Recommendation 1

The manager and staff ensure that the administration consent form is always completed in full and signed by the parent/carer, so that correct information is exchanged.

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

This recommendation was made on 1 April 2015.

Action taken on previous recommendation

This recommendation had not been met. The short-term medication form did not contain sufficient information to ensure staff knew when medication could safely be administered. For some children requiring long-term medication no written permission was in place. We have made a requirement.

Recommendation 2

The manager should continue to undertake a skills audit and ensure that staff receive training to benefit both their individual development and that of the service as a whole, helping to enhance the quality of care.

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

This recommendation was made on 1 April 2015.

Action taken on previous recommendation

A skills audit had not been undertaken. Staff would benefit from accessing a range of training and development opportunities to support them to develop their skills and knowledge and improve outcomes for children. We have made a new recommendation.

Recommendation 3

The manager continues to establish and put in place comprehensive and effective evaluation and monitoring systems ensuring that they are integral to the service, leading to improvements and enhanced outcomes for children.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 13: Improving the service and Standard 14: Well-managed service.

This recommendation was made on 1 April 2015.

Action taken on previous recommendation

Effective systems were not in place to monitor and evaluate the service. We have made a requirement for an effective quality assurance system to be put in place.

Recommendation 4

In order to ensure children's health needs are met and provide good quality experiences snack and meal times should be developed to ensure:

- a. Menus are reviewed so as children are provided with meals and snacks in line with the current nutritional guidance.
- b. Staff interact effectively with children and use snack and meal times as a learning experience.
- c. The opportunities for children to be independent are developed.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

Further information on meeting children's nutritional needs can be found at: <http://hub.careinspectorate.com/media/177298/nhs-setting-the-table.pdf>

This recommendation was made on 23 February 2017.

Action taken on previous recommendation

Menus had been reviewed and a recipe book had been produced taking account of 'Setting the Table' best practice guidance. Staff were now engaging and supporting children and as a result the experience was a more positive one. All children had better opportunities to be independent at snack and meal times. This recommendation has been met.

Recommendation 5

In order to ensure school aged children receive good quality experiences they should be cared for in a suitable environment and effectively supported by staff.

National Care Standards for early education and childcare up to the age of 16 - Standard 5: Quality of experience.

This recommendation was made on 23 February 2017.

Action taken on previous recommendation

At this inspection saw that the school age children spent their time within their own play room supported by experienced staff who listened to the children and responded to their requests. We have made a new recommendation in the 'Quality of Environment' section of this report asking that the service further improve experiences for these older children, indoors and outside.

Recommendation 6

The manager and staff should ensure the activities and experiences available are sufficiently motivating and challenging in order for children to be engaged in their play and support them to achieve their potential.

National Care Standards for early education and childcare up to the age of 16 - Standard 5: Quality of experience.

This recommendation was made on 23 February 2017.

Action taken on previous recommendation

There was a lack of routine consultation with children. We did not see their views, ideas and comments widely sought or used to plan positive experiences to meet individual needs and support them to achieve

their potential. Children needed to be provided with a greater breadth of opportunities and to be supported by skilled, knowledgeable staff. We have restated this recommendation in 'Quality of Care and Support' section of this report.

Recommendation 7

In order to ensure the health of children effective arrangements should be put in place to ensure the nursery is maintained at an appropriate temperature.

National Care Standards for early education and childcare up to the age of 16 - Standard 2. A safe environment.

This recommendation was made on 23 February 2017.

Action taken on previous recommendation

We noted that digital thermometers had been placed within each playroom. We saw that staff were recording the temperature twice a day to ensure an appropriate temperature was maintained. At the time of the inspection the temperature readings were 18c or above. This recommendation had been met.

Recommendation 8

The current arrangements for children sleeping should be reviewed to reduce the risks to children.

National Care Standards for early education and childcare up to the age of 16 - Standard 3. Health and wellbeing.

Further details on safe sleeping can be found at: <http://www.scottishcotdeathtrust.org/skyblucms/resources/early-years-guide-update-july-2012.pdf>

This recommendation was made on 23 February 2017.

Action taken on previous recommendation

We saw that the service had consulted with parents about where they preferred their children to sleep. We found that parents indicated a cot or buggy and we saw that children continued to sleep in pushchairs rather than cots. We have restated this recommendation in the 'Quality of Environment' section of this report.

Recommendation 9

To improve outcomes for children the manager should:

- a. The manager should undertake a skills audit.
- b. Ensure that staff access training and development opportunities to develop their skills and knowledge.
- c. Staff are supported to implement their learning from training and development opportunities.

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

This recommendation was made on 23 February 2017.

Action taken on previous recommendation

A skills audit had not been undertaken. Staff would benefit from accessing a range of training and development opportunities to support them to develop their skills and knowledge and improve outcomes for children. We have restated this recommendation in the 'Quality of Staffing' section of this report

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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	
8 Dec 2016	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
1 Apr 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Apr 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
2 May 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
22 May 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

Date	Type	Gradings	
23 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
13 Oct 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
3 Feb 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
26 Jan 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 ਵਿੱਚ 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.