

Angels Day Nursery Ltd

Day Care of Children

13 - 15 Hunter Street
Paisley
PA1 1DN

Telephone: 0141 840 4433

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

Service provided by:
Angels Day Nursery Ltd

Service provider number:
SP2012011798

Care service number:
CS2011303268

About the service

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

This service registered with the Care Inspectorate on 6 June 2013.

Angels Day Nursery Ltd is registered to provide care for a maximum of 53 children from birth to those who are not yet attending primary school. The provider is Angels Day Nursery Ltd.

The service operates Monday to Friday, 7.30am - 6pm. The service is also registered to provide a crèche for a maximum of 30 children, up to eight years of age, on a Saturday and Sunday from 7.30am - 6.30pm.

The service is located within the centre of Paisley and offers four play areas. The service also has a soft play area located within the 3 - 5 playroom. The service aims to 'provide the best possible start in life for all children by providing a quality service and support for families.'

What people told us

For this inspection we issued the provider with 20 care standards questionnaires to issue to families using the service. Six questionnaires were returned, most respondents told us that they were happy with the quality of care their child received at the service. Two respondents made written comments, their comments included:

'Kids are well looked after, all staff are warm and kind and friendly. My son doesn't like to leave.'

'There is only one thing I can add, my son has constantly a dirty face and hands, the staff could wipe youngest kids faces after meal time. Otherwise I am happy with the quality of care.'

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, in order to assess how they were monitoring the quality of the provision within the service.

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 knew children and their families well. Relevant information was gathered prior to children starting the service. Children and families benefitted from settling visits where parents/carers had the opportunity to share information and get to know their child's key worker. This information provided a foundation for staff to build on children's personal plans.

Having sampled children's personal plans and learning journals we noted that although staff recorded observations of children's progress we found that these were not always dated. This made it difficult to track how children were progressing. In addition to this planned next steps did not show how staff planned to support children to reach their potential. This had been a recommendation at our previous inspection. Given our findings we have concluded that this recommendation had not been met and has been repeated. (See recommendation below.)

Throughout the day we observed children's play and learning being interrupted by staff as they gathered children into groups to carry out tasks, for example large groups of children being taken to the toilet, prolonged periods of together time and large group activities. This impacted negatively on children's experiences and behaviours as some children became upset as they struggled with the transitions.

We observed children over the lunchtime period. Older children had lunch in a designated dining area. Children sat for a long period of time waiting on their lunch, this led to them becoming restless and irritable. Staff told us that there was a delay in some of the foods being ready to serve. Although a nutritionally balanced meal had been planned, children did not get all of the planned foods. Staff should liaise more effectively with the nursery cook to establish lunch times in order to prevent children sitting waiting for long periods of time.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should continue to develop children's personal plans to ensure that they reflect children's progress and achievements. They should ensure that written observations are rich and meaningful and reflect children's progress and development.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6: Support and Development.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We noted that improvements had been made to the physical environment, particularly in relation to toilet facilities and cleanliness. Overall impressions on arriving at the service were that the environment was cleaner, and less cluttered. These improvements had led to a more welcoming and pleasant environment for children, staff and visitors to the service.

Throughout the day, we observed staff directing children to carry out tasks and participate in large group activities. As well as interrupting children's self-directed play and learning, at times this led to children becoming irritable and upset. Staff should carry out audits and observations of playrooms and children's interests in order to ensure that they are providing rich and stimulating resources and activities, which children can participate in and learn from. (see recommendation 1 below.)

In addition to the lack of stimulating and challenging activities indoors, we noted that children had very limited opportunities to play outdoors or benefit from fresh air and physical play in the local community. We looked at the garden checklist which staff completed prior to children going outdoors. We noted that according to the checklist children had not played outdoors for over 6 weeks. As a result of children being indoors all day some of their behaviours became difficult to manage at times which resulted in a noisy and unsettled environment.

We also noted that although the garden had been refurbished the decking was extremely slippery and would have been unsafe for children to play. We have asked that the manager address the safety of the decking and ensure that children have opportunities to benefit from physical, energetic play outdoors daily. We asked the manager to revisit Care Inspectorate document 'My World Outdoors' and share information with staff in order to raise their understanding of the importance of outdoor play, and to support them to develop a richer outdoor play environment.

We have recommended that staff revisit and practice safe sleeping guidelines. During our inspection, we noted that the service did not have appropriate resources for a very young baby to sleep safely and comfortably. We brought this to the attention of the key worker and to the manager. When we returned to the service on 11th September, a small cot had been purchased. We voiced our concerns about the suitability of the cot, given its size and weight and asked the manager to continually monitor the suitability and safety of the cot. The manager agreed to do this. (See recommendation 2 below.)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider and manager should ensure that staff provide a richer and more meaningful learning environment, where children are challenged and supported to learn and meet their potential. The manager should incorporate monitoring of children's experiences and learning into her monitoring calendar.

National Care Standards Early Education and Childcare up to the age of 16: Standard 4 - Engaging with children, Standard 5 - Quality of the experience and Standard 6 - Support and development.

2. The provider should ensure that staff revisit and practice the Scottish Cot Death Trust's safe sleeping guidelines and that safe resources are available to allow babies and young children to sleep safely.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment and Standard 12 - Confidence in Staff.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

We carried out an audit to assess how well the provider had managed safer recruitment processes since the last inspection. We viewed two files for staff employed since the last inspection, to make this assessment. In addition, we discussed with the manager, relevant policies and related documentation and spoke with the most recently employed staff.

The manager held details of staff's registration with the Scottish Social Services Council. We noted that all staff were registered with the Scottish Social Services Council, and that the manager regularly checked on staff's registration, this had been a requirement at our previous inspection in November 2016.

We noted that there had been limited opportunities for staff to access relevant training. One member of staff had attended autism awareness training and another child protection. We have been concerned about the provider's commitment to providing staff training for some time, and have made recommendations over several inspections that staff access relevant training.

We were also concerned about staff's understanding and knowledge around child protection and their roles and responsibilities. Given our findings and observations of staff practice throughout our inspection we had made recommendations that staff attend training, particularly in relation to child protection, Building the Ambition, Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families, Curriculum for Excellence and GIRFEC (Getting It Right For Every Child) training. We have also recommended that the manager develop and audit a staff training plan. (See recommendations below.)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should ensure staff have access to relevant training, which supports them to do their jobs more effectively. The provider should support staff to access Building the Ambition, Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families, Curriculum for Excellence and GIRFEC (Getting It Right For Every Child) training. In addition to this the provider should develop a staff training plan which identifies and records staff training needs.

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

2. The provider should support staff to access child protection training and provide staff with current national and local guidance on child protection.

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

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

A new manager had been permanently appointed since our last inspection. We found her to be motivated and keen to lead the development and improvement of the service. She was registered with the Social Services Council as manager and was aware of her roles and responsibilities with regards to her registration, and supporting staff in their registration.

The manager had implemented some systems for monitoring and auditing, particularly in relation to the environment. We noted that an effective system was in place for cleaning and for monitoring and auditing maintenance issues. As a result of this monitoring we noted that improvements had been made to the environment.

We noted that the manager had shared improvement priorities of the service with staff at a staff meeting. We could see that the manager had used the previous requirements and recommendations made by the Care Inspectorate to develop a basic improvement plan.

The manager must continue to develop systems for auditing and monitoring the work of staff and the learning and teaching provided for children. She should incorporate into a monitoring calendar time to monitor children's progress and development and make time to discuss with staff individual children's needs, progress and development.

The manager should introduce 'How good is Our Early Learning and Childcare' (HGIOELC), a national tool that supports services in self-evaluation so that outcomes for children can be measured and improved (Education Scotland 2016). We directed the manager to the Care Inspectorate Hub and Education Scotland Improvement Hub to support her to make improvements.

Requirements

Number of requirements: 1

1. By 1 November 2017, the provider must put in place and implement a robust system for monitoring and evaluating the quality of service provision. This is to ensure that the systems in place are comprehensive in identifying areas that need improvement. The systems should include planned targets for improvement and monitoring processes, in order to promote positive outcomes for people using the service.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements) Regulations 2011 (SSI 2011/210) Regulation (4)(1)(a) Welfare of users.

Recommendations

Number of recommendations: 0

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 care service provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body, or who are newly recruited and are capable of achieving such registration within six months of commencing in post, may carry out work in the care service in a post for which such registration is required.

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 regulation 9(2)(c) which refers to the provisions of regulations 6(2)(a) and 7(2)(d) whereby any person, who in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered; also regulation 15 Staffing, and regulation 19 Offences, in particular regulation 19(1) which makes it an offence to contravene or fail to comply with regulation 9(1) together with and the Regulation of Care (Fitness of Employees in relation to Care Services) SSI 2009/118 (Scotland) (No 2) Regulations 2009 as amended by SSI 2009/439 and 2010/443).

Timescale for meeting this requirement: one month from receipt of this report.

This requirement was made on 24 January 2017.

Action taken on previous requirement

All staff and trainees employed in the service were registered with the Scottish Social Services Council (SSSC).

Met - within timescales

Requirement 2

By 5 January 2017, the provider must put in place and implement a robust system for monitoring and evaluating the quality of service provision. This is to ensure that the systems in place are comprehensive in identifying areas that need improvement. The systems should include planned targets for improvement and monitoring processes, in order to promote positive outcomes for people using the service.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements) Regulations 2011 (SSI 2011/210) Regulation (4)(1)(a) Welfare of users.

This requirement was made on 24 January 2017.

Action taken on previous requirement

We acknowledged that the manager had implemented some systems for monitoring and evaluating the service and had developed a basic improvement plan, however systems were not as consistent or effective as they could be. This requirement has been repeated.

Not met

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

Previous recommendations

Recommendation 1

Staff should continue to develop children's personal plans to ensure that they reflect children's progress and achievements. They should ensure that written observations are rich and meaningful and reflect children's progress and development.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6: Support and Development.

This recommendation was made on 24 January 2017.

Action taken on previous recommendation

Please refer to text under the quality of care and support section of this report. This recommendation had not been met, and has been repeated.

Recommendation 2

The provider should support staff to access child protection training and provide staff with current national and local guidance on child protection.

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

This recommendation was made on 24 January 2017.

Action taken on previous recommendation

Only one member of staff had been involved in child protection training, as a result of this staff's knowledge and understanding of their roles and responsibilities for protecting and safeguarding children was limited. This recommendation had not been met and has been repeated.

Recommendation 3

The provider should address the areas for improvement required in the toilet and changing areas and ensure that robust systems are put in place for effective monitoring and auditing of the environment, including the reporting and auctioning of maintenance issues.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2: A Safe Environment.

This recommendation was made on 24 January 2017.

Action taken on previous recommendation

Some refurbishment of children's toilets had taken place. Overall a more hygienic environment was observed. Regular auditing and monitoring of maintenance issues took place. This recommendation had been met.

Recommendation 4

The provider should ensure staff have access to relevant training, which supports them to do their jobs more effectively. The provider should support staff to access Building the Ambition, Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families, Curriculum for Excellence, Infection Control and Safe Sleeping training. In addition to this the provider should develop a staff training plan which identifies and records staff training needs.

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

This recommendation was made on 24 January 2017.

Action taken on previous recommendation

Staff had not undertaken any of the recommended training. This recommendation had not been met, and has been repeated.

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 Nov 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
16 Nov 2015	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
9 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
6 Oct 2014	Unannounced	Care and support	1 - Unsatisfactory
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory
15 May 2014	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
5 Sep 2013	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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