

Banana Moon Day Nursery Dyce Day Care of Children

16-19 Dyce Shopping Centre
Riverview Drive
Dyce
Aberdeen
AB21 7LW

Telephone: 07973 900900

Type of inspection: Unannounced
Inspection completed on: 5 September 2017

Service provided by:
Cygnus Enterprises Limited

Service provider number:
SP2015012452

Care service number:
CS2015335902

About the service

Banana Moon Day Nursery has been registered with the Care Inspectorate since 2011. The service is registered to provide a care service to a maximum of 81 children aged 6 weeks to not yet attending primary school where no more than 24 have reached their second birthday.

Other conditions unique to the service: The service may operate from 7:30 to 6:30 Monday to Friday.

The service is provided in the Dyce area of Aberdeen. The service is well resourced and there is a large enclosed garden with a good off-road parking area for parents. The service is within easy access to the local schools and amenities such as the library, community centre and various parks.

The aims of the service include:

- To provide quality and affordable childcare
- To provide a service of care that parents are confident with
- To offer a safe and stimulating environment
- To provide an equal opportunities setting for children to learn
- To promote children's learning through carefully planned activities.

We compiled this report following an unannounced inspection which took place between 8.00am and 1.30pm on 4 September 2017 and 10.30am and 3.30pm on 5 September 2017. The inspection was carried out by two Care Inspectorate Early Learning and Childcare Inspectors. We issued six questionnaires prior to the inspection and used information from these to inform the inspection.

During this inspection we spoke to the provider, manager, staff, parents and children present. We observed the care given by the nursery and looked at a number of documents including health and safety records, children's records and certificates of training.

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 the inspection. Children were confident and vocal with staff and they told us they enjoyed coming to nursery. Children had a wide range of activities and were engrossed in their play. Some of the comments from children were:

"We are going a walk to see the leaves that are falling off the trees."

"I like to play in the garden with my friends and splash in the puddles when it's raining."

"I have lots of friends at nursery and like playing with them."

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

We spoke with five parents during the inspection who made the following comments.

"My child is very happy here and the staff know my child well, I am confident in asking staff for advice or to suggest ideas."

"My child has just started at the nursery and got to have some settle visits to get used to the staff. The staff are lovely and are very caring."

"My child has been here a while now and has had a great time with staff taking the time to get to know my child and our family. Staff are always open to suggestions and ideas and deal with concerns if I have any."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service improvement plan and quality assurance paperwork. We discussed with the service the importance of quality assurance and reviewing practice to ensure the service is meeting the needs of children.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------|
| Quality of care and support | 3 - Adequate |
| Quality of environment | 4 - Good |
| Quality of staffing | 4 - Good |
| Quality of management and leadership | 3 - Adequate |

Quality of care and support

Findings from the inspection

Children were achieving and progressing in their learning with support from staff. Staff were confident in children's individual needs and how to support them in their development. Children had their additional support needs met though co-operative working with other agencies to ensure children and their families were able to access specialist support, when needed. Children were treated as individuals and had their specific needs met by staff. There were care plans in place for children and staff used this information to further develop activities and resources to meet each child's needs. However, whilst staff were confident and knowledgeable in children needs, care plans were not always updated every six months **(see recommendation 1)**.

Children's health needs were met through staff following direction given from parents in long-term medication forms. However, the short-term medication records did not include important information regarding directions for administration **(see recommendation 2)**. We advised the manager to update the medication policy to give clear information on what to do if a child refused medication.

Children were offered healthy meals containing fruit and vegetables, providing children with a balanced diet. Staff created a homely and nurturing environment and supported children during meal times. Staff could further develop the learning opportunities during meal times. For example, discussing texture and volume. Staff could also further promote children's independence and awareness of their own health.

Children had their learning progressed through staffs' use of observations to develop activities to meet their specific needs. Staff commented on the work they were doing to develop the way they planned activities; this would allow for children's interests and views to be taken into account.

Children were protected and had their wellbeing needs met. Staff has a good knowledge of child protection and were clear of action to take, if they had any concerns. Staff used individual logs for each child to note events that may have had an effect on children's welfare and development. Where necessary, staff took actions to ensure children were achieving and thriving regardless of any challenges they may face.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To enable staff to have up to date information on children's needs, the manager and staff should ensure that care plans are updated every six months or whenever there are changes.

National Care Standards for Early Education and Childcare up to the Age of 16, Standard 3: Health and Wellbeing

2. To ensure children who require medication have their health needs met, the manager should update medication forms to ensure clear information is recorded including signs and symptoms.

National Care Standards for Early Education and Childcare up to the Age of 16, Standard 3: Health and Wellbeing

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children enjoyed playing in an environment that was welcoming and challenged their abilities. The range of resources and activities provided for children encouraged them to explore and develop their learning. Staff encouraged children to select resources that were of interest to them and focused on areas that they were enthusiastic to learn about. Children enjoyed being independent and had their interests followed by staff.

Children were cared for in a safe and clean environment. The manager regularly reviewed accidents, incidents, risk assessments and procedures, where needed, to ensure children were safe during their time in the nursery.

Children in the baby room were offered opportunities to explore through a wide range of sensory based resources. Children enjoyed playing with rattles and bells to explore rhythm and sound. Staff in the two to three-year old room offered children a wide range of arts and crafts and activities that promoted children to express themselves. Staff in the two to three room should make better use of the resources available to make individual activities more challenging and inviting. In the pre school room; children were involved in the planning

of activities and staff worked with children to encourage them to think about what they wanted to learn, and why. For example, children asked staff to go for a walk as they wanted to collect leaves that were falling off the trees.

Children had access to a large outdoor area that offered opportunities for children to be active and play with their friends. Children enjoyed playing in the mud kitchen mixing mud and using their imagination to create games and role play scenarios. Children also enjoyed climbing and being physical on the pallets in the garden. Staff supervised this activity safely offering support when needed. Children were gaining confidence in their abilities through the support from staff during these physical activities.

During the walk to school staff supervised children well to ensure they were safe. Staff discussed with children how to keep themselves safe, for example how to cross the road safely. Children were encouraged to explore areas that interested them during the walk to school which enabled children to develop their knowledge of the world around them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

Staff were confident in the needs of children in their care. They used individual logs and conversations with parents to get to know children well and develop routines and activities. This ensured children's care and support needs were met and were given opportunities to progress their learning. Parents commented on the professionalism of staff and the care offered for their child. Staff were confident in handling sensitive issues with parents and gained the trust of parents through listening to their needs and requests.

Children were cared for by a professional team who were regularly updating and implementing training. To provide good outcomes for children, staff were attending training that was specific to their individual needs. Staff had made use of feedback from the previous inspection and used training they had attended to develop the opportunities for learning in the outdoor area. Staff in the nursery could further develop their awareness and implementation of documents like building the ambition and how good is our early learning and childcare. This will encourage staff to develop the self-evaluation of the service to enhance opportunities for children.

Working with the manager staff were encouraged to be involved in the development and direction of the service and were confident in discussing areas for improvement. Staff were aware of areas to develop in their room and had ideas and plans in place to improve these areas to offer enhanced learning opportunities for children.

Children were supported by a consistent staff team who knew and understood their needs. Following the previous inspection the manager had reviewed the placement of staff to ensure all playrooms had a mix of qualified and trainee staff. This supported inexperienced staff to learn from the qualified staff in the service.

Good induction procedures were in place to ensure staff were inducted to the service. Staff new to the service discussed the positive support received during their induction and how this developed their confidence when working with children. Trainee staff were assigned mentors and reported to the manager regularly to have their development needs assessed and acted upon.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Children were safe in an environment where they were cared for by staff that were suitable to work with children. We reviewed the recruitment files for all staff new to the service since the last inspection. We found the manager had carried out robust background checks before staff began working in the nursery. These were double checked by the provider to ensure children were safeguarded.

Self evaluation was embedded in the service. The manager made use of self-evaluation to plan the direction of the nursery, based on the needs of children in attendance. For example, the nursery had reviewed the use of the outdoor area to offer children exciting learning opportunities. Through reflection of practice staff were developing opportunities and experiences for children.

The manager undertook regular monitoring on staff practice and the impact on childrens' experiences, this identified areas for improvement. Appropriate action was taken most times to act on improvements. The manager did not have enough protected time to work with the staff team. As a result, some areas for improvement had not been followed up (**see recommendation 1**).

Parents commented on the confidence they had in the manager and how they ran the service. The manager made themselves available for parents to provide opportunities for them to raise concerns or ideas regarding their child. This enabled the nursery to build links with the home environment providing consistency for childrens' care and development. Parents were offered opportunities to be involved in the progression and development of the service. This was achieved through questionnaires and discussions with parents.

Parents appeared confident in the openness of the service. The manager shared the complaints log with parents and informed parents of changes and developments made in response to complaints or concerns.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To provide enhanced opportunities for children's care and learning the provider should factor in protected time for the manager to work with the staff team.

National Care Standards for Early Education and Childcare up to the Age of 16, Standard 3: Health and Wellbeing

Grade: 3 – adequate

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

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 | |
|-------------|-------------|---------------------------|--------------|
| 20 May 2016 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 3 - Adequate |
| | | Management and leadership | 4 - Good |

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