

Little Deers Nursery Day Care of Children

c/o Buckreddan Care Centre
Irvine Road
Kilwinning
KA13 7PF

Telephone: 01294 552100

Type of inspection: Unannounced
Inspection completed on: 20 September 2017

Service provided by:
Buckreddan Partnership

Service provider number:
SP2003002258

Care service number:
CS2004062249

About the service

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

Little Deers Nursery is a privately owned daycare of children service located in the town of Kilwinning. The premises are purpose built and provide four base rooms based on the ages of the children attending. The service is located close to local amenities and bus routes. The service is in partnership with North Ayrshire Council to deliver pre and ante-pre-school education and operates both part and full day services throughout the year.

The service can provide for a maximum of 115 children as follows:

Fifteen children - 0 - 2 years

Twenty children - 2 - 3 years

Sixty Four children - 3 - 12 years

Sixteen children - from school age - 12 years.

The service aims include:

- Create a stimulating, caring and safe environment where each child's individual needs are met and where they can develop creativity, individuality and self-confidence in secure surroundings
- To treat each child as an individual and recognise and celebrate individuality and diversity which helps promote a rich learning environment
- Promote the development of positive self-image within all children and families
- Work in partnership with parents and carers in an open honest way
- Support parents and carers in the development needs of their children, both in the setting and at home.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). 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 getting it right for every child: safe; healthy; achieving; nurtured; active; respected; responsible and included.

What people told us

During the inspection visit, 58 children attended the morning session, 41 children attended the afternoon session and 6 children attended before school. Some of these children attended full day.

We observed children taking part in various play activities, following routines and enjoying positive relationships with staff. We spoke with some of the older children who were happy to tell us about the activities they enjoyed, including; playing outdoors, computer games and baking activities.

We sent out forty care standards questionnaires to the service to distribute to parents/carers. Eight questionnaires were completed and returned to us before the inspection took place. We also spoke with six parents/carers during the inspection visit. Responses were positive overall. Parents/carers agreed they were happy with the quality of care their child received and commented positively on both the quality of staffing and childcare. However, some parents raised concerns over communication and the cleanliness of the centre. We discussed these matters with the management team. Some further comments from our questionnaires included:

"My son loves Little Deers. The staff are fantastic and very approachable. I go to work knowing he is very well looked after & cared for."

"Both my children have attended Little Deers. I feel it is a first class nursery and would have no hesitation recommending it to anyone."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at children's folders, staff training and evaluation and discussed future plans with the service manager. 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:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Staff had provided children with a range of resources and activities for them to experience and explore. We observed that children across the centre could freely choose what they wanted to do and where they wanted to play. Older children enjoyed the messy play activities, imaginative play and playing outdoors. Younger children had fun playing in the sand tray and building with the large construction blocks. Babies enjoyed exploring their environment and particularly playing in the large tent. We observed children involving staff in their play experiences. This demonstrated that children felt comfortable and secure in staff's care.

Staff were supportive and caring in their interactions with the children. They had provided children with opportunities to be involved in their own learning. Mind mapping had recorded children's ideas and interests. Older children were in the main, familiar with daily routines and some were very enthusiastic in their participation, for example; at tidy-up time. Golden rules displayed throughout reminded children to be kind and helpful and the Promoting Positive Thinking (PATHs) programme helped children to express their feelings and to be considerate of the feelings of others. Children had also from time-to-time visited residents in the care home co-located within the nursery grounds and recently, some care home residents had been visiting the children in the nursery.

From our discussions with families we concluded that positive working relationships had been established. In addition, all eight questionnaire respondents were happy with the quality of care their children received. Some respondent comments included; "I think the staff are wonderful, they always take the time to ask me if there is anything new in my child's life they need to know" and "All staff are very approachable and friendly. Nothing appears to be too much trouble, if you ask for something - very helpful".

The management team had provided staff with secondment opportunities to work with different age ranges. Staff had found secondment to be a positive experience.

These opportunities, along with staff training, had supported staff in reflecting, reviewing and planning learning experiences to match children's developmental needs.

A new self-evaluation process, introduced by the newly appointed depute manager, had provided staff with a more meaningful process for them to begin to identify those areas that worked well and where further improvements were needed.

What the service could do better

A recommendation was made at the previous inspection for children's menus to be reviewed in line with best practice guidance, "Setting the Table". This had now been completed and the reviewed four weekly menus were displayed throughout the nursery. However, during the inspection we observed that while some children ate heartily others ate very little. Management and staff need to continue to monitor and to feedback to parents/carers. We further provided information on the 14 food allergen information that the service needs to provide.

We observed that while children in the rainbow room had good access to outdoor play, this area was used less frequently by younger children. Staff working with this age group, need to provide younger children with greater opportunities to use the outdoor play area. Outdoor play experiences need to be further developed to provide both younger and older children with opportunities to; explore, investigate and wonder. (See recommendation 1)

A recommendation from the previous report had included a review of medication processes in line with latest best practice guidance, "Management of Medication in Daycare of Children and Childminding Services". While processes and auditing systems had been developed we found that these were not always followed. (See recommendation 2)

We had also made a recommendation at the previous inspection with regard to hand washing procedures for younger children. The service had provided a portable wash hand basin to support younger children's hand washing. However, some issues were observed regarding the effectiveness of this system and these were discussed with the management team. We also discussed other areas where infection prevention and control could be improved upon, including; nappy changing storage and displays and access to liquid soap. (See recommendation 3)

We further discussed the need to consider privacy and dignity with regard to nappy changing for babies.

While minimum staffing ratios were complied with, we felt that some staff were over-stretched in carrying out all of their necessary tasks. We also found that although a range of processes and protocols were in place to guide staff in their work, omissions were noted in several areas. Management need to develop a system to monitor and to support staff to ensure compliance with service guidance. (See recommendation 4)

Management should develop a system to monitor staff registration with professional bodies. (See recommendation 5)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 5

1. Staff should provide younger children with greater opportunities for outdoor play. They should also provide children of all age ranges with more exciting and challenging outdoor play experiences.

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

2. Management need to ensure that administration of medication processes are fully implemented by staff and that any omissions detected through the auditing system are promptly rectified to comply with the current best practice guidance, "Management of Medication in Daycare of Children and Childminding Services".

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

3. Management and staff should review processes across the nursery to ensure that procedures comply with current guidance with regard to, "Infection Prevention and Control in Childcare Settings".

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

4. Management should develop a system to monitor and to support staff to ensure compliance with service guidance.

National Care Standards for early education and childcare up to age 16 - Standard: 14 Well-managed service.

5. Management should develop a system to monitor staff registration with any required professional organisations.

National Care Standards for early education and childcare up to age 16 - Standard: 14 Well-managed service.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
9 Jul 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Sep 2014	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
4 Sep 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
3 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
20 May 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
22 Apr 2011	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
14 Apr 2011	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory

Date	Type	Gradings	
13 Jul 2010	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Aug 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Aug 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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