

## **Burnside House Nursery Day Care of Children**

24 Kilwinning Road  
Irvine  
KA12 8RU

Telephone: 01294 313180

Type of inspection: Unannounced  
Inspection completed on: 17 May 2017

**Service provided by:**  
Childcare (Scotland) Ltd

**Service provider number:**  
SP2003000726

**Care service number:**  
CS2004063619

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Burnside House Nursery is operated by Childcare Scotland Limited. The service is delivered from a large detached Victorian villa in the town of Irvine, North Ayrshire and can accommodate a maximum of 140 children aged between 0 – 12 years of age. At present the downstairs accommodation only is in use and can comfortably cater for the numbers of children attending. The service can operate between the times of 6am and 10.30pm, Monday through to Sunday, during term time and school holiday periods. The service works in partnership with North Ayrshire Council to deliver government funded early learning and childcare.

The service aims to educate children by taking into account the needs and preferences of individuals, providing an attractive and stimulating environment with interesting and challenging learning opportunities in which children can play safely and learn through exploration and investigation.

## What people told us

Younger children and babies were settled, familiar and relaxed in their surroundings. Staff knew the children well and readily met their individual needs. Some of the older children were happy to show us what they were doing and tell us about the coffee morning they were preparing for which their parents/carers were invited to attend.

We spoke with seven parents/carers during our visit and received eight completed Care Standards questionnaires from families giving us their views of the service. All agreed they were happy, overall, with the quality of care their children received. Comments made included:

"The staff are caring & kind. Meals are fantastic"

"No knowledge of regular feedback being asked for"

"Overall, I am happy with the service and the staff work hard to make the children happy"

Some areas for improvement suggested and issues raised were brought to the manager's attention.

## 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. We assessed 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	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

Younger children's daily care routines, including sleep patterns and personal care, were flexible and took account of individual needs. Staff were caring and children were observed to look to them for reassurance, indicating that they felt safe and secure. Although staff knew the children in their care there were inconsistencies in the recording of their personal plans and learning journeys (see recommendation 1).

Independence was promoted throughout the nursery. Snack and meal times were calm and unhurried. Nearly all the children, apart from the very young, were encouraged to serve themselves, with support from staff where required. Parents indicated that they were happy that the service provided their children with a well-balanced diet. Older children enthusiastically took on responsibilities such as collecting milk/additional plates from the cook in the kitchen. Although there was good practice with regards to hand washing staff should ensure that younger children's faces and hands are dried following meal times clean-ups.

Older children were involved in planning their own learning. Staff were responsive to the children's thoughts, suggestions and ideas, using these to plan appropriate experiences and activities. Noise levels could be high and older children tended to run between playrooms and along corridor (see recommendation 2).

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. Staff need to ensure that information recorded in children's learning journeys and personal plans are consistent. Updates and reviews should be regular, evaluations and next steps in their learning identified, all records should be accurately dated and parent input and signatures sought.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 6 - Support and development.

2. Staff should provide the children with more challenge to engage, motivate and extend their learning. Disruption to staff/children engagement during activities should be prevented. We suggested that a welcome person to greet parents could reduce distractions.

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

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

Some rooms on the ground floor level of the accommodation only were in use. Older children were provided with opportunities to free-flow between two playrooms and they moved between them confidently. Safety precautions were in place to prevent children accessing areas to help keep them safe and secure. Parents and children were greeted on arrival at the main entrance, however, some parents commented that the door sometimes did not close properly and we brought this to management's attention.

Children were provided with a range of activities and resources including natural materials and textures for the youngest to explore. Furniture was arranged to provide space to freely move and to enable babies, who were able, to pull themselves up to a standing position. A range of information was on display to inform parents of current events and what the children were participating in. We noted that some displays were out of date, eg Autumn, and that others were not dated.

Outdoor play space was easily accessible for the older children and they were enjoying playing in the fresh air during our visits. Staff ensured younger children and babies had access to the wider environment, making use of resources such as parks in the local community. The manager discussed her vision for the development of the outdoor area with us. We advised that this area needed to be better managed to promote positive experiences for all the children and to ensure their safety (see recommendation 1).

Children and staff practiced good hand hygiene at appropriate times such as before eating and after outdoor play sessions. We discussed children using tongs/spoons during the preparation of snack and the appropriate storage of younger children's potties to meet best practice and reduce the risk of cross infection with management.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. Management should ensure the outdoor play area is managed effectively to provide quality experiences for all the children and, as it is a very large space, support their safety.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2 - A safe environment and Standard 4 - Engaging with children.

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

There had been a turnover of staff since the last inspection. Parents we consulted with indicated that staff had the skills to care for their children and that their children were happy with staff, however, a few advised that they felt there were not always enough staff to provide a good quality of care. We sampled staff rotas to ascertain staffing levels and found that staff:child ratios were being met, however how staff rota information is recorded should be reviewed to ensure ease of purpose (see recommendation 1).

We found staff to be caring, kind, friendly and approachable. They shared information with parents about how their child's day had been and activities they had taken part in. They supported one another in daily routines/ tasks and knew the children in their care and their individual needs. Positive interactions were evident throughout and children were confident in approaching staff and responded positively to praise and encouragement. Staff in the under three's playroom provided the young children with fun experiences. As a new team, time was needed to fully develop their roles, effective team working and skills (see recommendation 2).

All staff were registered with the Scottish Social Services Council (SSSC) as required. Most had attended first aid training. A range of in-house sessions had taken place, reviewing service policies and procedures. The new manager had undertaken performance appraisals on some staff members identifying what they did well and where improvements could be made. We found that identified training did not link with the development needs of individual staff members (see recommendation 3).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 3

1. The system for recording staff rotas should be reviewed to ensure ease of purpose when assessing staffing levels within the service.

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

2. Staff should be supported in developing their roles, updating their skills and the promotion of effective team working as a whole.

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

3. Training should be planned and clearly link to identified development needs of staff.

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

A new manager had been recruited at the beginning of this year. She had a range of previous experience of working in early year's services and discussed her vision to take the service forward and make positive improvements. She was realistic that small steps were needed to make meaningful changes resulting in positive outcomes for the families using the service. Parents we consulted with told us that they felt improvements had been made since the manager and new staff members had been employed.

Progress was being made on achieving priorities identified in the service improvement plan. Staff had been involved in reviewing and updating their knowledge of the service policies and procedures.

Self evaluation and monitoring was on-going. Use was being made of the newly introduced framework 'How good is our early learning and childcare' and the 'Child at the centre' to reflect on service performance in providing positive outcomes for the children and their families. Monitoring records sampled indicated that the manager focussed mainly on task orientated procedures rather than a focus on outcomes for the children (see recommendation 1).

A mixed age group of care model is used for babies and young children based within the one play room. We observed that the quality of early learning and childcare experiences for children when using this model of care required further development by staff (see recommendation 2).

Staff currently worked a weekend rota with two staff members being in attendance at each shift. Although staff told us they could contact a senior staff member/management at any time should any issues arise there was no risk assessment in place nor written contingency procedures to advise staff (see requirement 1).

In conjunction with the senior management team at Childcare Scotland, the Care Inspectorate are reviewing all current registration certificates to ensure they are appropriate to meet the needs of a more flexible service.

## Requirements

### Number of requirements: 1

1. Risk assessments, taking account of children's/staff safety and well-being, along with contingency arrangements must be developed.

This is in order to comply with Scottish Statutory Instrument 2011/210 - Regulation 4 - Welfare of users.  
Timescale: 31 January 2018

## Recommendations

### Number of recommendations: 2

1. Monitoring should be further developed to focus more on the impact/outcome for children to enable improvements to be identified and progressed.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 13 - Improving the service.

2. The quality of early learning and child care experiences when using a mixed model of care for babies and younger children should be further developed by staff.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 5 - Quality of experience.

**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 provider must ensure that appropriate staffing levels are maintained throughout the day. This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. SSI 2011/210 regulation 15 (a) Staffing.

**This requirement was made on 9 February 2017.**

#### Action taken on previous requirement

From samples taken of staff rotas and observations made on the days of inspection staff/child ratios were being met and maintained.

**Met - within timescales**

#### Requirement 2

The provider must improve the resources available to children in order to support children's learning and development. Broken and/or incomplete resources should be discarded. This is in order to comply with: SSI 2011/ 210 Regulation 4 (1) (a) Welfare of Service User.

**This requirement was made on 9 February 2017.**

#### Action taken on previous requirement

The resource room was no longer in use. Alternative storage arrangements were in place and an inventory of resources had been developed. Staff were aware of available resources.

**Met - within timescales**

#### Requirement 3

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must ensure that:

- procedures for reporting concerns are followed as detailed in the service child protection policy and in line with the local area child protection committee guidelines.

This procedure should be reviewed by management and staff to insure they are confident with the procedure to be followed should they have a concern.

- disclosures made to staff by a child are reported to senior management without delay.
- build a competent picture of events by effectively recording all relevant information and share this information with the appropriate agencies.
- staff should receive further training relating to all aspects of child protection with specific attention being



made to staffs responsibilities during any disclosure as soon as possible.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. SSI 2011/ 210 Regulation 4 (1) (a) Welfare of Service User.

**This requirement was made on 19 January 2017.**

#### Action taken on previous requirement

In-house training had taken place with all staff reviewing and updating their knowledge and understanding of the service child protection policy/procedure. Staff were able to discuss with us the procedures they would follow and action to take should concerns arise with any of the children in their care. Chronologies were in place to record any significant events.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

Children's personal/support plans needed to be further developed to reflect any support required for individual needs and circumstances and input from other professionals. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 6 - Support and development.

**This recommendation was made on 19 August 2016.**

#### Action taken on previous recommendation

There was no specific support required for any of the children attending at this time. We did find that there were however inconsistencies in the information contained in children's profile folders which we sampled at this inspection. A recommendation will be made with regards to this (see Quality of Care and Support theme).

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
25 May 2016	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Feb 2015	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
30 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Jul 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
8 Jul 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
10 Nov 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

## To find out more

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

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

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

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

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

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