

NOSCA Nippers **Day Care of Children**

Bank Row
Wick
KW1 5EY

Telephone: 01955 606065

Type of inspection: Unannounced
Inspection completed on: 1 November 2017

Service provided by:
NOSCA

Service provider number:
SP2010010858

Care service number:
CS2012309659

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.

This service was registered with the Care Inspectorate on 11 January 2013.

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.

NOSCA Nippers is registered to provide a care service to a maximum of 25 children, from birth to those of primary school age, of whom no more than 12 are under three years of age. The service operates from a family centre located in Wick. The accommodation consists of a large playroom with kitchen area, toilets and a changing area. There is also an additional large room which staff can use for physical activities. There is an enclosed outdoor play area which can be accessed directly from the playroom.

What people told us

The children present were all observed to be happy and relaxed in the care of the staff. There was an appropriate selection of equipment and resources available for the children.

Seven Care Standards Questionnaires were completed and returned by parents and carers who had previously used the service. One strongly agreed, four agreed and two disagreed with the statement; 'Overall, I am happy with the quality of care my child receives in this service.'

Comments made included:

'I feel they don't use any community facilities for example, going for walks, trips.'

'They never have open days for us to go and see the playgroup.'

'The playgroup needs updating and freshened up. It looks tired and dirty, more effort needed cleaning.'

'Kids very rarely get trips to the park and so on.'

'I feel the playroom and grounds could be cleaner. When walking around to the doors there is rubbish lying around.'

'The doors to enter are dirty and the area for putting coats and shoes on could do with a clean.'

'The playschool is not well advertised for new potential children. There wasn't an open day where I could go with my child to see the playschool.'

'Staff never seem happy.'

'The centre could do with being cleaner and more organised.'

'Children have never had any outings which I think they need and would benefit from.'

During the inspection we spoke with parents and carers whose children currently attended the service. They were generally happy with the service and were of the opinion that their children had become more outgoing and confident. Parents and carers were of the opinion that the manager and the staff were friendly and approachable.

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 systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

During this inspection we looked at Quality Statement 2 - We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential; and Quality Statement 3 - We ensure that service users' health and wellbeing needs are met. In particular we focussed on the service's actions to meet the requirement, recommendations and areas for improvement identified during the previous inspection.

We found that the service was performing to a good level. We concluded this after:

- speaking with staff
- discussion with the manager and the director for NOSCA
- talking with parents and carers
- talking with the children
- observing staff interaction with the children

- inspection of relevant paperwork, including personal plans and learning journeys
- evaluation of completed Care Standards Questionnaires.

Following previous inspections, a requirement had been made in relation to personal plans.

The provider must ensure that there is a written personal plan for each child using the service in line with current legislation. This plan must be reviewed at least once in every six months or more often if there are significant changes to a service user's health, welfare or safety needs.

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 5.

The manager explained that they had developed more detailed plans in partnership with parents and carers. During the inspection we looked at the personal plans in place for each of the children who attended the service. The plans contained a good level of relevant information and highlighted the specific needs of each child. We reminded the manager and staff of the need to routinely review and update personal plans. This requirement had been fully met.

As part of a previous inspection, there was a focus on participation by children, parents and carers in the ongoing evaluation of the service. A recommendation was made stating that:

The manager should document how they have consulted with children, parents and carers to assess their performance against all four National Care Standard quality themes, analyse the findings and publish them.

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

We found that this recommendation had been fully actioned. The manager explained that they routinely invited families into the centre. Parents and carers also received regular centre update letters to let them know what the children had been doing and what they would be doing in the future. We spoke with parents and carers who currently use the service and they were of the opinion that the manager and staff were very approachable and welcomed any feedback, suggestions and ideas they might have about the service and its ongoing development. The service made greater use of mind maps, floor books, conversations and voting to encourage the children to be involved. During the inspection we spoke with the manager and staff about how they could further develop the use of floor books and mind maps.

A recommendation had also been made in relation to children being able to exercise choice:

Effective monitoring should be put in place to ensure that children are able to exercise choice, and where possible, influence the programme.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 5 - Quality of experience, Standard 6 - Support and development and Standard 7 - A caring environment.

The manager and staff had actioned this recommendation. They reviewed the layout of the room to allow greater opportunity for the children to freely select activities and resources. As stated previously, the service was making more use of mind maps to involve the children in decision making.

As a result of the findings from previous inspections, a recommendation had been made in relation to the quality of the learning journey folders in place for each child:

Learning journey folders should be further developed to clearly show that:

- staff regularly assess the development and learning of each child
- staff use this assessment information to plan the next steps in the child's development and learning
- parents are given the opportunity to be actively involved in their child's learning and development.

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

The manager explained that staff had received some training in relation to learning journey folders and observations. Staff were more confident in the process of completing observations, identifying next steps/goals with the children and involving parents and carers in this process. We were able to examine folders for several of the children. The folders now contained more information and there was evidence of parental involvement. This recommendation had been met.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

During this inspection we looked at Quality Statement 2 - We make sure that the environment is safe and service users are protected; and Quality Statement 5 - The accommodation and resources are suitable for the needs of the service users. In particular we focussed on what progress the service had made in relation to meeting the recommendation and areas for improvement identified following the previous inspection.

We found that the service's performance in this area was adequate. We concluded this after:

- inspection of the premises and outdoor play area
- examination of relevant policies and procedures
- examination of relevant written records
- talking with the children
- speaking with parents and carers
- reviewing the comments in the completed Care Standards Questionnaires
- discussion with the manager
- speaking with staff.

Following previous inspections, a recommendation had been made in relation to the environment.

The manager and her staff team, should continue to develop the different areas within the service to ensure that they provide stimulation and challenge in line with children's interest and stages of development. Broken resources, such as the computer, should be removed and replaced.

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

Since the last inspection, there had been significant improvements to the playroom, its cleanliness, layout and range of activities available to the children. The room had been deep cleaned and reorganised. The manager advised that they were also having the room repainted. The room now offered the children the opportunity to take part in a range of stimulating and challenging activities which promoted their learning and development. The service had also started to introduce more natural resources within the playroom.

However, there had been no work completed in relation to the outdoor play area and only limited use was made of this space. The outdoor area was very uninviting and unkempt. It was unsecure, the fence, gate and shed door needed immediate maintenance, the planted areas were overgrown and there were broken toys. This area should be developed as a matter of priority to provide the children with the opportunity to take part in fun and challenging activities outdoors. The manager had accessed best practice guidance, including 'Loose parts play' and 'My World Outdoors'. We discussed how they could use ideas from these documents to improve the outdoor space and introduce more natural resources. This recommendation therefore remains outstanding. (See Recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager and her staff team, should continue to develop the different areas within the service to ensure that they provide stimulation and challenge in line with children's interest and stages of development. Broken resources, such as the computer, should be removed and replaced.

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

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

During this inspection we looked at Quality Statement 2 - We are confident that our staff have been recruited and inducted, in a safe and robust manner to protect service users and staff; and Quality Statement 3 - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice. In particular we focussed on the service's actions to meet the requirement, recommendation and areas for improvement identified during the previous inspection.

We found that the service's performance was good. We concluded this after:

- speaking with staff
- discussions with the manager

- observation of staff practice and interaction with the children
- talking with parents and carers
- evaluating responses and comments in the completed Care Standards Questionnaires
- examination of policies and procedures.

Following previous inspections, a requirement had been made in relation to staff training:

The manager must identify training needs and ensure staff undertake training relevant to their role to ensure that they have the necessary skills and knowledge to undertake their role and to meet the care, welfare and development needs of the children attending. Staff should use what they have learnt to improve practice and outcomes for children.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/210 Regulation 4 (1)(a) and Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

This requirement had been met. Since the last inspection, there had been a change of staff team. The manager had been in post for a year. At the time of the inspection there was one permanent member of staff who had been working at the service for several months and a bank member of staff who had worked there for approximately five weeks. The manager explained that they were looking to appoint a further member of staff. Staff confirmed that they had completed a period of induction. The permanent member of staff had previous experience of working with young children and had attended a range of relevant training including floor book training, building the ambition, active play and behaviour management. They were also completing SVQ Level 3 while the manager was completing a BA degree. The manager explained that training was discussed during induction, regular 'job chat' meetings and as part of annual staff appraisals. During the inspection we discussed various options available to access training and keep up to date with current best practice.

A recommendation had been made in relation to support and supervision meetings:

The manager should ensure that all staff receive regular support and supervision meetings to discuss their practice, identify agreed goals and training needs, and identify any action to be taken and by whom. Staff should receive clear written records of these meetings.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 12 - Confidence in staff and Standard 14 - Well-managed service.

The manager explained that each member of staff attended a 'job chat' meeting with her. These meetings were timetabled to take place every three months and focussed on staff practice, training and the ongoing development of the member of staff's practice as well as the development of the service as a whole. Written minutes were completed. This recommendation had been met.

At the time of the inspection, the current staff had not met as a team. The manager explained that this was in part due to the changes in the staff team and that staff also had other jobs. We discussed with the manager the importance and benefits of regular staff meetings. The service should ensure that full team meetings take place on a regular basis at a time when staff are able to attend.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

During the inspection we looked at Quality Statement 2 – We involve our workforce in determining the direction and future objectives of the service; and Quality Statement 4 – We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide. We also looked at what progress had been made in relation to the requirement and areas for improvement identified following previous inspections. We found that the service's performance was adequate.

The service had made some progress to meet the requirement made following previous inspections:

The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) develop and implement a rigorous quality assurance programme
- b) implement regular effective support and supervision for all staff
- c) involve staff in the systematic evaluation of their work and the work of the service
- d) put clear plans in place for maintaining and improving the service
- e) ensure the manager effectively monitors the work of each member of staff and the service as a whole.

As stated previously, the service had introduced greater opportunities for children and their parents and carers to give feedback. Staff were also offered regular 'job chat' meetings with the manager to review their own practice as well as the service as a whole. The service had put in place a detailed action plan in response to the findings of the previous Care Inspectorate inspection. The action plan set out their identified targets, how they were proposing to achieve them, timescales involved, action taken and review of progress.

However, the service's system of quality assurance was yet to be fully implemented. At the time of the inspection, there was not a full, permanent staff team. Monitoring and observation visits were not being routinely completed. This requirement has not been fully met and will therefore be repeated. (See Requirement 1)

Requirements

Number of requirements: 1

1. The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) develop and implement a rigorous quality assurance programme
- b) implement regular effective support and supervision for all staff
- c) involve staff in the systematic evaluation of their work and the work of the service
- d) put clear plans in place for maintaining and improving the service
- e) ensure the manager effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/210 Regulation 3 – Principles and Regulation 15 (a) and (b) Staffing.

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

Timescale: 28 February 2018.

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 provider must ensure that there is a written personal plan for each child using the service in line with current legislation. This plan must be reviewed at least once in every six months or more often if there are significant changes to a service user's health, welfare or safety needs.

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 5.

Timescale for meeting the requirement: within two weeks of receiving the draft report.

This requirement was made on 18 October 2016.

Action taken on previous requirement

This requirement had been actioned. There were personal plans in place for each of the children attending the service. Please refer to Quality Theme – Care and Support for more detailed information.

Met – outwith timescales

Requirement 2

The manager must identify training needs and ensure staff undertake training relevant to their role to ensure that they have the necessary skills and knowledge to undertake their role and to meet the care, welfare and development needs of the children attending. Staff should use what they have learnt to improve practice and outcomes for children.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/210 Regulation 4 (1)(a) and Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale: 13 February 2017.

This requirement was made on 18 October 2016.

Action taken on previous requirement

Since the previous inspection there had been a change in the staff team and the current staff had experience of working with young children and had attended relevant training. Please refer to Quality Theme - Staffing for more detailed information.

Met - outwith timescales

Requirement 3

The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) implement regular effective support and supervision for all staff
- b) involve staff in the systematic evaluation of their work and the work of the service
- c) put clear plans in place for maintaining and improving the service
- d) ensure the manager effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011/210 Regulation 3 - Principles and Regulation 15 (a) and (b) Staffing.

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

Timescale: 13 February 2017.

This requirement was made on 18 October 2016.

Action taken on previous requirement

Some work had been undertaken to meet this requirement. Please refer to Quality Theme - Management and Leadership for more detailed information.

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 should document how they have consulted with children, parents and carers to assess their performance against all four National Care Standard quality themes, analyse the findings and publish them.

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

This recommendation was made on 18 October 2016.

Action taken on previous recommendation

This recommendation had been met. There was now greater opportunities for consultation with children, parents and carers and any findings were shared.

Recommendation 2

Effective monitoring should be put in place to ensure that children are able to exercise choice, and where possible, influence the programme.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 5 - Quality of experience, Standard 6 - Support and development and Standard 7 - A caring environment.

This recommendation was made on 18 October 2016.

Action taken on previous recommendation

This recommendation had been actioned. During the inspection we were able to observe children independently selecting resources. The children's interests were included in the planning process.

Recommendation 3

Learning journey folders should be further developed to clearly show that:

- staff regularly assess the development and learning of each child
- staff use this assessment information to plan the next steps in the child's development and learning
- parents are given the opportunity to be actively involved in their child's learning and development.

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

This recommendation was made on 18 October 2016.

Action taken on previous recommendation

During the inspection, we looked at several learning journey folders. Since the last inspection, the manager and staff had reviewed existing paperwork and had introduced development plans which were completed for each child. These plans were completed in consultation with parents and carers. This recommendation has been met.

Recommendation 4

The manager and her staff team, should continue to develop the different areas within the service to ensure that they provide stimulation and challenge in line with children's interest and stages of development. Broken resources, such as the computer, should be removed and replaced.

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

This recommendation was made on 18 October 2016.

Action taken on previous recommendation

This recommendation had not been met and will be carried forward. See Recommendation 1 within Quality Theme 2 - Environment.

Recommendation 5

The manager should ensure that all staff receive regular support and supervision meetings to discuss their practice, identify agreed goals and training needs, and identify any action to be taken and by whom. Staff should receive clear written records of these meetings.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 12 - Confidence in staff and Standard 14 - Well-managed service.

Timescale: 13 February 2017.

This recommendation was made on 18 October 2016.

Action taken on previous recommendation

This recommendation had been actioned. The manager explained that she routinely met with staff to complete 'job chats'.

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	
18 Oct 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
19 Oct 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
27 Sep 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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