

Aberfoyle Too Dunsinane Day Care of Children

Block 1a
Dunsinane Industrial Estate
Dundee
DD2 3QN

Telephone: 01382 819929

Type of inspection: Unannounced
Inspection completed on: 6 December 2017

Service provided by:
Ellis Investments Dundee Limited

Service provider number:
SP2012011972

Care service number:
CS2011305693

About the service

Aberfoyle Too Dunsinane is registered to provide care to a maximum of 47 children. This includes a maximum of 19 children aged birth to under two years and 28 children aged two to those attending primary school at any one time.

The nursery is part of a group of three childcare services, operating in the Dundee area, under the ownership of Ellis Investments Dundee Limited. The service registered with the Care Inspectorate in October 2012.

The nursery is located within an industrial estate close to the Kingsway in Dundee. Internally, there are designated nursery rooms for different age groups of children. The nursery has an enclosed outdoor play area to the front of the building.

The stated aims and objectives of the service are:

- to provide a caring, stimulating, safe, secure and healthy environment to meet the individual needs of all of the children in our care
- to encourage children to develop socially, emotionally, physically, intellectually and morally, enabling them all to make a positive contribution
- to provide a balance of broadly based curriculum which covers all the four main capacities of learning through planned, purposeful and enjoyable play to enable all children to achieve
- to encourage children's self-confidence, co-operation and promote independence to develop positive learning skills to enable the child to further their education
- to develop and extend our service, working in partnership with other agencies and professionals in order to meet the needs of all children and their families.

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 parents 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.

We are carrying out a pilot using the Short Observational Framework for Inspection (SOFI 2) tool. The tool supports inspectors to carry out focussed observations of children's experiences while at nursery. We carried out a SOFI 2 observation as part of this inspection, which has informed our findings. The findings are threaded throughout the report.

What people told us

We observed children in all playrooms to be happy, relaxed and settled. They were involved in a variety of activities and learning. Some of the older children were happy to show us around the areas they used and share their experiences with us during the inspection. They commented:

"I like drawing."

"I like playing outside."

"I can count."

"This sinks."

We sent 16 Care Standards Questionnaires to the service to distribute to parents and carers. We received five completed questionnaires before the inspection visit. We also spoke with two parents/carers during the inspection. Parents/carers were happy with the service, they found staff friendly, approachable and the children were developing well. One parent/carer commented that they would like more direct information about activities and trips and would like to see more green vegetables within the lunchtime menu. We looked at these areas during the inspection and discussed them with the management team.

Additional comments from parents/carers included:

"All staff are fantastic with my son. My son loves Aberfoyle Too Nursery. He is developing well. Love it!"

"I'm generally satisfied with the service, in terms of the staff and the setting itself are fine. Where I feel they could do much better is with communication. I find out about things from other parents and have never been informed of trips, even at the end of the day after they have been already. Facebook seems to be the primary and only way of putting out info which is not practical as it is not directly sent to parents. I occasionally read 'reminders' about things I've not been informed about in the first place. The meals seem to be focussed on foods the kids are more likely to eat rather than nutritional value, which is fine occasionally but I have never seen veg on their plates, not once. A lot of mac and cheese, chilli and rice, curry, stovies, that sort of thing, no greens."

"Overall, we are very happy with our child's care. Staff are friendly and helpful. When our child recently seemed upset and stressed, staff called a meeting with us to discuss any issues at home and to see if there was anything they could do to help our child integrate again with the other children. The nursery put a care plan in place very quickly. Thankfully, it was short lived as it was due to a house move, but we were very impressed with the speed and care. Our child loves the choice of food, involvement in home cooking, outdoor play and freedom of choice."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own quality assurance paperwork and discussed improvement plans. 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	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We found the children to be happy, settled and confident in their nursery environment. They were engaged in their play, independently and with friends. A calm setting with a positive ethos was evident on entering the service.

Positive relationships had been developed between staff and all children. Staff knew the children well; discussed how children were supported, and needs met. We saw that the children of all ages were establishing or had established attachments with staff. We heard children encouraged and praised throughout the inspection. Some children were comforted and reassured by staff as was needed through gentle tones and cuddles.

Children's views were gained and their interests influenced the planning of activities and experiences. The nursery sessions were beginning to be more child-led, with staff more responsive to children's needs and interests. We saw that resources, activities and experiences were offering more challenge to children of all ages and stages of development.

Information was gathered and recorded for each child and reviewed at least every six months with the parents to ensure it remained relevant and supported staff in meeting children's needs. Observations of children's development and learning were recorded and next steps identified. While we recognised an improvement in the recording of significant observations, the staff team should be supported to continue to develop reflective, evaluative observations. The children's individual next steps should also be revisited to assess if they are met or whether further support is required. We have continued the recommendation from the last inspection (please see recommendation 1).

Healthy lifestyles were encouraged within the service. Children participated in the national toothbrushing programme that encouraged good dental hygiene. Children had daily opportunities to access active play and fresh air, for example, in the garden and outings in the local and wider community. On the day of feedback, some of the children were on an outing to the City Square to see the festive decorations, lights and Christmas tree.

Healthy snacks and home cooked meals were provided to the children. On the day of inspection, lunch was sausage casserole, which contained three different vegetables and mashed potatoes. Lunch time was more organised. Children benefitted from a calmer, more sociable experience. We saw the babies feed themselves with support from staff when needed. The older children served their own lunch and poured their own drinks. They tidied away their plates and cutlery, giving them a wash once finished. Staff sat with children at the tables, encouraging and supporting social skills. We asked that staff encourage the independence of the children aged two-three years and the children who sat down at tea time, through supporting them to serve themselves as much as possible.

Late in the afternoon, as children and staff began to head home, and the staff on late shift arrived, we observed a change in staff and children. There were fewer interactions, engagement and the pace of the nursery began to slow. We discussed this with management as staff should be supported to ensure that children continue to be fully engaged and their needs met while they remain in the service.

Management and staff were aware of their responsibilities in keeping children safe and protected. Staff we spoke with were clear about child protection procedures and what they would do should they have a concern about a child. We suggested annual refresher training in-house to ensure knowledge was kept updated. There were appropriate recording systems for the administration of medication, with regular audits to ensure effective administration and recording therefore keeping children safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children's profiles should continue to be reviewed, with greater focus on quality observations that track significant learning and revisits next steps in learning. Staff should be supported to develop a more reflective and evaluative recording style with greater emphasis on outcomes.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 4: Engaging with Children, Standard 5: Quality of Experience, Standard 11: Access to Resources and Standard 12: Confidence in Staff.

Grade: 4 - good

Quality of environment

Findings from the inspection

The nursery was bright, clean and safe for children attending. Children's artwork and photographs of them involved in various activities and experiences were displayed around the setting providing opportunities for children to revisit their learning and shared with parents what the children have been participating in while attending nursery.

All areas of the service were visually risk assessed before the children attended in the morning. Risk assessment checklists were in place and audited regularly by management to ensure all risks/hazards were identified and minimised. Staff had included children when carrying out risk assessments, especially outdoors where they had their own clipboards and risk assessments. Staff should continue to support children and provide opportunities for risky play, imaginative play and creativity.

Consideration had been given to the children's needs and interests. As a result, room layouts had been changed to provide more space for babies, toddlers and children to move around unhindered and have room to play and learn independently and in groups. Age/stage appropriate resources were easily accessible to children who could choose independently what they wished to play with. We observed more natural resources had been introduced into all playrooms and the activities and experiences reflected children's interests. The setting provided a service for older school age children who attended later in the afternoon/early evening and who stayed to around 8.30pm some nights. We discussed with the management team the individual needs of the older children who attend later in the evening and asked them to consider the environment and resources provided for the children (please see recommendation 1).

We observed that sleeping arrangements had been reviewed since the last inspection. Children had space to sleep comfortably, respectfully and hygienically in cots or on floor mats. They had room to move around as they slept without infringing on another child's space.

The outdoor area was fully enclosed and had been developed since the last inspection, for example, a mud kitchen and resources was available for the children to have fun with along with a woodwork shed where staff supported children with woodwork and tools. Children had planned the design and helped build a den from wooden pallets. We saw the children enjoy playing in the den when they were outdoors. We discussed with the service the continued development of the outdoor area and providing play and learning opportunities for all age groups, for example, more natural resources, access to literacy and numeracy, exploring and investigation. We discussed developing loose parts play indoors and outdoors.

Infection control measures were in place within the service. Staff and children who were supported as needed undertook handwashing regularly. We asked the service to update the nappy changing guidance as aprons were not removed along with the disposable gloves before the clean nappy and clothes were put on the children.

An appropriate system was in place for the recording of accidents and incidents. We saw evidence of regular auditing by management.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure an appropriate environment with resources, activities and experiences that meet the needs and interests of the school aged children is provided nightly.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 5: Quality of Experience and Standard 11: Access to Resources.

Grade: 4 - good

Quality of staffing

Findings from the inspection

There had been more consistent staffing since the last inspection that had enabled the team to work together improving outcomes for children. Management and staff discussed the good relationships they had developed with children and their families.

Staff were recruited safely into the service ensuring children were protected and kept safe. During the recruitment of staff, management had on occasion provided the potential employee with reference materials to be completed by their nominated referee. We asked management to take responsibility for gaining references as part of the recruitment process for transparency and consistency. Induction programmes helped new staff settle into their roles within the service, making them familiar with policies and procedures and supported them in getting to know the children they were caring for.

Staff had or were working towards relevant childcare qualifications and were registered or registering with the Scottish Social Services Council (SSSC) as required.

Staff knew the children well. We saw the staff were warm and caring towards the children and provided security and comfort through reassurance and cuddles when needed. Children were seen to be respected and nurtured. We observed staff sitting on the floor or on chairs at the children's eye level supporting them, engaging in their play and learning. Staff were now more responsive to children's individual needs and incorporating children's interests into their day-to-day play and learning. Children were encouraged and praised throughout their day at the service. Most staff interactions with children were warm and positive however, there were some missed opportunities for encouraging/extending language, vocabulary, children's thinking and understanding.

Staff had undertaken a variety of regular training opportunities to develop their knowledge and skills. Further support and training should be extended to continue to improve quality of experiences and outcomes for the children. Through discussion, the management team agreed that their aim was for staff to have a thorough knowledge and be confident reflective practitioners. We have continued the recommendation from the last inspection report (please see recommendation 1).

Regular supervisions and appraisals involved staff in identifying their strengths, weaknesses and training needs that helped management monitor and audit the skill base and training requirements of the team. We signposted the service to 'Step into Leadership' available on the SSSC website where resources and tools to support supervision and leadership can be accessed. Monthly staff meetings were held with some of the agenda time given to staff development and training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff training and development should be extended to improve the quality of experiences and enhance outcomes for children.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 5: Quality of Experience and Standard 12: Confidence in Staff.

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We noted that practice in this area continued to improve. The manager and depute were working well together. They told us that they were more confident in their roles and responsibilities. They were committed to developing the service and supportive of the staff team and encouraging reflective practice.

The last year had produced a more consistent, stable staff team who along with the management team were committed to the improvement of the service and quality care and support for children.

A quality assurance calendar was in place ensuring monitoring and auditing of all areas of the service was included. Staff practice observations had been introduced as part of the monitoring and auditing of the service. The management team were at an early stage of introducing 'How Good is our Early Learning and Childcare?' (HGIOELCC). This national tool supports services in self-evaluation so that outcomes for children can be measured and improved. Management and the staff team should continue to develop a thorough understanding of 'Building the Ambition' and 'HGIOELCC' as evaluation tools to support self-assessment and develop a robust and continuous quality assurance system. We have continued the recommendation from the last inspection report (please see recommendation 1).

Children, parents and staff were encouraged regularly to share their views of the service and suggestions for development and improvement. The management team discussed the methods used for gaining feedback and the sharing of information within the service. They told us they were trying to reach as many parents and carers as possible using a variety of methods.

Policies and procedures which underpinned the service continued to be reviewed and updated when required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should continue to develop quality assurance systems that are effective in supporting improvement.

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

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

Recommendation 1

Staff should develop more child-led practice that takes greater account of national guidance, providing children with more challenge and opportunity to better support them to reach potential.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 4: Engaging with cChildren, Standard 5: Quality of Experience, Standard 11: Access to Resources and Standard 12: Confidence in Staff.

This recommendation was made on 10 November 2016.

Action taken on previous recommendation

Practice was more child-led, with staff taking account of national guidance to ensure children are challenged and supported to reach their potential.

Recommendation 2

Lunch time routines should be reviewed to offer children a more positive and sociable meal experience that takes greater account of their individual needs.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 3: Health and Well-being.

This recommendation was made on 10 November 2016.

Action taken on previous recommendation

Lunch times had been reviewed and were calmer, more sociable experiences for the children.

Recommendation 3

Children's profiles should continue to be reviewed, with greater focus on quality observations that track significant learning and revisits next steps in learning. Staff should be supported to develop a more reflective and evaluative recording style with greater emphasis on outcomes.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 4: Engaging with Children, Standard 5: Quality of Experience, Standard 11: Access to Resources, Standard 12: Confidence in Staff.

This recommendation was made on 10 November 2016.

Action taken on previous recommendation

Although there had been development in the observations, staff should continue to develop skills in evaluative recording. Next steps should be assessed to ensure further support is provided if necessary. We have continued the recommendation at this inspection.

Recommendation 4

Staff should continue to review room layouts and the range of resources available to extend learning opportunities, offer sufficient challenge and meet children's changing needs.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 5: Quality of Experience and Standard 11: Access to Resources.

This recommendation was made on 10 November 2016.

Action taken on previous recommendation

Room layouts had been reviewed and resources provided to extend learning opportunities and meet children's needs.

Recommendation 5

The outside play space should be further developed to offer children greater challenge and opportunity.

National Care Standards: Early education and childcare up to the age of 16, Standard 5: Quality of Experience and Standard 11: Access to Resources.

This recommendation was made on 10 November 2016.

Action taken on previous recommendation

The outdoor play space had been further developed incorporating children's interests. We asked the management team to continue to develop the outdoor area for the younger children.

Recommendation 6

Staff training and development should be extended to improve the quality of experiences and enhance outcomes for children.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 5: Quality of Experience and Standard 12: Confidence in Staff.

This recommendation was made on 10 November 2016.

Action taken on previous recommendation

We have continued this recommendation.

Recommendation 7

The service should continue to develop quality assurance systems that are effective in supporting improvement.
National Care Standards: Early Education and Childcare up to the age of 16, Standard 13: Improving the Service and Standard 14: Well-Managed Service.

This recommendation was made on 10 November 2016.

Action taken on previous recommendation

We have continued the recommendation at this inspection.

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	
10 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
15 Oct 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
23 Jan 2015	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
5 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
4 Nov 2013	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

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