

## Dr Bell's Family Centre Day Care of Children

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Type of inspection: Unannounced  
Inspection completed on: 30 November 2017

**Service provided by:**  
Dr Bell's Family Centre

**Service provider number:**  
SP2006008529

**Care service number:**  
CS2006132934

## About the service

Dr Bell's Family Centre provides a crèche service to young children up to the age of eight in their crèche room in Leith. The crèche is registered to provide a care service to a maximum of 10 children between the age of 0-8 years, of whom no more than 4 children shall be under the age of 2 years.

They aim to be 'a centre of excellence where families with young children in Leith can get advice, support and encouragement in an empowering, welcoming and accessible environment. At the heart of the Centre is the crèche, providing high quality childcare and early learning opportunities to families where the children are most at risk of not getting a good start in life'.

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

We check that services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by the 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 all children and young people - and what they can do to improve. GIRFEC is being woven into all policy, procedure, strategy and legislation that affect young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are safe, healthy, achieving, nurtured, active, respected, responsible and included. They are also known as the SHANARRI indicators. We use the indicators at inspection to assess how services are making a positive difference for children

## What people told us

The children we met at inspection appeared happy at their chosen activities and engaged well with the adults caring for them.

Before the inspection took place we sent out 20 care standard questionnaires. Nine were completed and sent back to us. We also spoke with two parents during the inspection.

Parents we spoke with and those who completed our questionnaires, commented favourably about the service they and their child received from the creche. Example comments were:

'The staff are always friendly and welcome myself and my child. I feel my child has developed well in all areas since joining the creche'.

'As a full-time mum with no family nearby, I have found Dr Bell's invaluable as it is the only place I can happily leave my child for a couple of hours, allowing me to have some precious time on my own, either to catch up with things I can't easily do whilst looking after children or to spend a little time on my own with my older child. In my opinion it is an excellent service'.

'Dr Bell's family centre is a unique and valuable service in Leith, Edinburgh. It provides a welcoming, safe and positive environment which seeks to serve and support the community'.

'Fantastic, invaluable service - I could not have done without it especially when my kids were younger. They absolutely love it and loved it straight away despite (or because of) limited other opportunities for childcare'.

'I love the crèche. My children are so happy at the crèche. My older daughter used to come and staff still ask after her and how she is'.

'My children are so happy. So am I happy. They love it and so do I'.

'I feel so confident about leaving my children. (Staff name) is fantastic, she gets to know the children and is so good with them'.

## Self assessment

The service has not been asked to complete a self assessment in advance of the inspection. We looked at their operational plan.

## 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

Children were happy, engaged and relaxed in their play. Children and families were welcomed warmly into the service making them feel valued and included. There was a sense of warmth within the creche because staff engaged with children in a kind and nurturing manner. Despite the infrequent attendance of some children, staff ensured they knew all children well. Parents completed detailed registration forms which helped staff to meet children's individual needs. These were updated regularly particularly for children who had not attended for some time.

We saw new children were well supported with sensitive and gentle interactions that helped them to feel safe and secure in their new surroundings. Staff used a variety of strategies to make children feel for comfortable and included, for example using the child's first language or ensuring they had access to a favourite resource or toy. Parents spoke highly of the nurturing environment that the service offered their children.

Staff observed children carefully as they played and used these observations to plan experiences that were of interest to the children. Staff adapted the activities to meet the differing ages of the children attending which helped to create an inclusive play space for them to explore and learn. Children were valued and their progress and achievements celebrated. We saw this through the online learning journals used to record children's development and achievements. These were shared with parents, which supported them to be included in their child's learning and development.

Staff were aware of the procedures in place for safeguarding children and were confident in their role should they have any concerns. The service had built up very good relationships with other professionals and knew how

to access support for families should they require it. There was a holistic approach to supporting the children and their families, which helped to promote good outcomes for those attending the service. This was confirmed by parents who shared personal information with us about how the staff had provided them with invaluable support. One referred to them as a 'life saver', another said 'without Dr Bell's help and support I am not sure where I would be' and 'Dr Bell's has been such a positive influence for me.... Now I am a happy member of the community with a part-time job and my children are happy, settled and confident'.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

Children were nurtured and included due to the warm and welcoming environment. There were a variety of core resources such as sand, water, role-play, paint and dough which allowed children to be active learners through play. Within the home corner, we observed children to be creating imaginative experiences together, these supported their social skills and language development.

Staff evaluated the areas and adapted them to suit the needs and interests of the children. This meant children's preferences and ideas were respected. Other resources such as aprons at the water tray/painting area and a small sink for hand washing helped children to develop their independence and make choices about what they did.

There were some areas of the room that restricted children's free flow access to resources thus limiting their choice. For example, the book area was too full with books some of which were not suitable for the children attending. Other areas were cramped which restricted children's ability to move resources to where they wanted or needed them. We felt children could benefit from having access to a wider variety of natural materials which would allow them to experience more experimenting and problem solving. The room senior showed us a selection of treasure basket and Heuristic play materials that were stored in the office. With enthusiasm she agreed that these should be in the playroom on a more permanent basis. We have asked the service to use Building the Ambition to consider how they could develop the space to support children's movement and enquiry through play.

The setting had very limited access to outdoor play, however work has started to develop the garden which will benefit the children. Presently, there are limited opportunities for children to be physically energetic and active whilst in the creche. The service has identified this as an area for improvement and we agreed with this.

The environment was safe, clean and hygienic so it was a pleasant and safe place for children to learn and play. We did note that some of the resources were stored on shelves within the playroom that appeared cluttered. The service should look at this and remove some of these to create a greater feeling of space for children. Some

items were stored in the toilet area, we have asked the service to address this so that items are stored in line with good infection control practices.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

The staff team consisted of a newly appointed manager, crèche team leader and two practitioners. The service had undergone a number of changes during the last year, and further changes to the structure of the service were imminent. Staff told us that despite this they felt well supported by management who they found approachable. Staff appeared to work well together as a team. They were friendly, sharing information informally and taking on different roles and responsibilities during the session.

Staff were warm, caring and responsive to children's individual needs. They made children feel welcome and valued. This contributed to children being respected and included. Staff worked well as a team to meet children's needs and routines throughout the session, modelling respectful behaviours within the creche. They recognised that good communication was central to gathering information from parents that assisted them to meet children's individual needs. This was especially important due to the short-term and part-time nature of the service.

Staff had completed some core training, including Safeguarding Children and First Aid. The service was at an early stage of implementing 1-1 supervision and staff appraisals to support continuous professional development (CPD). We advised that this should now be used to help develop a clear training needs analysis and strategy to support staff learning and development. Furthermore, we thought that staff and the manager would benefit from becoming more familiar with a range of current good practice documents and research to inform the development of the service.

Staff held a relevant qualification and were registered with the Scottish Social Services Council (SSSC). In our questionnaire, all parents confirmed that they felt confident that staff had the skills and experience to care for their child and support their learning and development.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The provider should ensure the staff and the manager become more familiar with a range of current good practice documents and research to inform the development of the service. National Care Standards for early education and childcare up to the age of 16. Standard 12 - Confidence in staff.

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The service had experienced a change in manager over the last year, which had impacted on progress. The implementation of effective quality assurance systems were in the very early stages. Whilst we saw that some monitoring had been undertaken, this was too basic and not sufficiently focussed. The recently appointed manager now needed to ensure she was regularly in the creche room to gain an understanding of the areas that needed to be developed.

An operational plan was in place. However, this was mainly focused on the business aspect of the service rather than areas that would improve outcomes for children. We suggested developing clear improvements plans specific to creche that would support staff to improve their practice and the quality of children's experiences.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The provider should ensure that the manager continues to develop an effective quality assurance system that supports priorities within an improvement plan. This will ensure improvements are made and can be sustained to further improve outcomes for children. National Care Standards for early education and childcare up to the age of 16. 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

It is recommended that the service find ways to provide the children with access to enriching outdoor play experiences. Consideration could be given to documents like My World Outdoors ([http://www.careinspectorate.com/images/documents/3091/My\\_world\\_outdoors\\_-\\_early\\_years\\_good\\_practice\\_2016.pdf](http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf)) and 'Loose Parts Play' (<http://www.inspiringscotland.org.uk/media/58451/Loose-Parts-Play-web.pdf>) when developing the outdoor play opportunities.

National Care Standards Early education and Childcare up to the age of 16 - Standard 3 - Health and Wellbeing .

**This recommendation was made on 6 February 2017.**

#### Action taken on previous recommendation

Plans were now in place to develop an outdoor play space for children. This recommendation had been met.

#### Recommendation 2

It is recommended that the service update policies and practice to ensure that staff files evidence safer recruitment checks and staff registration status with SSSC. Consideration could be given to introducing a tracker to files to support this process which could include dates which checks are sent, completed and any comments about action taken to help ensure children's safety. Current best practice guidance can be found at: <http://hub.careinspectorate.com/knowledge/safer-recruitment/>

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

**This recommendation was made on 6 February 2017.**

#### Action taken on previous recommendation

A tracker had been introduced. This recommendation had been met.

## Recommendation 3

We recommend that the service further develop quality assurance systems to have clear priorities which are focussed on outcomes for children. This should include:

- a concise monitoring calendar, linked to routine monitoring and service priorities
- use of the national priorities outlined in the National Improvement Framework (<http://www.gov.scot/Resource/0049/00491758.pdf>)
- use of 'Building the Ambition' to assess quality and plan improvements (<http://www.gov.scot/Resource/0045/00458455.pdf>)
- use of 'How good is our early learning and childcare?' to evaluate the service against national standards (<https://education.gov.scot/improvement/Pages/frwk1hgioearlyyears.aspx>)
- use of various observation types to monitor practice
- delegated monitoring tasks to engage staff in monitoring and evaluation
- continuation of the best practice discussion groups with a clear focus on set priorities
- involvement of children and families in evaluating the service
- recognition of staff's key strengths and areas of interest to develop the service
- clear evidence of progress made against priorities identified, for example, in improving literacy progress with the support of 'Ready to Read', a literacy support resource ([http://www.savethechildren.org.uk/sites/default/files/images/Ready\\_to\\_Read\\_Scotland1.pdf](http://www.savethechildren.org.uk/sites/default/files/images/Ready_to_Read_Scotland1.pdf)).

Referring to websites such as the Care Inspectorate Hub (<http://hub.careinspectorate.com/>) and Education Scotland's National Improvement Hub (<https://education.gov.scot/improvement>) will also support the service to see recent examples of guidance in practice.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 14 - Well-Managed Service

**This recommendation was made on 6 February 2017.**

### Action taken on previous recommendation

Steps had been taken to meet this recommendation. We were confident that the new management structure would continue to embed quality assurance systems into the service. This recommendation had been met.

## Recommendation 4

It is recommended that Care and Welfare concerns are recorded, stored and reviewed in accordance with current best practice guidance to ensure children's safety. This would mean keeping handwritten notes, details of any actions taken, who concerns have been shared with and any further action which has been taken as a result of discussions. A system should be established which ensures that concerns are reviewed regularly to follow up on any actions taken and ensure children's safety.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3 - Health and Wellbeing

**This recommendation was made on 6 February 2017.**

### Action taken on previous recommendation

Appropriate records were now kept. This recommendation had been met.

## Recommendation 5

It is recommended that the service develop a document which informs volunteers serving on the board of their legal responsibilities as providers of a care service. This will help to ensure that the future members of the board will be informed about their responsibilities under the Public Services Reform (Scotland) Act 2010 and ensure that the board complete tasks which are required of them.



National Care Standards Early Education and Childcare up to the age of 16 - Standard 14 - Well-Managed Service

**This recommendation was made on 6 February 2017.**

### Action taken on previous recommendation

Members of the board were now aware of their legal responsibilities as the providers of this care service. This recommendation had been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
16 Dec 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
27 Oct 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 2 - Weak Management and leadership 2 - Weak
4 Sep 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
6 Dec 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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