

Teddy Bear Care Nursery Ltd

Day Care of Children

Water Wynd
Off Millar Street
Crieff
PH7 3AH

Telephone: 01764 653399

Type of inspection: Unannounced
Inspection completed on: 6 March 2018

Service provided by:
Teddy Bear Care Nursery Ltd

Service provider number:
SP2005007771

Care service number:
CS2005104926

About the service

Teddy Bear Care Nursery Ltd is situated in the Perthshire town of Crieff. The nursery occupies a two storey building close to the centre of the town. Two playrooms are used by the children with two-five year olds on the upper floor and the babies on the lower floor of the building. Children can play outside in a fully enclosed garden on the opposite side of the private access lane.

The nursery was registered with the Care Inspectorate in April 2011. The conditions of registration state that it can offer a care service to a maximum of 48 children aged from birth to those in primary seven. A maximum of 12 children from birth to under two years can be cared for in the designated downstairs area and a maximum of 36 children from the age of two to those in primary seven in the upper floor area.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

In advance of the inspection we received seven completed questionnaires from parents. They all agreed or strongly agreed that they were happy with the quality of care within the service. We spoke to more parents during the inspection. Their comments were positive. They told us:

"We really like this nursery. We are happy with what they do here. My child is making really good progress."

"I am very happy. The staff really know my child well."

"They do lots of good things with the children."

We spoke to some of the children as they were busy in the playroom. They told us about the things that they enjoyed doing in nursery.

"Look at me. I'm very busy. I need to scrub all the snow away."

"It is good when I can make footprints in the snow."

"I'm writing notes. I am going to Spain and I am going in April. I need to write four notes. I need my teddy and my rabbit and I'll need my pyjamas because I'm going for ten days."

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. 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	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children were happy, motivated and eager to learn. They showed good levels of independence and followed the routines of the nursery. They demonstrated positive behaviour.

In the upstairs room we looked at the folios which belonged to the children. Staff were seen to be making good quality observations of children's learning. They encouraged the children to identify their own next steps. By looking at floor books and displays we saw that the children were involved in planning their own learning. Children's voices were heard and respected.

Children had a good understanding of their responsibilities as citizens and this was being developed through eco work and the UNICEF rights respecting school programme. We saw children being supported to take on leadership roles. Work inspired by My Creative Journey had given the children experiences in art, music and drama supported by visitors from the local community.

We would like to have seen fewer directed activities and group times for the children. More uninterrupted free play time would allow children to explore, investigate and solve problems with staff intervening to scaffold learning.

In the baby room the children were supported and nurtured by warm and encouraging staff. The children had individual folders. The quality of the observations and next steps were inconsistent. It was not always clear where staff were recording significant learning and developments in children. We discussed with the manager the need to have a more responsive system of planning than was seen during the inspection. We saw that a theme had been planned but there was no evidence of why this had been chosen or any resources to support it.

Staff were very good at following the routines of the children. All of the staff worked hard to establish good communication with parents. There was a good range of opportunities for staff and parents to share information. This was confirmed by all of the parents we spoke to.

Aspects of the children's health and wellbeing was a priority for the service. The children enjoyed good quality food and lunch and snack time. Staff encouraged independence. They had a good knowledge of children's eating habits, their likes and any allergies.

The service had done some work to review their policy and practice on the administration of medication. While they had begun to record when medication had been given they still had insufficient recording of parents giving permission. We discussed the necessary information to be given by parents. We also spoke about medication which may be given in emergency situations and considered that the service did not have robust procedures in place to support this **(see requirement one)**.

Requirements

Number of requirements: 1

1. The providers must ensure that medication systems are safe and robust to protect the health and wellbeing of children. To ensure the safe administration of medication the service must review the service medication permissions forms to ensure all information required is included. To do this we recommend that the manager refer to Care Inspectorate Health Guidance on the safe administration of medication.

This is in order to comply with regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI/210).

Timescale: Within a week of receipt of this report.

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The children had access to bright, well-equipped playrooms. A good range of resources and activities were available for them to choose from. Most were easy for children to take from storage areas but we did not that in the baby room some things were out of reach and kept in baskets where the contents could not be seen.

Staff had good training in infection control, food hygiene and first aid. This was updated when necessary. This helped to ensure that children were protected. Toys were kept clean and were in a good state of repair. Staff were responsible for daily cleaning of the rooms. A cleaner was employed to carry out additional tasks. The nursery was appropriately clean for children.

We saw that the service had reviewed its approach to nappy changing and this now reflected best practice guidance and met the recommendation made at the previous inspection. Toilets were easily accessed by children who used them independently.

During the inspection we had serious concerns about the temperature of the playrooms. On the first day of our visit it was well below the reasonable working temperature recommended by the Health and Safety Executive. The manager and the staff confirmed that the room temperatures were a concern and had been for some time.

We asked that the manager take action immediately to increase the heat in the rooms. This was successfully done. We asked that the manager ensured that the building had reached the recommended temperature the next day before opening the nursery to the children. This was successfully done. We talked with the owner about the need to address the heating in the building. We asked that the manager take responsibility for the monitoring and recording of room temperatures each day. She must take action if it fall below the accepted levels **(see requirement one)**.

The nursery was accessed from the street down a steep private lane. This was used by parents and children going to the nursery door. The lane also led from the nursery door down to the garden used by the children. On the day of the inspection the lane was slippery with frozen snow and ice. We considered that this posed a risk to parents and children. We asked that the manager and staff are vigilant in their risk assessment of the building and its surroundings particularly in poor weather. They should take any necessary action to protect service users **(see recommendation one)**.

Requirements

Number of requirements: 1

1. The service must ensure that there is adequate heating in the building to protect the comfort, health and wellbeing of staff and children. The room temperatures should be recorded and monitored daily.

This is required in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 10(1) (a). Fitness of Premises.

Timescale for implementation: within 2 weeks of this report.

Recommendations

Number of recommendations: 1

1. The service should ensure that all of the areas in and around the building used by children are prepared and maintained to prevent and control the risk of accidents.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The staff in the nursery were highly regarded by the parents who praised their knowledge of the children and their willingness to share information on a daily basis. From the records that we looked at we saw that staff were good at following the children's routines but could also be flexible and responsive when necessary.

New staff had recently been recruited and we saw that a robust recruitment process had been followed. New staff were given to opportunity to learn about the policies and procedures of the nursery. Existing staff and the manager were happy to support and advise the newer members.

Staff were very caring and had a nurturing approach to the children. We saw that all children were happy and comfortable with the staff.

We saw evidence of good teamwork with some very strong practitioners developing good learning opportunities. Some staff were very reflective and used their learning to support children and understand their abilities and needs. Staff had good opportunities to meet together and to share ideas and to take on development tasks. The manager encouraged and supported staff to undertake relevant training and directed them to training opportunities.

During the inspection we identified areas that we considered the manager should address to further improve the quality of experience for the children.

In talking to the staff we heard that they were knowledgeable about the most recent documents which provided guidance on the early years curriculum. They understood the need to offer a wide range of activities and resources which would support learning. They knew that planning should be responsive to the interests of the children. In our observation of the rooms we did not see the evidence of this in action. This was particularly obvious in the provision for the children who were under three years, both in the baby room and in the upstairs room. We discussed this with the manager who agreed that this was a focus for improvement.

While watching the staff work with the children we became aware that very often the staff voices were more evident than those of the children. We knew that many of the staff had been trained in the programme Talk Listen Communicate and we suggested that this be revisited to encourage staff to listen more to children. They should consider how and when to make thoughtful and well-judged interventions into children's play in an effort to extend learning or to encourage thinking and problem solving.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager had a very organised approach to her role. She was well-planned and had a vision for the development and improvement of the service. She gave parents regular opportunities to give feedback on the quality of the service and to offer ideas and suggestions. An extensive improvement plan outlined the improvement targets for the current session. We asked her to consider how manageable these targets were and how perhaps she could focus on those which were most necessary.

The parents we spoke to confirmed that the manager was approachable. She had a very good approach to developing and maintaining community links. She worked hard to communicate with other schools and nurseries in the area and this helped to ease the transition for children between the different settings.

The manager knew the staff well and she encouraged them to take on developments. They told us that she encouraged them to think through any problems and to try to find their own, workable solutions. These were recorded and we saw examples of staff being able to lead initiatives and carry forward developments in their rooms.

There were a range of monitoring activities undertaken by the manager. Staff were observed carrying out tasks and activities throughout the nursery. We considered that the impact of the monitoring activities was not always clear and that there were areas of practice which still needed to be worked on. She should continue to encourage staff to read publications on early education and childcare and to consider how these influenced the experiences of the children attending.

A good system was in place which allowed the manager to confirm that all of the staff were registered the appropriate professional body. This was checked regularly. This was particularly important during a time of frequent staff changes.

We saw that there had been new staff who had recently joined the team. We discussed how an induction programme might help new staff to have a clearer idea of how they would learn about the setting and what the manager's expectations of them were. We suggested that the necessary core training was recorded and all information signed off by the staff member and manager at the end of the probationary period.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

The service must ensure that all employees are registered with the appropriate registration body. They must check annually that registration has been renewed.

This requirement was made on 8 December 2016.

Action taken on previous requirement

All staff were registered with the appropriate professional body. The manager had system in place which allowed her to check this regularly.

Met - within timescales

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 reviews the children's personal plans with parents or carers at least once every six months and more often as appropriate.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 4: Engaging with Children.

This recommendation was made on 4 March 2015.

Action taken on previous recommendation

The service had reviewed some of the information for some of the children. This did not appear to be done systematically and it was not clear that parents were checking all of the necessary information and confirming that it was correct.

Recommendation 2

It is recommended that the service should review their paperwork on the administration of medication. Best practice guidance is available on hub@careinspectorate.com

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

This recommendation was made on 4 March 2015.

Action taken on previous recommendation

The service had made some alterations to their paperwork which recorded the administration. This was being used by staff. There was still some important information which was not being recorded accurately and required to be reviewed.

Recommendation 3

To support the safe administration of medication for children the service should review the service policy and arrangements for record keeping. To do this we recommend that the service refers to Care Inspectorate Health Guidance.

Management of medication in daycare of children and childminding services - HCR -0514-087 found at www.hub@careinspectorate.com - staff must ensure that all records are maintained clearly and are signed appropriately by parents.

This recommendation was made on 8 December 2016.

Action taken on previous recommendation

The reviewed paperwork available to staff and parents only partially met the recommendation. The staff were recording when medication had been administered but had not recorded the permissions given by parents.

Recommendation 4

The service should review procedures for nappy changing. This should follow best practice guidance and protect the privacy and dignity of children at all times.

This recommendation was made on 8 December 2016.

Action taken on previous recommendation

We observed nappy changes and saw that staff were following best practice guidance.

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	
8 Dec 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	3 - Adequate
4 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

Date	Type	Gradings	
11 Feb 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Nov 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
22 Jun 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
31 Aug 2009	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	4 - Good
		Management and leadership	5 - Very good
19 Feb 2009	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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