

No 12 Private Nursery Day Care of Children

12 Dougall Street
Tayport
DD6 9JB

Telephone: 01382 553423

Type of inspection: Unannounced
Inspection completed on: 24 January 2018

Service provided by:
Martin, Sandi

Service provider number:
SP2012983604

Care service number:
CS2012308580

About the service

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. GIRFEC 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 GIRFEC. 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.

The nursery is provided from house in a residential area in Tayport with a large enclosed rear garden.

The service is currently registered with the following conditions:

Number(s) and Age(s) of person(s) to whom service may be provided:

1. To provide a care service to a maximum of 27 children aged from birth to 12 years of whom no more than 15 are under 3 years and no more than 9 are under 2 years.

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

The five families who returned their questionnaires gave very positive feedback on the quality of the service and the staff team. Some of their comments are recorded below:

"My child is always happy to attend nursery. The staff are always welcoming and knowledgeable about my child and the nursery. I am very happy with the service provided."

"I am very happy with Number 12 Nursery and all the individuals who look after my (child). They are friendly and professional and my (child) adores them."

"The team at number 12 are excellent at communicating and have a flexible approach with care."

"As my child was wary of strangers the nursery provided weeks of settling in and did a great job of it."

"The staff are very committed to the children and provide a great service."

The children attending the nursery during the inspection appeared to be happy and comfortable in the service and relaxed and confident in their interaction with the staff team.

"I've got dirty hands!"

"We are running, see."

"The wheels on the bus go round and round."

"Look, I am a friendly baby stegosaurus."

"I'm freezing!"

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We asked the service for their own improvement plan and quality assurance paperwork during the inspection which supported our evaluation of the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

Children had regular opportunities to play outdoors and be physically active throughout the day which will help them to stay healthy. The service had recently developed their indoor activities to include more loose parts, natural materials and creative play opportunities. The outdoor play also included sensory experiences and opportunities to be creative. This will help children to explore and develop their curiosity and creativity.

Most activities were child-led and supported children to develop their own learning, staff were starting to capture this in different ways to share with families which could help to include them in their child's learning journey. Care plans showed how children were achieving developmental milestones at the service.

The children learnt about nutritious foods by planting and growing foods and helping to prepare meals. The menu included healthy home cooked meals and a variety of vegetables and fruit which the children enjoyed eating. Mealtimes were relaxed social experiences where children enjoyed chatting to other children and staff. We saw that staff supported children to learn new skills; serving themselves, using ceramic plates and metal cutlery and helping to clear up after lunch. The children enjoyed being independent and helping with lunch tasks.

Children enjoyed a variety of activities in the service which included Spanish and yoga lessons which could support their early literacy and health and wellbeing.

The manager told us about a new approach which is being used which encourages staff to use respectful and positive language to support children's emotional wellbeing. The approach will also support children to assess risk for themselves which could help children to be more confident. We saw that this had a positive impact on the way staff were communicating with the children throughout the inspection.

The staff team have annual appraisals and team meetings with the manager to help them review their practice and identify training needs and opportunities. This will help them to improve their practice.

The manager and deputy shared their improvement plan which identified changes in the service which would support them to become a 'Reggio Emilia inspired' nursery. We saw that they had started this process after consultation with families. We saw that children and families were consulted about changes in the service, for example staff no longer wearing uniforms. This will help them feel included in the service.

What the service could do better

We saw that families were involved in reviewing care plan information like allergy and medical needs helping them to be safe in the service, however there was no formal review of children's development. We spoke with the management team about ways to develop and record this which would help families to be involved in their child's learning and development.

The management team had not managed to introduce any formal monitoring of the quality of the service as recommended at the last inspection. We spoke about useful documents like 'Building the Ambition' and 'How Good Is Our Early Learning and Childcare' which would support them to evaluate and drive further improvement in the service. See recommendation one.

The service kept records of discussions at team meetings. We spoke about how these could be formalised to show if the minutes of the last meeting were agreed, any action points or delegated tasks which were agreed during the meeting and progress on any action points from previous minutes. This will help staff to feel included in the development of the service and show how the service is progressing.

The service were in the process of changing resources to give children more access to 'loose parts' and creative play opportunities. This will help the children to explore and direct their own play and learning. During this process some areas had become cluttered with furniture and boxes. The service should consider how to manage this to ensure that children can move freely around the nursery, choosing where to and play and eat lunch in pleasant surroundings helping them to feel respected.

The manager shared a plan for wall displays. The service should continue to develop this process to help share children's voices in the planning for the service and involve families in their child's learning. If the displays were stored appropriately children could revisit their learning at a later date.

The staff team could be given the opportunity to meet with their manager between annual appraisals to allow them to discuss their performance, identify and practice developments or training and support the improvement of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

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

- a clear and manageable monitoring calendar to look at the quality of provision
- reflection on staff practice and engagement with children
- direct observations of children's experiences, including interactions with staff
- use of varied observation types to enhance the information available for evaluating the service
- proactive systems to source and research recent guidance and legislation
- clear action plans for staff to improve practice in any areas identified
- continued use of evaluative systems such as 'Building the Ambition' (<http://www.gov.scot/Resource/0045/00458455.pdf>) and 'How good is our early learning and childcare?' (<https://education.gov.scot/improvement/Pages/frwk1hgioearlyyears.aspx>) to measure and assess practice
- regular involvement of staff, parents and children in evaluating the quality of the service.

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 support the service to see recent examples of guidance in practice.

This will ensure children are supported to progress in the service in line with national best practice guidance.

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

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
14 Dec 2016	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>
18 Dec 2015	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>4 - Good</div>

Date	Type	Gradings	
19 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
16 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak 2 - Weak

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