

Achiltibuie Primary School Nursery Day Care of Children

Achiltibuie Primary School
Achiltibuie
Ullapool
IV26 2YG

Telephone: 01854 622267

Type of inspection: Unannounced
Inspection completed on: 22 March 2018

Service provided by:
Highland Council

Service provider number:
SP2003001693

Care service number:
CS2013314960

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 10 December 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.

Achiltibuie Primary School Nursery is registered to provide a care service to a maximum of 10 children, from the age of three years to those not yet attending primary school. The staffing ratio of one qualified staff member for up to the maximum of four children was approved at the time of registration due to the size and location of the nursery.

The nursery is operated by Highland Council. The head teacher manages the nursery. The nursery operates term time only. The nursery is located in a classroom within Achiltibuie Primary School. The children have access to a bright playroom with kitchen area and toilet facilities. The nursery opens onto a small paved area. They can also use the school grounds and gym hall for energetic physical play.

What people told us

The children present were all observed to be happy and relaxed in the care of the staff. The children all enjoyed taking part in a range of activities. The children were all very happy to tell us about recent topics they had been looking at and what they had learnt. They told us about the healthy smoothies they had made the previous day and how good they tasted.

During the inspection we spoke with three parents. Two parents and carers gave us feedback through our questionnaires. They were generally positive in their comments about the quality of the service provided and the approachability of the staff. They were happy with the range of activities on offer.

Comments made included:

'The children are always happy going and that is what is important.'

'The kids tell us all the things they have done.'

'The member of staff is very approachable.'

'Would love to see the children out a lot more.'

'We are concerned about the school playground which the nursery children use - it is so run down and looks unsafe.'

'We've offered to get involved to improve the outdoor space.'

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	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

During this inspection we looked at Quality Statement 3 - We ensure that service users' health and wellbeing needs are met; and Quality Statement 4 - We use a range of communication methods to ensure we meet the needs of service users. 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 was performing to an adequate level. We concluded this after:

- speaking with the member of staff and the early years education support officer
- talking with the children
- speaking with parents and carers
- discussion with the manager
- observing staff interaction with the children
- inspection of relevant paperwork, including personal plans
- evaluation of completed Care Standards Questionnaires.

The staff continued to have positive working relationships with the children and their families. There were good levels of information sharing and communication. The parents we spoke with were very complimentary about the nursery staff and described them as being very friendly and approachable.

On the day of the inspection there were four children present and one qualified member of staff which met the staffing ratio approved due to the size and rural location of the service. However, on other days, there were occasions when six children attended with no extra staff working in the nursery. We informed the manager that by doing this they were not adhering to their conditions of registration. A requirement has been made in relation to staffing ratios.

(See Requirement 1)

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

The service should review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health 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(1)(2) - Personal plans.

On the day of the inspection we found that there were no personal plans for any of the children who were attending the nursery. We spent time talking with the manager and the staff about the legal requirement to have personal plans in place. We discussed the purpose of personal plans and what information should be contained within them and the importance of ensuring that plans were kept up to date and reviewed on a regular basis, or when there were any changes in circumstances. The requirement had not been met and will therefore be repeated. **(See Requirement 2)**

A recommendation had also been made in relation to learning journey folders:

Learning journeys should reflect the planning and evaluation of activities for children, as well as monitoring their progress.

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

During the inspection we looked at the learning journey folders for all of the children in attendance. Some work had been completed to develop the folders and to involve the children more in identifying what it was they would like to learn next. We discussed with the manager and staff how the children's learning journeys could be further developed. The recommendation will be continued. **(See Recommendation 1)**

We observed a very lively and sociable snack. The children were very much involved in snack choice and preparation. It was also an opportunity for the children to try new foods. The children enthusiastically told us about the healthy fruit and vegetable smoothies they had previously made.

Being based in the primary school building, was advantageous in relation to transitions. As a very small nursery and school, the nursery children tended to know the children in the primary school. We discussed how the transition programme could be extended. For example, the nursery children could have identified buddies who accompanied them for snack and break time with the whole school. Given that the nursery session did not end until 1pm, the children would be able to have school lunches to allow them to become familiar with the routine.

Requirements

Number of requirements: 2

1. In order to ensure children are safe and receive high quality experiences the provider must ensure that at all times they adhere to their conditions of registration in relation to staffing ratios. When there are five or more children attending at any one time, there should be a minimum of two suitably qualified and competent staff working in the nursery.

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 4(15)(a) - Welfare of users

Timescale: Immediate.

2. The service should review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health 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(1)(2) - Personal plans.

Timescale: 15 June 2018.

Recommendations

Number of recommendations: 1

1. Learning journeys should reflect the planning and evaluation of activities for children, as well as monitoring their progress.

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

Grade: 3 - adequate

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 the opportunities for outdoor play and learning. We also looked at what progress the service had made in relation to meeting the 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, the early years education support officer and staff.

The nursery had use of a small playroom within the main school building. As a result of the limited space, the service was restricted in relation to what resources and play and learning activities were made available to the children. There was insufficient space for all the children to have an individual coat hook. On the day of the inspection there were only four children and one member of staff present and even then the room was cramped. We discussed with the manager and staff as to whether it would be an option for the nursery to move into the larger room in the school which had previously been refurbished. This room offered substantially more space and when it was refurbished low level sinks were installed specifically for the use of the nursery children. The service should give consideration to relocating the service within the school building.

As stated previously, there was limited space available within the playroom. During the inspection we discussed with staff how they could review the layout of the playroom and introduce activities which would engage the children, offer more challenging activities and introduce more open ended materials and natural resources within the playroom.

The playroom opened directly onto a small paved area. During previous inspections, we discussed with the manager, developing this to make it a safe area where the children could take part in outdoor activities and enrich and encourage the children's learning and imaginative play. Having free-flow between the small playroom and the outdoor area would offer more space. However, no work had been done to improve the outdoor space and the nursery children were restricted to using the main school playground for short sessions.

We again suggested that it would be helpful for staff to visit other services to see their outdoor learning facilities. We explained to the manager and staff where they could access best practice such as 'My World Outdoors' and 'Loose Parts'.

The parents and carers we spoke with were of the opinion that the children would benefit greatly from more time outdoors. They stated that the current weekly outdoor sessions offered the children invaluable opportunities to play and learn about their local environment and the children all enjoyed these sessions.

However the parents and carers highlighted the poor state of repair of the outdoor space, especially the main school playground. Some of the parents explained that they had previously offered to help the service develop the outdoor play areas to make them safe, fun and exciting areas for the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

During this inspection we looked at Quality Statement 3 - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice; and Quality Statement 4 - We ensure that everyone working in the service has an ethos of respect towards service users and each other.

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

- speaking with the staff member and the early years education support officer
- 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.

We were able to observe staff being very caring and nurturing towards the children. They offered the children praise and encouragement. It was evident from observing interaction that the children enjoyed being in the care of the staff. The staff were committed to the service and wished to provide the children with a positive experience. They had also established positive working relationships with the children's parents and carers.

At the time of the inspection, there was only one member of staff and as a consequence she did not have any colleagues to offer direct support on a day to day basis. Since the last inspection, an early years education support officer had been appointed and had undertaken monitoring and support visits to the nursery, however they tended to be infrequent due to the travel implications. Staff valued these visits as they offered an opportunity to discuss the running of the service and keep up to date with best practice. We discussed with the manager and the early years education support officer establishing an appropriate support network. Consideration should be given to offering the member of staff the opportunity to meet up with staff in other services. The early years education support officer explained that there was already an online network group established for staff in other rural services and she would ensure that the staff member would have immediate access to this.

The manager for the service was the head teacher for two primary schools, both in very rural locations and had to split her time between the two sites. She explained that this impacted on the amount of time and support she could provide nursery staff. Input to the nursery tended to be informal and ad hoc. We discussed with the manager the need to introduce regular, formal support and supervision meetings for staff as a matter of priority. The purpose of these meetings would be to provide an opportunity for the staff with their manager to review and reflect on their practice, identify agreed goals and training needs, and identify any action to be taken and by whom. We discussed the importance of these meetings and how they fed into the individuals staff appraisal, the skills and training audit, the training plan and ultimately the service's improvement plan. A requirement has been made in relation to support and supervision meetings. **(See Requirement 1)**

There was no clear training plan in place. The staff spoken with had only attended a limited range of training. The manager should complete a skills and training audit for staff to identify any training needs. This should be completed as a matter of priority and a training plan should then be created to ensure staff were being provided with the appropriate training to meet their identified training and development needs. A requirement has been made in relation to this. **(See Requirement 2)**

We discussed with the manager and staff the various options available in terms of training including self-directed study. During the inspection we directed staff to various useful websites including; Education Scotland, Scottish Social Services Council and the Care Inspectorate Hub which provide information in relation to professional learning. Staff should continue to be proactive in relation to keeping up to date with current best practice and reviewing their own practice to take account of any new guidance.

Requirements

Number of requirements: 2

1. The manager should ensure that all staff receive regular support and supervision meetings and attend annual staff appraisal 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.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011, SSI 2011/210 - Regulation 15(b) Staffing.

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: 15 June 2018.

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, SSI 2011/210 - Regulation 4 (1)(a) Welfare of Service Users and Regulation 15 (a) and (b) Staffing.

Timescale : 15 June 2018.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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.

In particular we focussed on 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 weak. We concluded this after:

- discussion with staff and the early years education support officer
- speaking with the manager
- looking at relevant policies and procedures
- looking at the improvement plan for the primary school and the nursery.

There were limited options available to allow for staff consultation and feedback. These included informal discussion and annual staff appraisals. Regular support and supervision meetings with the manager as highlighted previously in this report would also provide another opportunity for staff to be involved in determining the direction and future objectives of the service.

The staff had introduced more opportunities for children and their parents and carers to give feedback. Greater use was being made of mind maps and floor books to record ideas, suggestions and feedback.

Following previous inspections, a requirement was made in relation to quality assurance:
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, SSI 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.

We found that little had been done to meet this requirement. The head teacher did not complete formal monitoring or observation visits to the nursery. Her involvement with the nursery tended to be ad hoc, informal and low key. As stated previously, staff did not receive support and supervision meetings. Although there was a joint improvement plan in place for the primary school and the nursery, there was only very minimal mention of the nursery and no clearly identified action points.

The manager should have a clear overview of the issues relating to the service and should implement a quality assurance system to improve outcomes for children by monitoring and improving all areas of practice. The manager should ensure that regular monitoring visits are completed to assess and review the service provided. Following these visits staff should be provided with clear feedback in relation to the findings. There should be regular meetings where the manager and staff can review improvements to the service and their practice, identify next steps and action points. Staff should receive regular support and supervision sessions where they are supported to reflect on their practice and the impact on improving the quality of children's experiences. Staff training needs should be identified and an action plan implemented to meet these identified training and development needs of staff. This requirement remains outstanding. **(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 SSI 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 : 31 August 2018.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

Requirement 1

The service should review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health 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 - Regulations 5(1)(2) - Personal Plans.

Timescale: 30 June 2017.

This requirement was made on 29 March 2017.

Action taken on previous requirement

No work had been done to develop personal plans for each of the children attending. We advised the manager of the service that this was a priority.

This requirement is repeated.

Not met

Requirement 2

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 (Requirement for Care Services) Regulation 2011, SSI 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: 30 June 2017.

This requirement was made on 29 March 2017.

Action taken on previous requirement

No work had been done to meet this requirement. The service did not have in place an effective system of quality assurance.

This requirement therefore remains outstanding.

Not met

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

Previous recommendations

Recommendation 1

Learning journeys should reflect the planning and evaluation of activities for children, as well as monitoring their progress.

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

This recommendation was made on 29 March 2017.

Action taken on previous recommendation

Since the last inspection, work had been done to develop the learning journey folders for each of the children. We discussed with the staff member how the learning journeys could be further developed to monitor the children's progress.

This recommendation will be repeated.

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
29 Mar 2017	Unannounced	Care and support
		4 - Good
		Environment
		4 - Good
		Staffing
		4 - Good
		Management and leadership
		3 - Adequate

Date	Type	Gradings	
21 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
26 Feb 2015	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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