

Country Bumpkins Nursery Day Care of Children

The Old School
Petty East
Gollanfield
Inverness
IV2 7QP

Telephone: 01667 460053

Type of inspection:

Unannounced

Completed on:

7 June 2018

Service provided by:

Country Bumpkins (Inverness) Limited

Service provider number:

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Service no:

CS2012308673

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

Country Bumpkins Nursery is situated near the village of Ardersier. The service was registered with the Care Inspectorate on 28 September 2012 and can care for up to 57 children at any one time.

The nursery which is situated within a large detached building, provides care on two floors. The nursery contains a baby room, toddler room and two pre-school rooms. Children also have access to a large outdoor field that offers a variety of learning spaces and physical challenges. The nursery is also close to woodland walks and coastal beaches.

The aims of the nursery were to provide a safe, secure and stimulating environment for children aged three months to five years old, where they can play, learn and have fun. "We aim to do this by providing a child centred environment, where every child can participate in a wide variety of play experiences, which will enable them to develop, gain confidence and self-esteem, gain self-respect and respect for others and to become successful learners. This will be regardless of the child's gender, race, religion or disability."

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.

What people told us

"The staff have a good knowledge about both my children and cater for their individual needs. I love the fact pre-school listen to the children and plan ideas around their ideas/suggestions. The baby room staff are always friendly and ensure adequate feedback is given at pickup times. Most recently however there does seem to be a change over of staffing."

"Really pleased with how quickly my son has settled in this nursery. He went in younger than most children and this worried us, we didn't want him to be isolated or ignored as he wasn't mobile like the other children. We needn't have worried, the dedicated staff do a fabulous job and ensured he settled in well. Staff were warm, caring and enthusiastic, a credit to the business. A real asset of the nursery is the outdoor area, this is why we picked this nursery. Pleased to see it being developed to facilitate even more outdoor fun and learning. The bus from Inverness meant we could put our son in this fabulous nursery as a town centre nursery in Inverness cannot compete with their outdoor facilities. Facebook page is also great for updates."

"I highly recommend Country Bumpkins and have no concerns with their service. I was worried about putting my daughter to nursery at such a young age, but she settled really well. She loves going to nursery and meeting with the staff and she has come on leaps and bounds. Staff keep me really well informed with how she is doing and we love the range of activities they do with her, particularly the amount of time they spend outdoors."

"Very welcoming nursery, good vibes from staff and the children are happy."

"More outings to help connect the children to the world outside would be good."

"Both management and direct care staff members seem to genuinely care and are interested in my child's development."

"The facilities are fantastic, providing a real range of activities both indoors and outdoors. My daughter talks regularly at home about how great her day was and thinks of the staff as extended family friends."

"My daughter has good speech and often shares stories of her time at nursery. From this, I know she has formed strong bonds with staff and is building close friendships with peers. My daughter has recently developed food intolerances, the nursery have been superb in working with me to support her new diet. Their cook sourcing alternatives that are suitable for my child and nursery staff have put a care plan in place; even the biscuits she made at Easter were dairy free. We use the bus service so I don't attend the setting often but this does not affect communication. I am provided with a daily diary with activities, nappy changes and what she has had to eat. I can telephone if required and feel staff are approachable if I want to speak with them. My daughter is happy at nursery, she is provided with an abundant range of indoor and outdoor activities in which her choices are listened to. I have three children and have had a variety of childcare experiences and this is by far the best."

"I am generally very happy with the level of care my child receives at Country Bumpkins. They are quick to let you know about any illnesses or incidents that are going around the nursery. They have a lovely facility and garden for the full range of ages that attend the nursery. The only criticism I give is not informing parents as to how my child is developing. I know they are doing a great job when my child comes home and tells me what they've learned. This would be nice to hear from her teachers on how she coped with learning it."

"My wife and I are delighted with the quality of both care and educational stimulation both of our children receive at Country Bumpkins. The environment, particularly the outdoor space is fantastic and all staff are very clearly interested in the children's wellbeing and development. We are very happy to have chosen Country Bumpkins for this stage in our children's education and development."

"Core staff are great, however bank staff are also present. Would appreciate if parents were introduced to bank staff and given an understanding of their role and how long they are working there for. Overall, great nursery that my two-year old loves attending."

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	5 - Very Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

We found that children were supported by a staff group that took into consideration the individual needs and abilities of children. We observed children being comforted both verbally and physically in a warm and soothing way. Permanent members of staff knew the children very well and encouraged them to try new experiences, consolidate their achievements and gave lots of praise when tasks were completed.

Good infection control procedures for nappy changes were in place. A healthy lifestyle was promoted and children enjoyed playing outside on a daily basis. Healthy snacks and meals were available and very good links had been made with other professionals and other childcare providers to ensure children's care was consistent. We heard from parents who appreciated the very good communication with the service along with the outdoor play area. Accidents and incidents were recorded and were reviewed by the nursery manager to review risk.

The outdoor play area was a haven for children who enjoyed this space in many ways; running freely within a secure space, physical activity that benefited the development of gross motor skills, imaginary play in a number of areas, team work, problem solving and exploration were other ways in which children could learn and find out through direct actions. The recently built yurt was not fully developed but will be an asset when the weather is inclement.

On the days of inspection, children of all ages were outside and there was ample space for them all to play freely without having to consider safe areas for babies and toddlers.

We observed a number of experienced and very good childcare practitioners who supported children's learning by extending their vocabulary and encouraging them to research outcomes further.

We observed very good practice in the baby room with members of staff positively stimulating children's curiosity and providing a safe haven for them to explore and investigate their surroundings.

We found that room observations were being carried out by the management team on a regular basis to evaluate service delivery and identify areas for improvement.

What the service could do better

We observed children not washing their hands or flushing the toilet in the pre-school room. For infection control purposes, good hand washing must be promoted and encouraged.

We found that a number of bank and relief staff were on duty during this inspection visit. There have been a number of changes to the staffing personnel over the last six months and this may have had an effect on certain areas of delivery. As new members of staff gain experience and attend training, we are confident those areas will improve.

The pre-school room was poorly laid out with a number of activities that had pieces missing (jigsaws) and were difficult for children to complete. Children were being managed in groups and when it came to story time younger children had not the concentration span to engage with a story that was suited to older children.

At times it was very adult led within the pre-school room which was the opposite to what was happening outside with this age group. We suggest that the good practice that occurs outside is replicated indoors.

We ask that the service assesses the pre-school room and its equipment to ensure that the layout and materials are conducive to children's learning experiences. We would also like to see children take part in smaller groups for learning experiences that would meet with their understanding and individual concentration spans.

When inspecting children's learning journals we found them to be of a variable quality. Highlighting good examples for all the staff would encourage them to record learning outcomes that were consistent.

We found that a number of staff were working towards or had no recognised childcare qualifications. Plans were in place to remedy this and we accepted that a reasonable time frame was in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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	
7 Jun 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 May 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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