

Seton House Nursery Day Care of Children

3 Seton Terrace
Dennistoun
Glasgow
G31 2HU

Telephone: 0141 550 1587

Type of inspection:

Unannounced

Completed on:

31 May 2018

Service provided by:

Ms Christina Ritchie

Service provider number:

SP2003001173

Service no:

CS2003005654

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Seton House Nursery is registered to provide care and education to a maximum of 54 children aged from birth to those not yet attending primary school. The provider is Christina Ritchie.

The nursery is located within a three storey townhouse in the Dennistoun area of Glasgow. Children are cared for in the following age groups under 1s, 1 - 2s and 2 - 5s. Children are accommodated in departments according to their age. In addition, there are three outdoor areas for children, front and rear gardens at the premises and an adjacent communal garden.

The service's aims and objectives state:

"At Seton House we ensure that all children are treated as individuals. We help them feel secure, make choices and develop a sense of self-esteem."

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 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

The majority of children present were happy and settled in the nursery. Staff were supporting some new children as they settled in. Children enjoyed playing indoors or outside in the nursery garden.

Six parents returned completed care standards questionnaires to us. We also spoke with three parents individually during our inspection. All parents strongly agreed with the statement: "Overall, I am happy with the quality of care my child receives in this service."

We received the following comments from parents.

"Overall, I am very pleased with Seton House. My son is always very happy upon arrival and happy to see the staff, this provides me with the confidence the staff are doing a great job."

"My child is happy and speaks highly of the staff. There is a genuine affection for the staff and my child enjoys her time at nursery."

"Love, love, love this nursery. This is my 3rd child and my other 2 went to two different nurseries. If I had known about Seton House they would have been here, my son loves going to nursery and loves all the staff. Very good nursery do not have anything bad to say, my son has been here from a baby and will be sad when he goes to school."

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

Quality of care and support

Findings from the inspection

Each of the children in the nursery had a key worker, a named adult to support them and share information with their parents. We learned that the key worker was responsible for planning experiences for a child, observing them and completing their individual journal.

Within the baby room, children had been placed with a staff member whose work pattern matched their pattern of attendance. This helped to support continuity of care. Staff caring for some of the older children were in the process of identifying key workers following some changes in the team.

We discussed the importance of this relationship and suggested that the service consider a true key worker system, where staff are responsible for all aspects of a child's care. Staff agreed that this would benefit children, particularly in light of the fact that there was some movement of staff between rooms.

The provider had introduced an electronic journal for children over two. The format allowed staff to record observations of children, track their progress and share the information with parents and carers. We viewed several of the files and found that information did not reflect individual children's experiences or learning. As a result, they were not effective in supporting individual children's wellbeing. (See recommendation 1)

We found that the quality of staff to child interaction varied throughout the nursery. During our visit, we observed staff engaging with children in some valuable activities including songs with younger children and a dramatized version of a story for older children. At other times, staff could have been more responsive to children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider and manager should ensure that children's personal plans are used effectively to ensure their individual wellbeing needs are met.

This is to demonstrate the Health and Social Care Standards which state:

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The nursery offered a safe environment for children.

During our visit, all of the children had the opportunity to play outside in the nursery garden. There had been some improvements since our last visit, namely the introduction of a mud kitchen and construction area. Staff had introduced some loose parts play by adding palettes and tyres to promote children's imagination and creativity.

Staff continued to make good use of a communal garden to offer children additional experiences outdoors.

We identified some issues with the environment, during the inspection, that we asked the provider to address. These included a missing light in the children's toilet and the ventilation system not working in any of the toilets.

We had previously asked the provider to refurbish the children's toilets to ensure children had access to a hygienic space that supported their privacy and dignity. The work had not been carried out. We suggested that the provider contact the Care Inspectorate Registration Team for guidance on suitable toilet accommodation before progressing with the work. (See requirement 1)

Requirements

Number of requirements: 1

1. The provider must submit a plan to the Care Inspectorate on how they will improve nappy changing and toilet facilities for children that will ensure the spread of infection is limited and promote children's privacy and dignity.

This is in order to ensure that the environment is consistent with the Health and Social Care Standards which state:

5.4 If I require intimate personal care, there is a suitable area for this, including a sink.

It is also necessary to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 10(2)(a).

Timescale for meeting this requirement: 1 October 2018.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

There had been some recent changes within the staff group. New staff had been appointed to positions of responsibility and some established staff had been promoted. These changes meant that some staff were still settling into their new role and building their confidence.

In speaking with some staff, we found they were keen to develop areas of the service. They had already recognised some areas for improvement that we identified and had discussed it as a group. This included reviewing and improving the lunch experience for the younger children.

We noted that the staff team comprised of a few apprentices who were undertaking a qualification while employed in the nursery. We discussed this with the provider and the possible impact this may have on the care provided to children.

Some of the new staff had brought examples of different practice from their previous work and were keen to implement some of this within the nursery. As a team, staff were looking at what changes would benefit the service and outcomes for children.

As a group, staff had limited training opportunities since the last inspection. They had accessed some online courses on infection control, child protection and pre -birth to three. However, training on the document Building the Ambition was still ongoing. Staff who were familiar with the guidance had begun to audit some of their practice using the guidance. However, all staff would benefit from the opportunity to strengthen their knowledge and understanding to allow them to implement it fully. (See recommendation 1)

As part of the inspection, we looked at staff recruitment within the nursery. We found that while suitable procedures were in place these had not been followed when staff who had worked in the service previously, returned. (See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should ensure that the staff team have access to training and professional development opportunities that support both their individual professional development and improved outcomes for children.

This is to demonstrate the Health and Social Care Standards which state:

3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes of conduct.

2. The provider should ensure that they adhere to their recruitment procedures at all times.

This is to demonstrate the Health and Social Care Standards which state:

4.24 I am confident that people who support and care for me have been appropriately and safely recruited.

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We looked at quality assurance and evaluation within the service. We learned that the manager had introduced a new system for monitoring both staff practice and outcomes for children. She had not had the opportunity to gauge how this had impacted on the quality of the service. We noted that there was no improvement plan in place to support the ongoing development of the service.

We alerted the provider and manager to some issues within the service that had not been identified through the existing monitoring procedures. This would indicate that they have yet to be fully embedded in the service. (See requirement 1)

Requirements

Number of requirements: 1

1. The management team must establish a clear quality assurance procedure within the service that ensures they have a stringent overview of all aspects of the service. The procedure must include a formal improvement plan which identifies targets for improvement, responsibilities and timescales.

This is in order to ensure that the management and leadership is consistent with the Health and Social Care Standards which state:

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

It is also necessary to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) Welfare of users - A provider must - (a) make proper provision for the health, welfare and safety of service users.

Timescale for meeting this requirement: 1 October 2018.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The provider must ensure that a personal plan is in place for the children attending the service. The plan must demonstrate how their individual health, welfare and safety needs are to be met. Plans must be reviewed at least every six months and be used effectively to record information on each child.

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) Personal Plans.

Timescale for meeting this requirement: Within 24 hours from receipt of this report.

This requirement was made on 1 June 2017.

Action taken on previous requirement

The provider had introduced a format of personal plan for each of the children. However, they were not being used effectively to support children's health, wellbeing and safety. See recommendation 1 under Quality of care and support.

Met - outwith timescales

Requirement 2

The provider must submit a plan to the Care Inspectorate on how they will improve nappy changing and toilet facilities for children that will ensure the spread of infection is limited and promote children's privacy and dignity.

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 10(2)(a).

Timescale for meeting this requirement: Three months from receipt of this report.

This requirement was made on 1 June 2017.

Action taken on previous requirement

No action had been taken on this requirement. This requirement is continued under Quality of environment.

Not met

Requirement 3

The provider must ensure that sufficient staff are in place at all times to care for the children.

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 15(a) Staffing - A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users - (a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

Timescale: Immediate.

This requirement was made on 1 June 2017.

Action taken on previous requirement

Although we found the service operated with its conditions of registration with regard to adult to child ratios, this was due to the inclusion of Modern Apprentices within the staff team. We asked the provider to review this with a view to ensuring continuity of care for children.

This is to demonstrate the Health and Social Care Standards which state:

3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes of conduct.

Met - outwith timescales

Requirement 4

The management team must establish a clear quality assurance procedure within the service. The manager's role in charting progress as well as monitoring and evaluating the overall service must be clarified. The procedure must include a formal improvement plan which identifies targets for improvement, responsibilities and timescales.

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(1)(a) Welfare of users - A provider must - (a) make proper provision for the health, welfare and safety of service users.

Timescale for meeting this requirement: Six months from receipt of this report.

This requirement was made on 1 June 2017.

Action taken on previous requirement

This requirement is continued under Quality of management and leadership.

Not met

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

Previous recommendations

Recommendation 1

The provider should ensure that all staff have a clear understanding of their roles and responsibilities in protecting children. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 1 June 2016.

Action taken on previous recommendation

Staff had accessed online child protection training and now understood their role and responsibility.

Recommendation 2

The provider should review individual children's medication records to ensure they provide clear guidance to staff on administration and dosage. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 1 June 2016.

Action taken on previous recommendation

We found that suitable procedures were in place for administering medicine to children.

Recommendation 3

The provider should further develop opportunities for the staff team to attend training and development opportunities which support them in their work. The provider should ensure that there is an effective system in place for identifying and monitoring staff training needs and that training is carefully planned and evaluated. National Care Standards Early Education and Childcare up to the age of 16: Standard 12 - Confidence in Staff.

This recommendation was made on 1 June 2017.

Action taken on previous recommendation

This recommendation is continued under Quality of staffing.

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
4 May 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
30 Jun 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
13 Aug 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
8 Oct 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
28 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
30 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
30 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
11 Sep 2008		Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate

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