

# Les Enfants Nursery (Inshes) Day Care of Children

Unit 8  
Inshes Retail & Leisure Park  
Sir Walter Scott Drive  
Inverness  
IV2 3TN

Telephone: 01463-714666

**Type of inspection:**

Unannounced

**Completed on:**

20 July 2018

**Service provided by:**

Les Enfants Nurseries Ltd

**Service provider number:**

SP2006008117

**Service no:**

CS2008191381

## 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](http://www.careinspectorate.com)

This service has been registered since 2009.

Les Enfants Nursery (Inshes) is registered to provide a care service within the nursery to a maximum of: 21 children 0 - under two years; 28 children two - under three years; 28 children three years and over. To provide after school care to a maximum of 40 children within Kingsmills Scout Hall, Walker Park, Kingsmills Road, Inverness IV2 3LL. The nursery is open between the times of 08:00 and 18:00 hours, Monday to Friday.

The service is provided in a building that is suitable to accommodate children of different ages and abilities on two floors with a lift. Staffing levels meet recommended ratios.

The service vision statement is to create "a centre of excellence which values staff, children, parents, service users and the wider community."

The aims of the service include the following statements:

"To provide a quality childcare facility which will nurture the holistic development of every child and encourage them to become active participants in society."

"To ensure that each child feels valued and respected and is treated fairly and well."

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

We sent 30 care standards questionnaires to parents of children who attended the service. We received 19 completed questionnaires before the inspection took place. These contained many positive comments which told us that most parents were very satisfied with the quality of care provided.

We have included the comments below which represent some of the parents' views:

"I am confident the staff take good care of my child and see they get lots of time to play and develop. It is fantastic to hear my two year old tell me what they have learnt and seen."

Another wrote "Staff have been great at taking care of (my child). We are kept up to date with daily events when we pick them up. The girls in the baby room are fab at what they do."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We sought information linked to their own improvement plan and quality assurance paperwork.

These helped us assess the priorities for development and how the service was 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	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

From the evidence gathered during our inspection we evaluated this theme as very good. We looked at how the service was meeting the needs of all children and how it supported safety, independence and choice.

We saw that children across the service were busy and purposeful. It was apparent that the children had developed positive and trusting relationship between themselves and staff. The children made very good use of the space and resources available to them. The resources supported children's independence, providing them with opportunities to investigate and be creative.

Children were encouraged to be safe, responsible and active. The staff, for the most part made very well-judged interventions, bringing the children together when they felt this was needed and allowing them space to work through ideas and activities.

We saw that children were happy and enjoyed active play both within the rooms and outside in the dedicated play area. Informal information sharing took place regularly at the start and end of each session and was supported by entries in the children's learning journeys which parents found to be useful and informative. The learning journeys had recently been further developed and were deemed to be effective in sharing children's achievements and next steps.

Staff were responsive to children's dietary requirements and choice. We noted the efforts made to find an alternative meal for one of the children in the baby room.

Staff spoken with knew which children had support needs linked to medical conditions.

We discussed areas where information held could be more explicit and staff agreed to look at this area of practice in line with best practice guidance and information from Asthma UK.

Children were keen to chat with us about their pictures and what they had enjoyed. Photographs, artwork and mind-maps were displayed around the nursery, which showed children enjoying different activities, as well as images of their favourite themes. Children shared with us their knowledge and interest in the production of "ice creams" and this had been a recent project in the room for children ages three to five years.

Newsletters and displays shared information with parents who were welcomed into the nursery for stay and play sessions. We noted children's transition to primary one classes at various locations was well managed and met the needs of children attending.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

From the evidence gathered during our inspection we evaluated this theme as very good.

We formed this view having spent time in all the areas of the service and spoke with a sample children, parents/ carers and staff.

Children were given daily opportunities to participate in outdoor play. The outdoor area was not readily accessible in terms of a 'free flow' model however, it was close to the ground and first floor rooms. The service had refurbished the décor and layout of the rooms since the last inspection. Children in the baby room now had a settee upon which they and the staff could comfortably sit together, and furniture to balance between when improving their walking and balancing skills. Rooms across the service had a very good range of natural and traditional resources. We observed children exploring, experimenting and being creative in their learning and play. Staff had worked hard to develop the children's experiences, particularly with the ongoing development of "loose parts" which was now more established.

Children had access to suitable toilets and a nappy changing area. Small sinks for hand washing were available in the nursery toilet. We noted that staff were observant and were aware of children using the toilet. They reminded children of the need for good hand hygiene to keep themselves healthy.

We observed children having snack together and found this to be a positive experience. Children's independence was well supported through the snack routine. Children washed their hands before selecting plates and tumblers and helped themselves to the food from the healthy fruit choices available. Water was available throughout the day to help keep children hydrated in the hot weather.

Children were encouraged to be as independent as they could be. They were encouraged to sort out disagreements between themselves with the support of an adult if required. Interventions by staff were sensitive and timely.

We observed positive interactions and engagement. Staff supported children in their chosen activities. Children sought resources from around the rooms. We highlighted the importance of resources being accessible to

promote choice, and this should include the outside play area with its cupboard with extensive resources available to promote literacy and numeracy. Staff were observed to support children well and to be child centred, patient and nurturing in their interactions. We spoke with a parent who highlighted the range of resources and outside play as a strength of the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of staffing

### Findings from the inspection

From the evidence gathered during our inspection we evaluated this theme as very good. We formed this view having spent time in all the areas of the service and spoke with a sample children, parents/carers and staff and sampled relevant documents.

Staff, both established and relatively recent appointed, evidenced a strong desire to engage with the training element of being a childcare professional.

We were tasked to look at behaviour management following previous observations and comment from a parent of child attending the service. We noted that some training had taken place and policies updated. However, when discussing elements of practice with some staff it was agreed some would benefit from further training.  
**(See recommendation 1)**

Children approached staff for help and reassurance which demonstrated trusting respectful relationships. Many staff were skilled in helping children recognise their achievements and develop a sense of being included and promote choice and creative and imaginary play. Staff knew the children well and intervened appropriately when required. Staff were knowledgeable about the needs of individual children and their families within the setting. Staff were said, by parents/carers spoken with, to be available to meet with parents to discuss any concern.

Children responded very well to staff. All staff within the setting had a calming manner and influence on the children, with staff taking time to listen to the views and thoughts of the children with whom they worked.

We saw that the relationships between all staff were very good. The staff team were observed to be respectful of each other and valued each other's support. We observed staff to be positive, well trained and reflective practitioners.

Staff were aware of their responsibilities linked to their professional registration and the need to maintain their competence through ongoing training. Staff had an understanding of their role and responsibilities regarding

any child protection issues which may arise in the future. All staff had undertaken training and we were told child protection training will remain a regular facet of staff training.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended the provider and service manager revisits with staff regarding their knowledge and understanding of behaviour management guidance. This is to support a consistent response to managing challenging behaviour across the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My care and support meets my needs and is right for me." (HSCS 1.19)

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

From the evidence gathered during our inspection we evaluated this theme as very good.

The provider and the management team had, over the years, been proactive in supporting staff achieve qualifications to support their employment. Additionally such as with those staff attending Froebel training the support had facilitated a deeper understanding of the knowledge of specific child care practice. This investment had added considerably to the service's capacity to care and support children using the service.

We noted that formal one to one sessions with managers was scheduled to take place less often than previously. Staff indicated that they felt very well supported by management and could approach them to help with issues when they arise.

The service improvement plan had recently been developed and the service manager was engaged in carrying out weekly audits to measure how agreed action plans were progressing. It was recognised that this change in practice linked to quality assurance was new to the staff group and the management team will continue to audit this process linked to promoting improved outcomes for both children and staff.

We discussed the Care Inspectorate's expectations linked to notified incidents. The management team agreed to review this area of their practice to ensure future events are reported timeously.

Risk assessment of areas of the service are undertaken and children are involved in this process. We discussed how the auditing of this practice should be carried out by the most appropriate staff member to ensure best practice is maintained.

Staff are now all aware of the Care Inspectorate information portal "The Hub" where best practice documents are stored to assist with improving outcome for children in registered services. The staff group may wish to promote this area to other stakeholder with an interest in improving practice to support children's health and wellbeing.

We discussed the process linked to staff appraisal with the staff and the management team and noted that these continue to take place and will be carried out as required. The service is aware of the importance of maintaining very good links with parents/carers. To that end the service has key workers for all children. We highlighted comment received through the care standard questionnaires that one parent was unaware of who this was. This is to be looked at to ensure all parents are aware of this support mechanism.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

## Previous requirements

There are no outstanding requirements.

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

## Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
22 Aug 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
27 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Aug 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good



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