

Auchinbee Children's Nursery

Day Care of Children

Auchinbee Farm Road
Cumbernauld
Glasgow
G68 0ET

Telephone: 01236 737444

Type of inspection:

Unannounced

Completed on:

8 August 2018

Service provided by:

Auchinbee Care Limited

Service provider number:

SP2015012600

Service no:

CS2015341973

About the service

The inspection of this service was carried out by two early years inspectors, on the 6th and 7th of August 2018.

Auchinbee Children's Nursery registered with the Care Inspectorate in 2016. It is registered to provide a care service to a maximum of 116 children as follows: 13 children aged 0-2 years, 53 children aged 2 years to those not attending primary school and 50 children attending primary school. The manager is not included in the adult to child ratios.

The nursery is a private organisation and the provider is Auchinbee Care Limited. The service works in partnership with North Lanarkshire Council to provide early learning and childcare to children aged three to five years.

The service is located in a residential area of Craigmarloch in Cumbernauld, North Lanarkshire. It is close to local transport links, a pond, a supermarket and other local amenities. Care for children is provided from two renovated farm house buildings. Nursery aged children are accommodated within five separate playrooms in the main house and school aged children are cared for in the separate outbuilding, which is self-contained with its own toilets, kitchen and cloakroom. Large, secure garden areas are also provided at the rear of the buildings.

The service aims include providing children with educational learning opportunities that offer depth and breadth across all areas of learning, seeking the views of children and building an ethos of respect and value.

All areas of the nursery were in operation during the day of our inspection, although baby room one was only used for sleeping as the children had joined together over the summer due to reduced numbers. .

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 wellbeing indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

We sought the views of parents and children as part of the inspection process.

We sent 20 questionnaires to the service to distribute to parents and carers before the inspection. Ten of these were returned to us. We also spoke with five parents in person during the inspection, and they gave us their views on the quality of the service.

All respondents indicated that they were overall, happy with the quality of care that their children were receiving at the service. People spoke about the friendly staff and accommodating management team.

We observed children at play and found they were happy and settled. Older children told us that they liked the staff, enjoyed spending time with their friends and liked playing on the computers.

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	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Parents told us that they were overall, happy with the quality of care and support that their children received. They commented positively on staff, describing them as being happy and friendly. Our observations supported this view and we saw that staff were welcoming and kind to children. Parents felt comfortable to enter in to relaxed discussions with staff about their child's needs and interests. This provided staff with information to meet children's needs.

The service used online learning journals to communicate each child's learning with parents. We found that these were updated regularly. Parents had the opportunity to update achievements from home too, involving them in their child's care.

Personal plans were in place for all children in the nursery. We found some good examples of planning to meet children's needs in the three to five room, but the quality and consistency of these were not evident throughout the rest of the nursery and out of school club. We discussed with the service the need for all plans to reflect the individual health, welfare and safety needs of children.

The recording of accidents and incidents were clear. Appropriate monitoring took place when children experienced a head injury, and parents were informed routinely. This helped keep children safe.

The system for recording, administering and storing medication was unorganised and confusing. We found that medication was not always stored safely and that there were not always clear protocols in place for children requiring medication. We advised the service to follow good practice guidance within 'Management of Medication, Daycare and Childminding Services.' This would help to ensure that children were kept safe and their needs met. See recommendation 1.

The service provided children with home cooked meals and snacks. The cook aspired to have healthy menu's and included fruit and vegetables within menu plans. The use of guidance within 'Setting the Table' would further support the cook to develop food offered to children.

Meal and snack times were not always a good experience for children. We found that some of the food was not suitably presented and appetising for the children. For example, we saw young children eating directly from the table instead of from a plate or bowl. On the second day of the inspection we also found that the meal provided was not of good quality and had been overcooked. We shared with the service how meal times could be improved to ensure they are relaxed, unhurried, suitably presented, dignified and encourage independence within eating. See recommendation 2.

Children played with the toys available to them. In the three to five room staff asked children what they wanted to do. Their interests were met, and as a result children were having fun with dinosaurs, drawing materials and water. We found however, that the quality of play could be improved throughout the rest of the nursery and the out of school care. We saw babies confined for parts of the day in baby walkers and bumble seats and children in the out of school club spent time playing or watching others play on the computers. Better use of sensory, natural and open-ended resources coupled with greater access to outdoors, would support children to be more curious about their world, explore and solve problems. We discussed with the service how Building the Ambition could be a useful tool to improve experiences for children. See recommendation 3.

The routine of the day was centred around the staffing needs of the service. This was not always in the best interest of the children. For example, the two to five year old children joined together first thing in the morning until all staff arrived for work. This was chaotic and gave children very little space to play. We also found that all young children were encouraged to sleep after their lunch. Some children were not ready to sleep at lunch time and were asked to lie down for an extended period of time with nothing to do. We also found that new babies were being settled in to a separate room from the one they would usually be cared for in. Staff told us this was because numbers of children were lower over the summer, therefore the baby rooms joined together. We discussed with the service the importance of routines meeting children's individual needs. See recommendation 4.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The service should ensure that medication is stored and administered safely. This is to ensure that children's needs are met and that they are kept safe.

To achieve this the service should follow good practice guidance within 'Management of Medication, Day care and Childminding Services'.

http://www.careinspectorate.com/images/documents/1427/Childrens_service_medication_guidance.pdf

Particular consideration should be given to;

- Safe storage of medication
- Parental consent to administer medication

- Effective protocols for children with medical conditions

This is to ensure care and support is consistent with the Health and Social Care Standards which state; 'as a child, my environment is secure and safe' (HSCS 5.17) and 'my care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

2. The service should review their meal provision to ensure that meals are appetising and the experience is relaxed, unhurried, suitably presented and dignified. This will help children to develop a positive attitude to healthy eating.

To achieve this the service should;

- Follow good practice guidance within 'Setting the Table' http://www.healthscotland.com/uploads/documents/30341-Setting_the_Table.pdf
- Review the way that food is served to the youngest children
- Promote independence within eating and drinking
- Review menus so they are appealing to children
- Agree the responsibilities of the cook during lunch time.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state; 'as a child I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33), 'If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences are respected' (HSCS 1.34), 'I can enjoy unhurried snacks and meal times in as relaxed an atmosphere as possible' (HSCS 1.35) and 'if appropriate, I can choose to make my own meals, snacks and drinks, with support if I need it' (HSCS 1.38).

3. The service should improve the quality of play experiences offered to children. This will ensure that children are motivated to play and learn and are progressing their learning.

To achieve this the service should make use of good practice guidance within 'My World Outdoors', 'Our Creative Journey' and 'Building the Ambition'.

In particular, consideration should be given to;

- Interaction and communication with the youngest children
- The use of natural, open-ended resources
- Access to outdoors
- Utilising the toys available to children

http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf

<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

https://education.gov.scot/improvement/learning-resources/Building_the_Ambition

This is to ensure that care and support is consistent with the Health and Social care Standards which state; 'as a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended natural materials' (HSCS 1.31), 'as a child,

I play outdoors every day and regularly explore a natural environment' (HSCS1.32) and 'as a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

4. The service should review the routine of the day, to ensure that it meets the needs and preferences of children. To achieve this consideration should be given to;

- Sleep times
- Toileting
- Joining of rooms
- Group times
- Outdoor play
- Settling Visits

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'if I experience care and support in a group, the overall size and composition of that group is right for me' (HSCS 1.8) and 'my care and support needs are right for me' (HSCS 1.19).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children were cared for in a welcoming, pleasant, recently decorated environment. There was plenty of natural light and appropriate ventilation and heating which helped children feel comfortable.

Children were kept safe through a modern secure entry system. Entry to the premises was through a buzzer system linked to CCTV camera's. Each playroom was covered by CCTV for added security.

Independence within hand-washing was observed for some children. Older children were actively participating in keeping themselves safe from the spread of infection and we could see this was embedded in their routine. We discussed with the service the importance of embedding this practice with the youngest children too.

The outdoor environment had been renovated to create large open play spaces for children. The manager also told us about plans to start using some forest land owned by the provider, to enrich children's experiences outdoors. We discussed with the service ways that outdoor play could be enhanced, through the use of some natural moveable parts outside. For example, crates and logs. This would support children to develop curiosity, imagination, problem solving and resilience.

The playrooms were generally spacious with room for children to play. However, we observed that they were often very cluttered and messy contributing to a higher than expected number of accidents. We discussed with the service the benefits of tidying some toys when not in use. This would support the reduction in accidents.

We found that some infection control practices should be improved to limit the spread of infection. This includes the sharing and cleaning of children's dummies, the organisation of equipment in the children's toilets, broken peddle bins in food areas, the babies hand hygiene and the time food lies out before being refrigerated. See recommendation 1.

We had some concerns about children's safety during the inspection. For example, we found hazardous materials accessible to young children. We discussed with the service the importance of staff following clear risk assessments, to ensure children's safety. See recommendation 2.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Infection control practices should be improved to limit and prevent the spread of infection. This is to ensure that children are kept safe and healthy. To achieve this, the service should make use of good practice guidance within 'Infection Prevention and Control in Childcare Settings'.

<https://www.hps.scot.nhs.uk/haiic/ic/resourcedetail.aspx?id=352>

Consideration should be given in particular to;

- The storage, sharing and cleaning of children's dummies
- Storage of equipment in the children's toilets
- Broken bins
- Babies hand hygiene
- Refrigeration times of food
- Proximity of snack area to children's changing room in the 2-3 years room.

This is to ensure that's children's care and support is consistent with the Health and Social Care Standards which state, as a child 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22)

2. The service should ensure that the environment is safe for children. To achieve this there must be effective risk assessments in place that staff follow. Consideration in particular should be given to;

- Safe storage of hazardous materials
- Risks of jammed fingers in doors
- Seeking advice on locking exit doors

This is to ensure that children's care and support is consistent with the Health and Social Care Standard's which state, as a child 'my environment is secure and safe' (HSCS 5.17).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff caring for children were welcoming, friendly and happy to be at work. They worked with us to share information that informed our findings for this inspection.

Staff had engaged in some training that gave them the tools to reflect on some practice. For example, first aid training and fire warden training.

Children were protected from harm because staff were alert to signs that would indicate a deterioration in children's health and wellbeing. They had recently participated in child protection training and demonstrated an awareness of procedures.

The service had a range of mostly suitable procedures in place to keep children safe. We found however, that these were not always followed by staff. As a result, there had been a serious incident where children's safety was compromised. See requirement 1.

The staff team had varied skills and abilities, but required more training to develop their skills and knowledge of good practice. Training should address the issues identified under quality of care and support. See recommendation 1.

Staff have a responsibility to register and maintain their registration with the regulating body for care, the Scottish Social Services Council. We found that some staff were not registered on the day of the inspection and that other staff had not been registered within an appropriate timescale. Registration with the Scottish Social Services Council is mandatory to safeguard children and improve the knowledge and skills of those caring for them. See recommendation 2.

Requirements

Number of requirements: 1

1. In order to ensure children are kept safe, the provider must ensure that staff understand and follow appropriate safety procedures.

Action should be taken to address this with immediate effect.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI. No. 210), Regulation 4, Welfare of Users 4 (1) (9)

Recommendations

Number of recommendations: 2

1. We recommend that staff develop their skills and knowledge through the use of an individual training plan, which meets their specific development needs and supports them to care for the children they are working with. To achieve this, consideration should be given to the following points;

- Reading best practice documents.
- Visiting other high quality services.
- Reflecting on practice.
- Attending training

- Participating in observations of their practice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state as a child I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14)

2. Staff must register and maintain their registration with the Scottish Social Services Council. To achieve this staff should;

- Register within 6 months of starting a new role
- Keep their details with the Scottish Social Services Council up to date
- Keep their Post Registration Training and Learning Record up to date
- Pay their annual renewal fee
- Re-register within a five year period or if their role changes.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state; as a child 'I am confident that people who support and care for me have been safely recruited' (HSCS 4.24) and 'I have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes'.

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

Parents commented positively on the communication from the service. They told us they felt well-informed of all events and developments. This involved them in the life of the service.

Staff told us they found the manager friendly and helpful. The manager operated an open door policy and was willing to support staff if they felt they needed help.

The management team were honest, open and regularly shared information with us. They notified us formally of any accidents, complaints and issues at the service. This contributed to positive working relationships and supported us to help develop the service. We did however, discuss with the management team their responsibility to notify Care Inspectorate of serious incidents as discussed, under the quality of staffing theme.

The manager of the service had recently started a phased return to work after a period of maternity leave. During her absence, an acting manager had taken charge of the service. We found that the acting manager had been given the post at relatively short notice and her induction in to the role was not well planned and co-ordinated. This resulted in a lack of knowledge to carry out the managers role effectively.

The manager had remained in touch with the service during her absence and had participated in regular keep in touch days. These days were mainly used to support the acting manager. We discussed with the service the potential to develop leadership in all areas so that senior staff could better support management in future.

We recognised the monitoring paperwork that was in place to promote quality assurance. We found however, that it was not effective, and that staff did not have a clear understanding of how to use it effectively. The lack of monitoring within the service had a direct impact on the outcomes for children, and resulted in the recommendations and requirements made within this report. We discussed with the provider the need, to ensure that the service is well led and managed at all times. See requirement 1.

Requirements

Number of requirements: 1

1. The provider must ensure that the service is well led and managed at all times to secure positive outcomes for children.

To achieve this:

- There must be robust quality assurance processes in place that monitor; accidents, medication, safety, staff practice, infection control and registration with the Scottish Social Services Council (this list is not exhaustive).
- Changes to management should be well planned and co-ordinated.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI. NO. 210). Regulation 4, Welfare of Users.

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

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

Quality assurance systems should be further developed. Systems already in place should be used to measure the impact of staff training and parental involvement, and the monitoring systems in place to audit staff practice and the environment should link to staff supervision records. The way information was recorded in online journals, progress reports and personal plans should continuously be reviewed, to ensure it effectively supported staff in meeting children's needs and informed parents/carers about what their child was learning, what this meant, and what would happen next. National Care Standards Early Education and Childcare up to the age of 16, standard 14: Well-managed service.

This recommendation was made on 15 September 2017.

Action taken on previous recommendation

As detailed within this report we found that monitoring throughout the service was weak. Therefore this recommendation is not met and has been included as part of a requirement for improvement.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
11 Aug 2017	Unannounced	Care and support
		4 - Good
		Environment
		4 - Good
		Staffing
		4 - Good
		Management and leadership
		4 - Good

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