

The Wendyhouse Children's Nursery (Forfar) Day Care of Children

84 North Street
Forfar
DD8 3BN

Telephone: 01307 461961

Type of inspection:

Unannounced

Completed on:

8 August 2018

Service provided by:

Jill Culross trading as the Wendyhouse

Service provider number:

SP2007009333

Service no:

CS2007161398

About the service

The Wendyhouse Nursery is a private nursery located in the rural town of Forfar. It is registered to provide a care service to a maximum of 44 children of an age not yet attending primary school at any one time, of whom no more than 10 are under two years. When nine or more children less than two years are present, both rooms in the baby area will be used.

The manager will work on a peripatetic basis with The Wendyhouse OOSC, Whitehills Primary School, 1 Fyfe Street, Forfar, DD8 3EQ.

The nursery comprises of four nursery rooms over two floors with toilets and kitchen facilities. This space provides the children aged three to five years with opportunities for a variety of activities including imaginative play, messy play and stories. Children aged under three years have their own playroom and adjacent sleep facilities. There is a small outdoor area for physical play and planting.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate in April 2011.

The Aims and Objectives of the service include:

'To encourage children to learn through play.

To provide safe, healthy and stimulating environment where children feel happy and secure.

To provide a well-balanced curriculum which is planned and to meet the needs of the individual child.

To evaluate and value the abilities and needs of each child.

To ensure practice reflects current legislation and guidelines e.g. National Care Standards, Birth to Three guidelines, three to five curriculum framework, a curriculum for excellence etc.

To ensure all quality assurance procedures are kept up to date.

To develop parent's understanding and awareness of the curriculum and to encourage their individual input for the benefit of their child.'

(An excerpt)

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC), 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 parents to work with the 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. They are often referred to as the SHANNARRI wellbeing indicators.

What people told us

We observed children to be happy and confident, engaged in their play indoors and in the garden. Some of the older children talked with us about their nursery experiences and friendships.

Their comments included:

'I like painting.'

'My favourite colour is red...and blue.'

'My hands are special.'

'We went to the library. We had to be quiet.'

'I'm taking ages to sort it out because they made a mess!'

'I did not exactly eat them.'

We spoke with two parents during the inspection who were very happy with the care their children received.

They told us their children were progressing well, staff were friendly, approachable and very good at communicating with parents. One of the parents said they felt the nursery building could do with a little attention. We discussed this with the manager during the inspection, who informed us that there was a timeline in place for redecorating and the fitting of new floor coverings.

We sent Care Standards Questionnaires to the service to distribute to parents. We received five completed questionnaires before the visit. Four parents 'strongly agreed' and one parent 'agreed' they were happy with the quality of care their children received at the service.

A parent commented:

'I feel this is an excellent service.

My son enjoys nursery and he is always looked after well.

He enjoys all of the meals made and healthy snacks.

All of the staff are excellent and there is always excellent communication.'

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	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

There was a welcoming, positive atmosphere in the setting. We saw children and families greeted warmly on arrival, with staff taking time to speak with parents. Staff also spent time with parents when they came to collect their child, sharing what the child had been involved in during their session at the service.

Children were happy, confident and encouraged to be independent. They were enjoying their nursery experiences, choosing activities and where they wanted to play. The children had opportunities to play alone or together in groups. We saw the children had made friends within their playrooms and were involving each other in their play.

We observed that staff were more confident in their roles and this was impacting positively on children. We discussed with the manager the need for continued support for some staff. Staff knew children well and were more responsive to individual needs. Staff talked about the relationships they had built with parents and children and the importance of having good relationships and effective communication.

Staff were using encouraging language and recognised children's achievements. There were missed opportunities throughout the day for staff to extend children's language, vocabulary and thinking. We talked with the manager about ensuring staff recognise and offer challenge for children, broadening experiences and opportunities for learning. Staff took a responsive planning approach to children's learning leading from needs and interests. We asked that this be further embedded in practice, with staff supported to develop interests and revisit children's learning.

Children's profiles and the recording of observations were improving but support was still needed to ensure consistency in recording throughout the nursery. We have continued the recommendation from the previous inspection, referring it to the Health and Social Care Standards. **(Please see Recommendation 1)**

The service was encouraging healthy lifestyles through nutritious snacks and lunches and encouraging active play and fresh air. We saw that menus were being reviewed, supporting children to develop healthy eating habits. Children were encouraged to be independent, choosing and serving their own snack, pouring their drinks, handing out cutlery at lunch time and clearing away their own plates and cups when finished. We asked that children be given further opportunities for independence at lunch time, for example, by serving their own lunch. We saw the youngest children independently feeding themselves, supported when necessary by staff. The older children had fruit at lunch time which was served by staff and put directly onto the table. We discussed this with the manager, asking for bowls, plates or napkins to be used, especially since the table had not been wiped down between courses and there was still rice present from the main course. We also reminded her that staff should be sitting with children during lunch, encouraging and supporting social skills. This was not happening in the three to five playroom on the day of inspection. The manager said that staff did usually sit with children and she would reinforce this with staff.

The children had opportunities for active play and fresh air in the garden and local environment. The children aged three to five years visited the library and the shops looking for toy cars during the inspection. They also had fun running around and exploring in the garden which had been developed in the last year. The younger children enjoyed a walk around town in their buggies, later in the day. On the second day of inspection, we were pleased to see the younger children in the nursery garden, climbing and toddling, supported by staff. Staff should continue to ensure that children have as many opportunities as possible to access fresh air and physical activity.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children's profiles should continue to be reviewed, with greater focus on quality observations that track significant learning and revisit next steps in learning. Staff should be supported to develop a more reflective and evaluative recording style with an emphasis on outcomes for the individual child.

National Care Standards: Early education and childcare up to the age of 16

Standard 4: Engaging with children.

Standard 5: Quality of experience.

Standard 11: Access to resources.

Standard 12: Confidence in staff.

Referring to the Health and Social Care Standards:

Staff and management should continue to review children's profiles, with greater focus on quality observations that track significant learning and revisit next steps in learning. Staff should be supported to develop a more reflective and evaluative recording style with an emphasis on outcomes for the individual child. This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17).

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the nursery to be clean and tidy, with natural daylight and ventilation. There was a secure entry to the nursery which kept children and staff safe. Staff made good use of the space available when planning the layout of the playrooms allowing children to move around unhindered and have space to extend their play and learning. Visual risk assessing informed written risk assessments. We observed very good risk assessing and supervision of the babies when they were out on a walk in their buggies with staff. Staff were very vigilant crossing roads and monitoring traffic while engaging with the babies.

Children's artwork and photographs of them involved in various activities and experiences were displayed around the playrooms. These displays provided opportunities to include the parents in their children's learning and allow children to revisit the experiences and learning they had been involved in. We encouraged the staff team to further develop displays, for example, linking to literacy, SHANARRI indicators, Curriculum for Excellence and Pre Birth to three guidance.

While we saw good infection control measures in place with children and staff handwashing, nappy changing procedures being followed and the wearing of appropriate disposable gloves and aprons, we felt handwashing in the three to five playroom before lunch could be improved. Children were sent by staff to wash their hands and returned to sit on the floor, touching the carpet and the jigsaw that was being completed during group time. We suggested the children wash their hands and move directly to the lunch tables therefore minimising the spread of germs and bacteria after handwashing.

A range of appropriate resources were available for children of all ages to choose independently. We saw staff were introducing more natural, open ended materials, encouraging exploring, creativity and imagination. We asked that staff pay attention to the detail of resources, for example, ensuring jigsaws had all the correct pieces to complete and pencils were sharpened so they were fit for purpose. We were pleased to hear staff talk about the natural resources they hoped to introduce into the playrooms to support and extend children's play.

The outdoor space had been developed since the last inspection in consultation with children, parents and staff. A parent had made a new sand tray and mud kitchen for the children to have fun with. We saw the children enjoy the garden over the two days we visited. They had fun climbing and sliding down the chute, exploring and investigating insects, swinging on the swing and playing with their friends in imaginary play. Staff acknowledged work was still ongoing in the garden to enhance learning opportunities for all children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

All staff were recruited in accordance with safe recruitment procedures. Staff were qualified and registered with the Scottish Social Services Council (SSSC) as required. We were pleased to see the same staff team in place since last year, providing consistency for children and families.

We observed the staff to be kind, caring and friendly. The whole team worked well together, sharing experiences and supporting each other. They told us they were able to share their views and opinions to influence the development and improvement of the service.

Staff were motivated and enthusiastic. They were becoming more confident in their roles and this was supporting their responsiveness to children and promoting positive outcomes. We saw that staff had been involved in a range of inhouse training opportunities to enhance their knowledge, skills and practice. The staff team and management talked about the need for further training and staff taking a shared responsibility for their own development. While we recognise and acknowledge the work staff and management have put into their professional development, we have continued the recommendation made at the last inspection and referred it to the new Health and Social Care Standards. **(Please see Recommendation 1)**

Regular staff meetings were being held with all staff attending. There was time allocated at the end of the meetings for staff development and discussions regarding continuous professional development.

The manager had introduced supervisions and appraisals with the staff team. Although these were being carried out they were still at an early stage. The manager had not received any supervisions or appraisals since taking up post. We advised that she discuss this with the provider.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should provide support and training to further develop staff knowledge and skills. Developing these skills will lead to positive outcomes and learning for the children in the service.

National Care Standards, Early Education and Childcare up to the Age of 16.

Standard 4: Engaging with children.

Standard 14: Well-managed service.

Referring to the Health and Social Care Standards

The provider and manager should provide support and training to further develop staff knowledge and skills. Developing these skills will lead to positive outcomes and learning for the children in the service. This is to ensure that care and support is consistent with the Health and Social Care Standards which state "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14)

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The manager and staff had worked hard to address the recommendations from the previous inspection report and continued to identify areas for development within the service.

We found the manager had an open, approachable manner which was confirmed by parents and staff. She had developed very good relationships with staff and encouraged them to voice their opinions and suggestions to take the service forward. Staff and management discussed working together to bring about change and improvement and that everyone was very much included in the improvement agenda. Management and the staff team were committed to service development and improvement in consultation with children and families who used the service.

The service had an improvement plan in place with identified priorities for development. This ensured there was a clear understanding for improvement. We saw that quality assurance systems were now in place to monitor and measure the nursery's work and improvement agenda. We discussed the use of self evaluation tools, such as 'How good is our early learning and childcare?' and 'Building the Ambition' to support evaluation and monitoring. The manager and staff team should now ensure the quality assurance systems are robust and routine. We have continued the recommendation from the previous inspection at this inspection, referring to the Health and Social Care Standards. **(Please see recommendation 1)**

The manager had a regular presence in the playrooms which gave her the opportunities to get to know children, parents and staff well. There was also informal monitoring of staff practice taking place while the manager was in the playrooms. We discussed formalising and recording monitoring to support quality assurance and service improvement.

Parents and children were consulted on a regular basis about service provision and development. Staff and the manager talked about the various ways in which this was done. We encouraged them to continue to develop methods for gaining feedback from children and parents.

Policies and procedures were in the process of being reviewed. We reminded the manager that they should contain the relevant detail and contact information, where required, to inform staff and parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should continue to further develop robust monitoring and evaluation systems to ensure that the quality of the service is monitored and assessed regularly.

National Care Standards, Early Education and Childcare up to the age of 16. Standard 14: Well-managed service.

Referring to the Health and Social Care Standards:

The management and staff team should continue to further develop robust monitoring and evaluation systems to ensure that the quality of the service is monitored and assessed regularly.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

Grade: 4 - 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

Recommendation 1

Staff should be supported to develop their confidence, knowledge and skills in being responsive to children's individual needs.

National Care Standards: Early education and childcare up to the age of 16

Standard 4: Engaging with children.

Standard 5: Quality of experience.

This recommendation was made on 8 January 2018.

Action taken on previous recommendation

Staff displayed more confidence and were more responsive to children as individuals, supporting needs, interests and learning. Management should continue to support staff in this area.

Recommendation 2

Children's profiles should continue to be reviewed, with greater focus on quality observations that track significant learning and revisit next steps in learning. Staff should be supported to develop a more reflective and evaluative recording style with an emphasis on outcomes for the individual child.

National Care Standards: Early education and childcare up to the age of 16

Standard 4: Engaging with children.

Standard 5: Quality of experience.

Standard 11: Access to resources.

Standard 12: Confidence in staff.

This recommendation was made on 8 January 2018.

Action taken on previous recommendation

We saw an improvement in the recorded observations and the next steps identified. Staff should be supported to develop a consistency throughout the nursery. We have continued this recommendation at this inspection.

Recommendation 3

The outside play area should be further developed to provide children with greater challenge, interest and opportunity.

National Care Standards: Early education and childcare up to the age of 16.

Standard 4: Engaging with children.

Standard 5: Quality of experience.

Standard 11: Access to resources.

This recommendation was made on 8 January 2018.

Action taken on previous recommendation

Staff have developed the nursery garden with support from parents and carers. Management and staff have consulted with children, families and staff in the development of the garden. They shared their plans for further improvements.

Recommendation 4

The service should provide support and training to further develop staff knowledge and skills. Developing these skills will lead to positive outcomes and learning for the children in the service.

National Care Standards, Early Education and Childcare up to the Age of 16.

Standard 4: Engaging with children.

Standard 14: Well-managed service.

This recommendation was made on 8 January 2018.

Action taken on previous recommendation

Staff knowledge and practice has improved and we now need to see the understanding of national documentation fully embedded into practice. Staff discussed taking responsibility for developing their own knowledge and identifying training opportunities to support this. We have continued this recommendation from the previous inspection.

Recommendation 5

The service should continue to further develop robust monitoring and evaluation systems to ensure that the quality of the service is monitored and assessed regularly.

National Care Standards, Early Education and Childcare up to the age of 16.

Standard 14: Well-managed service.

This recommendation was made on 8 January 2018.

Action taken on previous recommendation

Management and staff have worked hard to put in place quality assurance systems which support the continued development of the service. They should become familiar with and embed tools for routine evaluation and monitoring which will support robust quality assurance systems. We have continued the recommendation made at the previous inspection.

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
27 Nov 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
7 Dec 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
18 Jan 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Jan 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
23 Jan 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
5 Dec 2011	Unannounced	Care and support 4 - Good Environment 2 - Weak Staffing Not assessed Management and leadership Not assessed
9 Feb 2012	Unannounced	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
26 Jul 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	5 - Very good
11 May 2009	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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