

Appin Nursery & Creche Day Care of Children

6 Halbeath Road
Dunfermline
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Telephone: 01383 249053

Type of inspection:

Unannounced

Completed on:

14 August 2018

Service provided by:

Appin Nursery & Creche Limited

Service provider number:

SP2011011725

Service no:

CS2011303593

About the service

Appin Nursery and Creche is situated in two adjoining converted family houses in Dunfermline. The nursery has been arranged in three separate areas for babies, toddlers and pre school children. Accommodation consists of playrooms, toilets, changing area, kitchen and office space. Children also have access to a large garden at the rear of the nursery.

The nursery is registered to provide a service to a maximum of 57 children not yet attending primary school at any one time of whom no more than six are less than one year of age.

The service was registered in 2012.

The service aims and objectives included the following:

"To ensure children are happy, settled and confident in their interactions with peers and adults."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check that services are meeting the principles of Getting It Right For Every Child (GIRFEC). Set up by the 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.

What people told us

We issued 25 questionnaires to parents and carers of children who used the service. We received 14 completed questionnaires prior to the writing of this report. Comments from those using the service indicated a high level of satisfaction especially in relation to the staff caring for the children. Comments included:

"I feel Appin nursery is always striving for improvement. I believe that the staff are what makes the nursery. They are all very friendly, professional, creative and passionate. I don't ever worry about my child when she is in their care. I also appreciate the newsletters and progress report that I can log on and see her progress."

"The staff have been exceptional since our children joined Appin. Very supportive with settling in for both myself and the children. As a parent I am always fully informed of their activities/development or any concerns. They love going to Appin and adore the staff. It is also extremely well managed and everyone is always friendly, welcoming and happy."

We were able to speak to approximately ten parents and carers and they told us they were happy with the care their children received. Comments from parents, carers included:

"We're really happy. They're really supportive of my child's allergies. When they have pizza they provide special ones for him so he can feel included. I'm really happy about that."

"There's always plenty staff and they introduce us to new staff."

"Love the staff. The way they interact with the children. The online journals are really useful. I don't have time to comment though we're meant to write on them but I like the idea of bringing in extra curricular activities like music. More outings like the library would be good. I don't mind paying extra for bus trips etc."

The children were happy and settled in the nursery. They told us what they liked to do and interacted confidently with us during our inspection. Comments included:

"We were in the garden this morning. We played on the swings. Some people played in the house."

"I'm making chicken soup in the mud kitchen."

"There's only one yellow bike. I can pedal the bike."

"Can you put me up the tree?"

"Look what I made. A robin with magnets."

"We swung on the tree branch when we went to the forest. We have biscuits and oranges and apples and bananas there."

"We walk and walk and walk to the forest."

"We had crisps and cheese and ham wrap and water to drink (for lunch). We don't know what's for pudding."

"I would like to go in the ICT room and go out in the garden."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their 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	3 - Adequate
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Staff were kind and caring towards children and generally responded to children's changing needs. Staff had developed good relationships with children and their families and we saw them interact well together. Parents were given good feedback at the end of the day and parents spoke of clear communication which included newsletters, email, bi annual parents meetings and electronic journals informing them of their children's development.

We looked at the care plans which were completed by parents and staff together at the settle in visits. We saw that the information was routinely re - assessed with each parent and used to set out a plan which effectively met each child's health, welfare and safety needs. The summative reports however, were not adequately audited as the Next Steps could not be tracked to follow children's progress.

Children should experience and choose from a balanced range of activities which are planned, by staff who are using national and local guidance before being evaluated to see if they contribute to their learning and development. In order to achieve this, some staff needed relevant training on child development, observing and assessing learning and building an appropriate curriculum. They should then put their learning into practice and have regular opportunities to review and reflect on their practice to ensure that they are meeting children's needs effectively.

Staff in preschool needed to step into conversations to ask probing questions to widen children's learning and needed to respond appropriately to children's enquiring minds. We heard preschool children ask during snack "Where does butter come from? and "Where do oatcakes come from?" Staff told them that they did not know and didn't follow this up.

However, when we pointed this out the more experienced staff seized on the learning opportunity and bought the ingredients to make butter with the children and they were proud of their achievement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

There had been recent investment in furniture and the provider acknowledged the need to invest in new resources to support children's learning and development. We agreed that this should be given priority as we saw broken toys in the garden, torn books on display in preschool and when we tried reading a book to some toddlers we could not complete it as the book had been chewed and the words were missing. Some well loved soft bodied dolls were shabby with their bodies covered in felt pen. These should be replaced as they did not encourage children to respect their toys. They were removed by the provider during the inspection.

Staff in the baby room were sitting on the floor feeding the babies at small tables with upset babies on their laps. When they needed to hand over one of the babies who had settled in their arms, the staff member had to put the baby down on a chair before being able to stand up. This meant that the baby started to cry again. Staff needed to be provided with appropriately sized furniture in order to be able to carry out all their duties in comfort. This should include an adult sized chair for staff nurturing babies, story telling and for visiting adults.

Improvements to the outdoor environment provided children with a wider range of experiences than when we last inspected this service. Although, the nursery had no access to free flow play to the garden, staff made regular use of the outdoor space behind the nursery. During the inspection children played outside during the morning and afternoon which provided them with opportunities for fresh air and physical play. However, children's choice was severely restricted as staff chose when children should play indoors or out to fit in with the nursery routine rather than the interests of the children. On the one occasion when the children were given choice of indoors or outside we saw that the majority chose outside but then every preschool child had to go outside rather than some staff going out with some children and others being allowed to enjoy a quiet time inside before going home at the end of the day. Staff should reconsider the 'timetable' for the day in conjunction with the Care Inspectorate publications 'My World Outdoors', and Building the Ambition and look at related best practice scenarios on the Care Inspectorate hub for ideas to supplement the outdoor experiences being given to the children.

These can be found at: <http://hub.careinspectorate.com/improvement/my-world-outdoors/>

On other occasions children's needs were put behind nursery routines. When children first woke and were tired and needing cuddles they were taken for a nappy change rather than nurtured first with the nappy change waiting till they had fully woken and settled happily with staff.

Babies enjoyed playing safely within a separate garden alongside the older children. However, there was no area for the older children to watch them playing. We saw older siblings trying hard to peek through between the wooden bars of the fence to see their younger brothers or sisters. Consideration should be given to encouraging siblings to spend more time together at nursery.

Staff had begun to involve children in carrying out risk assessments. This helped children to consider risks in the areas they used. We heard one child say:

"If we ride off the end of here we will get hurt s we need to come off, lift the bike then ride on again."

Each of the playrooms had been decorated and had new carpets and washable floor coverings suitable for art and craft activities. As a result they were looking fresher and more inviting.

However, the nursery was not clean. Staff had to clean the whole building whilst also caring for all the children. On discussing this at feedback the provider told us that they had identified the need for a cleaner and that this was being actioned shortly.

We saw that children did not wash their hands before eating snack in the pre school room. See improvement 1

Display boards were all at a high level and children could not interact with them. The only display in the preschool art room was high and displayed photos of the children rather than any of the children's work showing their achievements.

There was a 'learning wall' in preschool which showed that children's views had been sought but it did not include any children's work, pictures or mark making. Staff should undertake training on learning walls to enhance the setting and children's learning and development.

Good systems were in place for dealing with children's allergies. Parents told us that they had confidence in the setting and that alternatives were offered to their children so that they did not feel left out if they could not eat the same as the other children. This meant that all children could feel included. Children were served snack of oatcakes and tomatoes straight onto the table without plates. Children's independence skills in pre school were not being encouraged. Staff spread children's oatcakes and poured their water for them when children should have been doing this themselves. See improvement 2

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that children experience a safe and hygienic environment where infection control procedures are followed. This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'I experience a high quality environment if the organisation provides the premises'. (HSCS 5.17)

2. It is recommended that staff review the process for children's independence and consider which tasks are appropriate for children's age and stage of development.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'I experience high quality care and support that is right for me'. (HSCS 1.19)

Grade: 4 – good

Quality of staffing

Findings from the inspection

There was a well-established staff team who worked together in a friendly manner. Staff were committed to their role in providing positive outcomes for children but the manager acknowledged that they required further support.

Staff meetings were held on a regular basis but no minutes were kept so there was no record of what was discussed or agreed. As a result, those who missed the meetings were not able to read the minutes thereafter and keep up to date with what was required of them.

All staff who were required to do so, were registered with the Scottish Social Services Council (SSSC) or in the process of doing so. We were told that those who had a condition on their registration which required them to achieve an appropriate qualification for their role were working towards achieving it.

A training record had been developed which showed what training staff had taken part in. However, there was no evaluation of the training or the impact it was having on their practice. See Improvement 1

The service appeared to be aware of the best practice document 'Safer recruitment through better recruitment' available on the Care Inspectorate website The Hub and were mainly following the guidance in respect of their recruitment procedures. However, we saw that insufficient checks were being carried out with the Scottish Social Services Council (SSSC) prior to new staff starting work within the service. These checks should be added to the recruitment checklist. Marriage certificates should be checked in order to ensure that documentation produced matched the birth certificates presented on recruitment. Staff disciplinary details should be removed from staff files after the required period.

See Improvement 2

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that children are cared for by staff who are competent and confident and the service puts in place effective systems for identifying and monitoring staff developing their knowledge and attending training where necessary to ensure that they can meet the needs of the children attending the service.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 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 and organisational codes'

2. It is recommended that safer recruitment practices are followed when recruiting staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'I am confident that people who support and care for me have been appropriately and safely recruited'. (4.24).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The manager had started to undertake one to one supervision sessions with each staff member and staff told us that as she was so approachable they felt able to seek her advice at any time.

She had not begun to undertake staff appraisals yet but expected to begin this process shortly having been in post for just over a year.

An improvement plan had been developed with staff input and this provided an assessment of the service, the improvements it was making and what it wanted to achieve.

The service was in partnership with the local authority (Fife) to provide funded early learning and childcare and management and staff valued the support they had received of late.

The child protection policy should be reviewed to ensure that all parts were in line with current child protection guidance as discussed and agreed with the manager.

We saw that the manager had started to use How Good is Our Early Learning and Childcare to help monitor and evaluate the quality of the service. The system was still in the early stages and was not yet fully embedded so the manager should continue to build on the foundations in place to ensure a more systematic and rigorous procedure for self-evaluation, auditing and monitoring of all areas of the service. These should include areas identified in all themes highlighted in this report and should include e journals, cleanliness of the nursery, monitoring of staff practice and staff training. We acknowledge that some areas had been identified by the manager within the Improvement Plan.

With a quality assurance system verified against the Health and Social Care Standards, however, many of the issues raised within this report would be picked up by management or staff at an earlier stage. Consideration should be given to adding this to the systems already in place for the monitoring of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

It is recommended that in order to prevent the spread of infection all children should be supported to wash their hands in running water.

National Care Standards Early Education and Childcare up to the age of 16.
NCS Standard 3 Health and Wellbeing.

This recommendation was made on 9 August 2017.

Action taken on previous recommendation

This was carried out in most areas of the nursery but was forgotten in pre school prior to snack. In the same area prior to going into the dining room for tea hand washing was carried out after playing in the garden but children then sat on the floor in the ICT room prior to going to the table which meant that children's hands did not remain clean before eating. This system should be reviewed.

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	
14 Jul 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
6 May 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
21 Jul 2015	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
4 Sep 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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