

Lucky Little Stars Day Care of Children

13 Gavins Road
Hardgate
Clydebank
G81 6AA

Telephone: 01389 800180

Type of inspection:

Unannounced

Completed on:

5 October 2018

Service provided by:

Lucky Little Stars Limited

Service provider number:

SP2009010669

Service no:

CS2009234667

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

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

Lucky Little Stars operates from a stand alone building in the Hardgate area of West Dunbartonshire. The service is on a bus route and is near to local schools and shops.

The service provides care to a maximum of:

9 children 0 - under 2 years

17 children 2 - under 3 years

30 children 3 years to those not yet attending primary school.

The service operates between the times of 7.30am and 6pm, Monday to Friday.

The aims of the service include the following statement:

"At Lucky Little Stars, we believe that every day is a learning day and that learning is all around us. As well as being a place of learning, we pride ourselves on ensuring that all children are coming into a loving caring environment where they are valued and listened to. We also involve children and parents in trying to continually improve our practice".

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 parent(s) 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.

What people told us

We saw all of the children playing outside, some children played in the front garden and some in the back garden. In the playrooms we saw children move around the areas playing with friends. Children had fun investigating and learning about what happens to the sand when you put it in the water.

Younger children had fun playing in dry sand, using funnels and containers for pouring and filling. Staff helped children to make playdough and the children took this opportunity to make marks on the table with paint and flour. Staff supported the children well in these activities.

Parents we spoke with told us about their satisfaction of the service provided. Parents commented positively on the approachable staff, activities and safety in the service.

In our questionnaires parents' comments included:

"All the staff seem to genuinely care about the children and treat all equally".

"Staff turnover is a slight concern, regularly new staff every few months for a period and I worry about the impact on children. However, my children have never responded negatively to the staff". We discussed this comment with the manager and she agreed there had been significant staff changes.

"There is no pattern as to how parents are invoiced sometimes can go 4/5 months with no invoice".

"Lucky Little Stars is a great environment for children. Staff are brilliant and keep me up to date with my child's development, which I am really pleased with to date. I have no concerns and always know that my child is in a comfortable and safe place".

"Great nursery. My child has come on leaps and bounds. They adhere to all my child's needs and if needed increase her fruit intake to help her".

"Always happy with the quality of Lucky Little Stars. Both kids enjoy and have learned lots".

One parent commented about a concern they had regarding how behaviour was managed for particular children. We discussed this with the management team and they told us about ongoing systems they had put in place to promote positive behaviour.

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 discussed some quality assurance systems. 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

Staff confirmed they had taken part in the annual child protection update and had an understanding of how to protect children. The depute manager had taken part in additional training and confirmed further child protection training was planned. This will help to keep staff up to date and informed of current best practice.

Information gathered about children gave staff some information about children's individual needs. Some children's personal plans contained further information, however, some did not. This meant staff did not have current information in relation to some children's personal preferences. One child's plan we sampled did not correctly identify the child's stage of development. This resulted in the programme of activities not being differentiated to meet the needs and interests of the child.

Most personal plans did not include purposeful observations of children, reflect children's learning, or clearly identify next steps in learning to challenge and impact positively on outcomes for children. This meant it was difficult to track children's progress. (See recommendation 1).

It is acknowledged that the manager had already carried out a review of the children's plans and found areas in need of improvement. At the time of inspection she was introducing an online personal planning system to help make improvements.

Children were provided with a healthy snack and a hot meal each day. Menus were displayed for parents' information. One parent commented "Only suggestion would be for lunches, supply more home-made foods instead of processed foods". It is acknowledged that some of the lunch choices included fresh food however on the day of inspection some of the food was processed. The manager told us she was already in discussions with the cook to review the menu and make improvements. We discussed best practice in relation to food and formula milk for children and made some suggestions for improvement. See recommendation 2.

Medication arrangements had been improved since the last inspection and accidents and incidents were recorded and signed by parents. This helped to make sure children's medications was administered safely and parents were kept informed of any issues. Staff confirmed they had taken part in the annual child protection update and had an understanding of how to protect children. The depute manager had taken part in additional training and confirmed further child protection training was planned. This will help to keep staff up to date and informed of current best practice.

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Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The management team should continue with plans to support staff to make improvements to recording and reporting systems for children's plans. Systems should be in place to make sure the personal plans include children's personal preferences and meaningful observations linked to children's next steps in development and learning. Staff should make sure differentiated activities are planned from children's observations and next steps to meet children's individual needs and stages of development.

All of this information should be discussed with parents as part of the six months review or be updated when needed. This will result in clear and detailed information being in place for each child in order for staff to support individual needs and promote positive outcomes. This will also help to make sure parents are fully included in identifying their child's on-going needs and help them keep track of how their child is developing and learning in the service.

This ensures care and support is consistent with the Health and Social Care Standards which state that: '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.' (HSCS 1.15)

2. The manager should continue with plans for looking at ways of reducing processed food and reviewing and improving the menu in line with best practice guidance 'Setting the Table'. The manager should involve parents in this review.

This ensures care and support is consistent with the Health and Social Care Standards which state that: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning'. (HSCS 1.33).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Since the last inspection staff had improved cleaning arrangements and introduced free flow opportunities for older children accessing the back garden. We observed children confidently moving between inside and outside. The covered outdoor area was used for different activities and helped protect children from any weather extremes. The front garden provided opportunities for children to grow and care for vegetables, plants and trees. Management discussed plans for the continued development of both gardens. We discussed how improvements could be made to resources in the gardens and referred staff to our HUB for good practice documents to support this development.

Staff had worked hard to develop the playroom for the youngest children. For example, the improved home area created an interesting space for children to investigate different items to touch, smell and examine. Staff discussed a positive approach towards the continued development of natural and sensory resources for the children. The further development of these resources will continue to promote children's curiosity, enquiry and creativity.

The nurture room was used for quieter activities. Management told us this room was currently being further developed. We asked management to use best practice to guide them in the continued development of this room.

Older children spent time in staff directed groups, giving fewer opportunities for children to make choices and become engaged in their natural play and learning activities. The outcomes for children were not always positive during group activities. Welcome time was difficult for some children to concentrate due to the size of the group and the space available. Some group activities did not stimulate children's enthusiasm and curiosity. See recommendation 1. It is acknowledged that the management team told us it was not usual practice for group times to last for 35 minutes.

The provider was keen to improve handwashing arrangements for older children and was currently installing child sized sinks in this playroom. This will help to improve infection control. We asked the provider to make sure all sinks are appropriately fitted.

Risk assessments were in place to help maximise safety in the service. However, we noticed some potential risk that had not been addressed in the risk assessments. See recommendation 2.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The organisation of the playroom, outdoor areas and the pace and balance of the day should continue to be reviewed in order to meet children's individual needs and promote positive learning outcomes. Staff should continue to review the learning environment for all children, both inside and outside, to ensure it is dynamic, fun, stimulating and enabling. Children should be given the time and space to develop their ideas, flourish and be creative.

This ensures the quality of the environment is consistent with the Health and Social Care Standards which state that:

'As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling'. (HSCS 1.30)

'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 and natural materials'. (HSCS 1.31).

2. Risk assessments should be updated to detail steps taken to reduce risk in relation to particular arrangements for individual children, the front garden gate, the boiler room door and the decking slope in the back garden.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state:

'I am protected from harm by people who have a clear understanding of their responsibilities'. (HSCS 3.20)

'My environment is safe and secure'. (HSCS 5.17)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The nurturing staff team provided friendly and pleasant care for children. They demonstrated respect for parents and children and sensitively reminded children about being kind to each other.

One parent commented:

- "The staff are brilliant".

Staff were qualified and or working towards a qualification and were registered with the SSSC.

In the sample of staff recruitment files checked we found a previous employer's and personal reference had not been in place for one staff member before they started working with children. There was no up to date record of one member of staff's skills and experience. The recruitment procedure had yet to be updated to reflect what action would be taken in event of a health declaration or PVG being returned with information and that the SSSC registers would be checked, regardless of whether a prospective member of staff said they had been registered before or not. See recommendation 1.

There had been significant changes to the staff team since the last inspection and this had impacted on the progress of the service. The manager had carried out staff reviews and confirmed she had started to access further training for staff. For example, most staff had taken part in training about Schemas. Staff told us this training had impacted significantly on their practice by giving them a better understanding of why children take part in different types of play. Child protection training had been planned for the week of inspection.

We discussed where further staff training could help staff improve outcomes for children. Local authority support staff made some very helpful suggestions for possible training they could deliver for the staff team. We agree additional training will support staff to improve outcomes for children. See recommendation 2.

We discussed the benefits of professional dialogue sessions for the staff team in relation to best practice documents and continuing to visit other services to discuss and share good practice. Staff had started to take on lead roles for some curricular areas and there were opportunities for staff to become room leaders. These roles will help staff to motivate, support and inspire others. See recommendation 2.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider to make sure safe recruitment procedures are fully implemented for all prospective employees. This will allow the provider to be satisfied of the fitness of staff before they start working with children. The recruitment procedure to be reviewed and updated to reflect all processes in line with the most up to date legislation and best practice guidance.

The health declaration should include appropriate health related questions to determine whether any reasonable adjustments require to be made to enable employees to carry out their duties.

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

For further information please refer to: Safer Recruitment Through Better Recruitment (November 2016).

2. The management team should continue to access training for staff and develop support strategies to ensure the learning from training and informal training has a positive impact on the outcomes for children. The manager should continue to identify staff's individual interests and skills and use this as a basis for staff to continue to take forward any lead roles.

This ensures the quality of staffing is consistent with the Health and Social Care Standards which state that: '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: 3 - adequate

Quality of management and leadership

Findings from the inspection

The improvement plan set out priorities which supported the continued improvement of the service. Through discussions and observations we could evidence some of the areas had started to be taken forward. For example, staff had developed a better understanding of Schemas.

There were some opportunities for parents to share their views about the service. The outcome of parents' feedback was displayed, this helped to demonstrate parents' views were valued and included. We discussed ways of involving parents more in the development of the service. For example, as previously mentioned, parents could be involved in the forthcoming review of lunches in the service.

Monitoring procedures included management reviewing any accidents. This helped to make sure management were aware of any emerging patterns and to put systems in place to further protect children.

Management had taken forward a number of different processes to evaluate the service. The manager had identified the need for staff to develop a better understanding of the value of self-evaluation and said this was the main priority to help with continued service development.

We heard about staff meetings to discuss practice, staff using Building the Ambition, National Practice Guidance and starting to use 'How good is our early learning and childcare?' We discussed the benefits of management and the staff team continuing to review quality monitoring procedures to ensure they are covering all areas of the service in sufficient depth, to support improved outcomes for children. (See recommendation 1).

A complaints procedure had been developed and was displayed in the reception area. This provided opportunity for parents to raise any concerns they may have.

It is acknowledged that some of the areas for improvement, identified by management, reflected the findings of this inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management and staff should improve the quality assurance processes through:

- (i) building staff confidence in continuing to use "How Good is Our Early Learning & Childcare?" guidance as a tool for self-evaluation;
- (ii) continuing to carry out purposful observations of staff practice;
- (ii) ensuring all staff are involved in the systematic evaluation and discussion of the effectiveness of their work and the work of the service.

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

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 make proper provision for the health and welfare of children. In order to achieve this, the Provider must ensure the environment is clean and well maintained to prevent and control the spread of infection.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 (SSI 2011 210) Regulation 4 Welfare of service users - 4(1) (a) make proper provision for the health, welfare and safety of service users & (d) have appropriate procedures for the control of infection.

Timescale: Upon receipt of this letter and to be completed within 7 days.

This requirement was made on 19 May 2016.

Action taken on previous requirement

At a follow up visit on 21 July 2017, we found the provider had met this requirement.

Met - within timescales

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

Previous recommendations

Recommendation 1

The management team should review staff deployment arrangements, for holiday cover, to make sure staff are fully briefed about the individual care needs and interests of the children they are caring for.

National Care Standards early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

and

Building the Ambition

This recommendation was made on 18 July 2017.

Action taken on previous recommendation

The manager had changed staff working hours to help with this improvement. Evidence at this inspection demonstrated that the provider had met this recommendation.

Recommendation 2

The manager and staff should further develop personal plans to make sure each child's plan details how the development needs of the child are being supported, assessed and reviewed. The plans should include observations of the child and identify the next steps. The service must ensure that these plans are reviewed with parents every six months or sooner if the needs of the child change.

National Care Standards early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

This recommendation was made on 18 July 2017.

Action taken on previous recommendation

Evidence at this inspection demonstrated the provider had yet to meet this recommendation. We have reworded the recommendation to reflect this inspection. Please recommendation 1 under quality of care and support.

Recommendation 3

The provider should put systems in place to check the medication consent forms include clear details about the dosage of medication to be administered. Where parents discuss additional health information regarding their child, this should be recorded in the child's personal plan. This will help make sure staff administering medication, for any other conditions, are aware of this additional information.

National Care Standards early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

This recommendation was made on 18 July 2017.

Action taken on previous recommendation

The management team had put systems in place to check medication consent forms include clear details. They had also developed the consent form to include space to record any additional health information.

Recommendation 4

The provider to review and update the risk assessments and take any necessary action to maximise children's safety.

National Care Standards early education and childcare up to the age of 16 years. Standard 2: A safe environment.

This recommendation was made on 18 July 2017.

Action taken on previous recommendation

The provider had updated some of the risk assessments. However, this inspection highlighted there were still areas that needed to be included in the risk assessments. We have reworded the recommendation to reflect the findings of this inspection. Please recommendation 2 under quality of the environment.

Recommendation 5

Staff should continue to look at ways to involve children more in making choices about when to have outdoor play. They should make sure children have time to become engaged in their play and look at ways to reduce interruptions. Management and staff should use good practice to guide them in the continued development of the environment.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing. Building the Ambition <http://www.gov.scot/Resource/0045/00458455.pdf>
My World Outdoors hub. careinspectorate.com <http://www.gov.scot/Resource/0045/00458455.pdf>

This recommendation was made on 18 July 2017.

Action taken on previous recommendation

Evidence at this inspection highlighted that the provider had partially addressed this recommendation. Free flow arrangements were in place to allow older children to move freely between indoors and the garden during free play. There remains scope for continued development in reducing interruptions for children. See recommendation 1 under quality of environment.

Recommendation 6

The provider to review and update the recruitment procedure to reflect all processes and the most up to date legislation and best practice guidance.

National Care Standards early education and childcare up to the age of 16 years. Standard 12: Confidence in staff. National Care Standards early education and childcare up to the age of 16 years. Standard 14: Well - managed service.

Safer Recruitment Through Better Recruitment (November 2016).

This recommendation was made on 18 July 2017.

Action taken on previous recommendation

Evidence at this inspection demonstrated the provider had yet to meet this recommendation. Please recommendation 1 under quality of staffing.

Recommendation 7

The provider to continue with plans to access additional training for staff, in particular for working with children under three years.

National Care Standards early education and childcare up to the age of 16 years. Standard 12: Confidence in staff. National Care Standards early education and childcare up to the age of 16 years. Standard 13: Early Education and Childcare up to the age of 16 - Improving the Service.

This recommendation was made on 18 July 2017.

Action taken on previous recommendation

The provider had partially met this recommendation. Staff had taken part in some training for working with children under three. However, this inspection highlighted there was scope for the full staff team to continue to take part in further training for all age groups.

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 |
|-------------|-------------|--|
| 5 Jul 2017 | Unannounced | Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership Not assessed |
| 16 Apr 2015 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 7 May 2013 | Unannounced | Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good |
| 7 May 2013 | Unannounced | Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good |
| 21 Aug 2012 | Unannounced | Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate |
| 15 Dec 2011 | Unannounced | Care and support Not assessed Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate |
| 19 Sep 2011 | Re-grade | Care and support Not assessed Environment Not assessed Staffing 2 - Weak Management and leadership 2 - Weak |
| 13 Jul 2011 | Re-grade | Care and support Not assessed Environment Not assessed Staffing Not assessed |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|--------------------|
| | | Management and leadership | 1 - Unsatisfactory |
| 17 May 2011 | Unannounced | Care and support | 3 - Adequate |
| | | Environment | 3 - Adequate |
| | | Staffing | 1 - Unsatisfactory |
| | | Management and leadership | 2 - Weak |

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