

# KingsWellies Nursery Day Care of Children

Plot 8  
Prime Four Business Park  
Kingswells  
Aberdeen  
AB15 8PU

Telephone: 01224 741175

**Type of inspection:**

Unannounced

**Completed on:**

14 November 2018

**Service provided by:**

Kingswellies Nursery Limited

**Service provider number:**

SP2014012334

**Service no:**

CS2014328470

## About the service

KingsWellies Nursery registered with the Care Inspectorate on 10 April 2015.

This service is privately owned and works in partnership with Aberdeen city council to provide funded pre-school places. The service is provided from a purpose built building in the Prime Four Business Park, near Kingswells, to the west of Aberdeen.

The service is currently registered to provide a care service to a maximum of 123 children aged from birth to those not yet attending primary school.

The service aims include:

- to provide a happy, caring, stimulating and secure environment for our children where everyone feels valued, included and respected
- to engage our children in the highest quality teaching and learning and to maximise success for all
- to create a nursery which feels like home and to provide an extended family environment
- to work together with parents as partners to improve learning and care.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

The nursery is registered to provide a service for up to 123 children over three playrooms, 24 in Welly Babies, 45 in Welly Tots and 54 in Welly Beans.

Throughout the nursery children experienced warm, compassionate and nurturing care and support. Staff supported children according to their individual needs and treated children with dignity.

Children were happy and relaxed in nursery and readily approached staff.

Sixty-two parents returned care standard questionnaires before inspection and we had the opportunity to speak with a further six parents during our inspection.

Parents told us that they felt welcome and comfortable in the service and that the service had a lovely family environment.

Parent comment included:

- "Truly excellent service. Kind, caring and inclusive. Nothing is too much trouble. The management team set an excellent example and are always visible to ask questions. I'm very pleased with the quality of care and education. The nursery always puts the child first"

- "We are very happy with the service they provide. All the staff treat each child as an individual and know their name even when they are not from the room in which they work"
- "Brilliant care by the team at KingsWellies, many engaging activities for children. Good communication with parents and an excellent environment. Really appreciate the effort put in supporting our child"
- "I wouldn't have my child anywhere else"
- "My child runs in the door every morning. The staff are very friendly and happy to help with anything they can"
- "KingsWellies have always been able to answer any questions I may have quickly and professionally. My child has built a strong relationship with staff"
- "We trust the team 110% to care and look after our child"
- "This nursery is by far the best I have seen. Management are all approachable, friendly and fantastic"
- "Our child loves it there. Sometimes the staff don't have a lot of time to discuss much beyond the bullet points on the daily sheet. It would be nice to know what my child did during the day"
- "Caring staff resulting in happy children. Always keep parents updated on child's nursery developments"
- "My child loves KingsWellies and has a good relationship with the staff. He enjoys yoga, pyjama drama and is now talking French"
- "A great nursery. Staff are fantastic, great at communicating with parents regarding their child's development"
- "A lovely family environment"
- "Our son settled well and is always happy to attend each day. It is evident that he is developing socially and educationally during his time there with support and guidance from the staff"
- "KingsWellies is a top class establishment. The staff are excellent, facilities are very good, there are a range of extra curricular activities and the food is excellent. The nursery is very well led; there was one occasion where we felt we had to report a concern. It was taken very seriously, changes actioned immediately, we were communicated with about it and now have no concerns"
- "Staff enthusiasm and our child's happiness are abundantly apparent".
- One parent felt staff should ensure that all children remained appropriately dressed whilst they were outside and wear their own hats, not sharing.
- One parent found that their child came home with a dirty bottom which hadn't been wiped properly.
- One parent had a slight concern that the doors may not always be safe and secure as his/her child could open the room door and press the button to the main door. They were concerned that during a planned activity in the corridor or during a busy period at pick up, a child could slip through and leave the building quite easily.

We looked at these three aspects of care during the inspection and report on them within the body of the report.

## Self assessment

We had not asked the service to complete a self-assessment in advance of this inspection. We looked at the service's own improvement plans and quality assurance processes. 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	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

In each of the rooms staff were nurturing and caring towards children and children were comfortable approaching staff. During interactions staff were at eye level with children and supported upset children in a manner which best suited the individual child and the situation. Staff respected children's dignity and individuality.

Each child had a personal plan record which set out how staff best meet the needs of individual children. Most of the plans recorded this information in a clear and easy to read format. However, whilst all plans contained relevant information, in some of the plans the information was not clear or easily understood. We discussed this with staff and management who agreed that they would arrange these plans in a more effective format.

Children received a high quality support from staff who took into account children's changing support needs which staff discussed with parents on a regular basis. Children's care and support was right for them.

Staff maintained effective records and practise in relation to the administration of medication. All medication records reviewed were clear and included accurate symptoms. Staff knowledge of the children in their care reflected the information contained within their personal plans.

Staff were respectful and responsive towards children and encouraged children to be kind towards each other and where appropriate to take turns and to share. This supported children's personal development including their social skills.

Throughout the service children were involved in determining the direction of their learning and staff were responsive to children's choices and preferences. Planning was responsive to children's developmental needs and opinions.

Staff were engaged with children and actively listened to them, taking the opportunity to extend children's learning where appropriate and where this was supported within the environment. Areas we highlighted as requiring development had also been identified by the service quality assurance systems and were beginning to be addressed, please refer to quality of environment for further information.

Staff supported children and parents to transition to the next playroom in a manner which suited each child and their family, this supported children to make a smooth transition.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The nursery was accommodated in a purpose built one storey building with a secure, well equipped outdoor play area. The premises were secure and staff demonstrated appropriate practise and awareness when securing the exits and those who entered and exited the building, this promoted the safety of children.

Staff and children utilised all parts of the building in order to enhance children's learning. Smaller groups of children regularly occupied the wide corridor and entrance hall space when other professionals visited to offer group activities, for example singing, dancing, drama, French. Staff supervised children appropriately during these activities which ensured their safety.

Indoors and the secure outdoor area had very good space for children to explore and investigate the environment and activities offered. Children had opportunities to be outside in the fresh air and to participate in a very good range of activities that supported a healthy lifestyle. Children were appropriately dressed, in their own clothes, whilst enjoying outdoor activities.

Staff were well positioned whilst in the outdoor areas and were observant of children's safety without being overly protective. Staff supported children to take supervised risks in accordance with each child's stage of development. This promoted children's decision making skills and developed their knowledge of acceptable risk.

Staff undertook effective infection control procedures and children were comfortable and clean following nappy changing/toileting.

We discussed with the manager and pre-school room supervisor ways in which some children in the pre-school room may be more engaged and motivated by activities which presented children with sufficient depth and challenge. This aspect had also been identified by the service quality assurance systems and management was in the process of providing appropriate support to room staff.

Some children slept in buggies at the request of parents. We discussed with staff the importance, particularly for the safety of very young children, to sleep on a firm, flat surface and to limit the time spent sleeping in a buggy or a car seat. Staff were fully aware of this safe sleeping information and continued to bring this to parents attention.

Best practice references (this list is not exhaustive):

Lullaby Trust

[www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)

Scottish cot death trust

[www.scottishcotdeathtrust.org](http://www.scottishcotdeathtrust.org)

My World Outdoors: [http://www.careinspectorate.com/images/documents/3091/My\\_world\\_outdoors\\_-\\_early\\_years\\_good\\_practice\\_2016.pdf](http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf)

Scottish Government: Loose Parts Play toolkit

<http://www.inspiringscotland.org.uk/media/58451/Loose-Parts-Play-web.pdf>

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of staffing

### Findings from the inspection

Parents found staff to be kind, caring and inclusive and for KingsWellies to have 'a lovely family environment'. All staff had warm and nurturing interactions with the children and were appropriately responsive and involved with the children both when inside and outdoors.

Staff had been safely recruited following current best practice guidance and the information in all staff files was clearly recorded in an organised and easy to read format. All staff had undergone a comprehensive induction and staff were clear about their duties and responsibilities, this included newer staff.

Staff were qualified for the roles they undertook and understood their responsibility to be appropriately registered with the Scottish Social Services Council (SSSC). This is the professional register for all social service workers.

Children enjoyed unhurried meal times with staff attentive to children's individual needs. Staff supported children to participate in conversation, taking into account children's individual stages of development.

Staff supported children to explore their environment and develop their ideas and to make personal choices which included appropriate supervised risk taking. Children had secure, trusting relationships with staff and were comfortable approaching staff when they had queries or needed comfort or support.

Staff supported children in a way that was right for each child and interacted with children in a courteous and respectful manner. Through observation and conversation staff consulted children about what they wanted to learn, children's input was valued and influenced forward planning for the individual child and the nursery.

The service supported a learning culture and unqualified staff undertook the initial childcare qualification as soon as appropriate. Qualified staff were currently being supported to undertake further qualifications which included the BA Childhood Practice.

Management was aware when newer staff may not initially have undertaken the preferred basic training and had incorporated reflection about these topics into the induction programme.

All staff undertook regular, comprehensive training and training more specifically to meet the needs of individual children. Staff discussed how any training undertaken had supported their improved knowledge and practise.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

Management and staff had effectively actioned the requirement and recommendations made at the last inspection and were sustaining and building upon these improvements. For further information please refer to outstanding requirements and recommendations and references in the body of this report.

The management team and staff were committed to providing a quality nursery experience for children and families and responded promptly and effectively to parent queries or concerns. Staff teams worked well together and we found positive, caring relationships throughout the nursery which contributed to the promotion of very good outcomes for children.

Parents found staff and management to be approachable and supportive and described their nursery experience as, 'staff are welcoming and I'm confident they take excellent care of my child'.

The service employed comprehensive, effective quality assurance processes (Scottish Government - How good is our early learning and childcare?) which supported improving outcomes for children.

Since August 2018 each room also completed regular, individual self-evaluation which resulted in ongoing, targeted improvements to the service, this included the introduction of a 'buddy' system for newly recruited staff. The buddy system supported new staff to settle into the nursery more effectively and smoothly which promoted more confident staff interactions with children and families.

Quality assurance included regular management monitoring of staff practise, discussion about best practise observed and any improvement to practise which may be appropriate. This supported ongoing improvement to staff practise and open, professional discussion.

The operation of the service quality assurance systems demonstrated a direct, effective link between identified improvement and the improvement of outcomes for children and families using the service. Management and staff confirmed that improved outcomes for children and families remained at the centre of their service improvement strategies.

The service worked in partnership with children and parents and actively encouraged children and parents to be involved in improving the service.

Management and staff were enthusiastic to ensure continuous improvement and to create a service where children and families experienced high quality care and support based on relevant evidence, guidance and best practice.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

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

## Previous requirements

### Requirement 1

In order to ensure the ongoing health, welfare and safety needs of children are met, the provider, managers and staff must ensure:

- Medication records accurately detail children's individual symptoms which indicate when medication requires to be administered. This to include but not exclusively, 'as required' medications.
- Each child's individual care plan to be reviewed with parents at least every six months.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulation 4(1)(a) Welfare of Users.

**This requirement was made on 30 May 2016.**



## Action taken on previous requirement

All medication records reviewed maintained appropriate records including accurate symptoms.

Children's individual personal plans were in the process of being reviewed with parents. Due to the difficulties staff were having in obtaining reviewed documentation from parents this will now also be incorporated into each parent's evening.

## Met - outwith timescales

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

## Previous recommendations

### Recommendation 1

In order to promote education programmes which support individual children's learning and development, the provider, managers and staff to ensure that all staff regularly undertake effective observation, evaluation and assessment of all children's learning. This to include, but not exclusively, identification and implementation of informed next steps for individual children.

National Care Standards - Early Education and Childcare Up to the Age of 16 - Standard 4: Engaging with Children, Standard 5: Quality of Experience and Standard 6: Support and Development

**This recommendation was made on 30 May 2016.**

### Action taken on previous recommendation

All staff were undertaking appropriate and effective observation of children's learning. Where appropriate, next steps were identified and implemented.

This recommendation has been actioned.

### Recommendation 2

In order to promote the dignity, health and wellbeing of children, staff to ensure they are vigilant and promptly attend to children's personal care.

National Care Standards - Early Education and Childcare Up to the Age of 16 - Standard 2: A Safe Environment and Standard 3: Health and Wellbeing

**This recommendation was made on 30 May 2016.**

### Action taken on previous recommendation

We observed staff to be vigilant and prompt when attending to children's personal care including where appropriate, washing children's hands and faces after meals.

This recommendation has been actioned.

## Recommendation 3

In order to ensure the health, welfare and safety of children, the provider, managers and staff to observe and review the current sleep procedure. The service to then implement an amended sleep procedure which promotes a safe, relaxed environment in which children may be supported to rest and sleep.

National Care Standards - Early Education and Childcare Up to the Age of 16 - Standard 2: A Safe Environment and Standard 3: Health and Wellbeing

**This recommendation was made on 30 May 2016.**

### Action taken on previous recommendation

In all rooms we observed a safe and relaxed environment in which staff supported children to rest and sleep. This recommendation has been actioned.

## Recommendation 4

The provider and management team must ensure they fully implement Care Inspectorate guidance, 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. Publication code: OPS-0212-119.

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

**This recommendation was made on 30 May 2016.**

### Action taken on previous recommendation

The management team submitted appropriate notifications to us. This recommendation had been actioned.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

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

## Inspection and grading history

Date	Type	Gradings	
30 May 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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