

Jennyswell Nursery Day Care of Children

Jennyswell Road
Paisley
PA2 7BH

Telephone: 0141 842 1188

Type of inspection:

Unannounced

Completed on:

20 November 2018

Service provided by:

Roin Ltd

Service provider number:

SP2003000993

Service no:

CS2003004793

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found 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.

Jennyswell Nursery operates from a purpose-built nursery, comprising of three levels, within a residential area of Paisley in Renfrewshire. The nursery has a secure outdoor play area to the rear, directly accessible from the playroom where children aged three to five are cared for. The nursery is adjacent to a nature reserve and close to a residential home for adults with impaired vision. Children from the nursery regularly visit adults within the residential home and access the nature reserve. The provider is Roin Ltd.

The nursery is currently registered to care for a maximum of 64 children as follows:

9 children – 0 to under 2 years within the upstairs playroom

21 children – 20 months to under 3 years old of whom no more than 6 children can be between 20 months to under 2 years old within the downstairs playroom

34 children – 3 to not yet attending primary school within the upstairs playroom.

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 received six completed questionnaires from parents and spoke with three parents and one grandparent during our inspection. We also spoke with 12 children and observed the care given to younger children and their interactions with staff.

All of the parents and carers told us that they were very happy with recent developments within the service. They felt that there had been significant improvements to the fabric of the building, communication and relationships with management, the range of resources and experiences for children and opportunities to become involved in nursery life. Parents felt that staff continued to be warm, welcoming and professional and said that their children loved attending nursery. Some of their comments are noted below:

"The children are always happy, well taken care of and make excellent progress."

"Outdoor space, local parks and the local care home are regularly visited with a social media page to let me know what they have done and eaten. Excellent nursery."

Children told us that they had lots of friends and lots of things to play with. They liked the staff and said that they helped them to do things. Children told us about their favourite things at nursery, which included playing outside, visiting the nature reserve and nearby care home and baking. We saw that younger children were developing relationships with staff who were warm, caring and nurturing.

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	3 - Adequate
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children were experiencing a good standard of care and support, within a fun, happy and supportive environment. This resulted in children being happy, confident and engaged in the learning. Staff knew children well and worked hard to meet their individual needs and ensure that all children were included and valued. Relationships between staff and children were warm and nurturing and staff had developed respectful and positive relationships with parents and carers.

There were effective arrangements for promoting healthy lifestyles. Older children had regular access to the nursery's outdoor area for fresh air and energetic play and younger children regularly enjoyed fresh air during visits to the nearby nature reserve. These arrangements supported children's physical development and emotional wellbeing. Children enjoyed healthy, home cooked meals, using real cutlery and crockery, within a relaxed and sociable setting. This provided opportunities for children to spend quality time with staff and their peers and to develop self help skills and healthy eating habits.

We made a recommendation regarding planning processes during our previous inspection. We found that good progress had been made, particularly for children aged three to five years with regard to planning experiences within the playroom and outdoor area. Children within this age range were fully engaged in their play and learning during our observations. The development of effective planning within the other playrooms was ongoing but at an earlier stage, and we observed missed opportunities to provide effective challenge and support. Personal plans were in place for all of the children and included some relevant information on children's health, welfare and development needs. There was however inconsistency in the quality of the information contained within these. The manager had identified that further work was needed to develop these. In particular, there should be more meaningful recording of observations and involvement with children, parents and carers in reviewing children's progress and planning next steps. It would also be useful to further develop the use of the GIRFEC wellbeing indicators within children's personal plans to help develop a shared understanding of these. Please refer to recommendation 1.

Arrangements for the management and storage of medication were very good. This helped to ensure that if children needed medication during their time at nursery this was managed safely to promote their health and wellbeing. Staff effectively recorded and shared information about any accidents and incidents with parents and carers. This helped to promote continuity of care for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management should continue to support staff to develop effective planning processes to ensure that children are suitably challenged and have opportunities to consolidate and build on their previous learning.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: "As a child I can direct my own play and activities in the way that I choose and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity." (HSCS 2.27)

Grade: 4 – good

Quality of environment

Findings from the inspection

The service provided a good environment for children.

We made recommendations about improving access to and the quality of outdoor learning opportunities, the range and quality of resources and general cleaning and maintenance issues in our previous report. There had been notable improvements with regard to each of these issues, and all of the recommendations were met, with ongoing improvements.

The nursery had been decorated throughout and was fresh, bright and neutral which helped provide a calm and relaxed atmosphere. Children had access to a much better range of resources which included natural materials and loose parts to stimulate their curiosity and exploration. Children's work was attractively displayed which helped to celebrate their achievements. Resources were easily accessible to children and areas were organised in ways that supported children to direct and extend their own learning. We saw that children played for significant periods of time, extending their learning by moving between different areas of the playroom. Plans were in place to further develop the range of toys and resources to enhance children's experiences.

The nursery's outdoor area had been developed and improved. Children had more space and resources to support meaningful outdoor play and learning experiences. In addition, children aged three to five years had significantly increased opportunities to direct and extend their own play and learning outdoors if they chose. During our inspection, children enjoyed playing imaginatively, using sticks as magic wands and playing with the

well-resourced mud kitchen. Staff had developed their understanding of the benefits of outdoor and risky play, and had improved their practice in these areas. These developments resulted in happy, confident and engaged children who moved freely between indoors and outdoors. Younger children enjoyed visits to the nearby nature reserve and local amenities. We discussed the potential to further develop opportunities for toddlers to access outdoor play through the provision of wet weather suits, which the provider was keen to pursue.

The provider was in the process of making changes to nappy changing areas for toddlers, to reflect current best practice. Resources had been purchased to support effective infection control practice, and overall staff practice in limiting the risk of the spread of infection was good. We discussed some minor issues with management and are confident that these will be addressed. We also asked management to review the safe sleeping guidance and to consider whether the canopy around a cot in the baby room reflected this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The quality of staffing was adequate overall.

Whilst we recognised the improvements made since our previous inspection, we found that there were still aspects of the service which could be improved through further training and support for staff.

Staff were happy, motivated and were working hard to develop the service. They were readily accessing training and development opportunities to support their professional development. This had resulted in improvements in various aspects of practice, for example outdoor play and learning, and subsequently outcomes for children were enhanced. Staff were encouraged to keep their own records of training and were aware of their responsibility to maintain their knowledge of development in early learning and childcare legislation and best practice. Staff told us that recent developments meant they felt supported and valued and that staff morale was high. We observed effective communication and team work between staff, and considered that this contributed to positive outcomes.

Regular staff meetings provided opportunities for informal peer review of staff training and support for developing playroom practice. There remained, however, some aspects of practice that did not reflect best practice in relation to infection control, planning and interactions between staff and children. Please refer to recommendation 1.

We reviewed the service's safer recruitment practice, and found this to be good. There was a clear system in place to ensure that appropriate checks were carried out and recorded prior to people being employed in the service. This helped to ensure children's safety and wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the service continues to assess and plan to meet staff training needs to support the ongoing development of the service.

This is to ensure that the quality of staffing 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: 3 - adequate

Quality of management and leadership

Findings from the inspection

The quality of management and leadership was good.

The recently appointed manager had implemented a range of quality assurance processes and support arrangements for staff. As we have noted throughout this report, this had resulted in positive developments throughout the service. Investment and assistance from the provider helped the manager work towards her vision for the service.

Meaningful involvement from children, staff, parents and carers had helped to develop the service's plans for improvement.

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

We recommend that effective planning processes are developed to support children's learning and development. These should include relevant observations, assessments and monitoring of children's progress. Staff should use this information to plan, with children, meaningful, interesting and engaging experiences.

National Care Standards Early Education and Childcare up to the age of 16, Standard 4 - Engaging with Children and Standard 5 - Quality of Experience.

This recommendation was made on 24 January 2017.

Action taken on previous recommendation

Progress had been made in relation to this recommendation. However, more development was needed to result in consistently positive outcomes for children. We have therefore repeated this recommendation within the quality of care and support theme.

Recommendation 2

We recommend that to ensure medication is managed appropriately, and children's health and wellbeing is promoted, staff within the service become familiar with, and implement, the service's policy on medication.

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

This recommendation was made on 24 January 2017.

Action taken on previous recommendation

The manager had undertaken training with all staff and established their understanding of the service's medication policy and procedure. Staff we spoke with were familiar with the policy and procedures. Storage arrangements and records that we sampled reflected best practice. This recommendation is met.

Recommendation 3

We recommend that to enhance the quality of children's outdoor play experiences they have more opportunities to use the outdoor area when they choose to and resources are developed that reflect children's interests and provide appropriate challenge to support their development.

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 11 - Access to Resources.

This recommendation was made on 12 September 2017.

Action taken on previous recommendation

The outdoor area had been improved significantly since our previous inspection. Children now had more space to play and the range of resources had been improved. In addition, children aged three to five could choose to play outside for the majority of their time at nursery. Younger children enjoyed regular access to outdoor play, and walks in the local community. This recommendation is met.

Recommendation 4

We recommend that to improve outcomes for children the range and quality of resources throughout the nursery are further developed, through meaningful consultation, with staff, children and their parents.

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 11 - Access to Resources.

This recommendation was made on 12 September 2017.

Action taken on previous recommendation

The range and availability of resources that reflected children's interest had been developed. Children now had access to a good range of natural materials, loose parts and technological resources that met their interests and provided good opportunities for exploration and challenge. This recommendation is met, however, the provider and manager were committed to the further development of the resource range.

Recommendation 5

We recommend that to ensure children's health, safety and well-being arrangements for cleaning and maintaining the nursery and resources are reviewed and improved.

National Care Standards Early Education and Childcare up to the age of 16, Standard 2 - A Safe Environment.

This recommendation was made on 12 September 2017.

Action taken on previous recommendation

There had been significant improvements to the fabric of the building through redecoration, flooring, the provision of handwashing sinks and improvements to nappy changing areas. The nursery and resources were clean and well-maintained. This recommendation is met.

Recommendation 6

We recommend that to improve quality throughout the nursery plans to support staff development and increase their understanding of best practice and how to implement this within the nursery are progressed without delay.

National Care Standards Early Education and Childcare up to the age of 16, Standard 12 - Confidence in Staff and Standard 14 - Well-managed Service.

This recommendation was made on 12 September 2017.

Action taken on previous recommendation

Whilst we recognise the improvements that have been made in this area, we considered that there was still potential to improve aspects of the service by improving staff knowledge and skills. We have repeated, but re-worded this recommendation, as we recognise the ongoing development and do not now feel that we need to specify this happens without delay.

Recommendation 7

We recommend that to support ongoing service developments effective quality monitoring processes are implemented.

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

This recommendation was made on 12 September 2017.

Action taken on previous recommendation

An effective range of quality assurance processes had supported improvements throughout the nursery. This recommendation is met, however, we had highlighted ongoing development of quality assurance process as an area for development within the management and leadership quality theme.

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
12 Jul 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
24 Jan 2017	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
28 Jan 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Mar 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
27 Jul 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
31 Aug 2010	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
18 Jun 2009	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

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