

Hoodles Childcare Day Care of Children

Academy Way
Colpy Industrial Estate
Oldmeldrum
Inverurie
AB51 0BZ

Telephone: 01651 873995

Type of inspection:

Announced (short notice)

Completed on:

5 December 2018

Service provided by:

Nursery Care (Grampian) Ltd

Service provider number:

SP2011011583

Service no:

CS2011289681

About the service

Hoodles Childcare is a private early learning and childcare service provided by Nursery Care (Grampian) Ltd. It was registered in June 2011 to provide a day care of children service to a maximum of 68 children at any one time aged from 0 to those not yet attending primary school. Included in this number will be a maximum of 15 children under 2 years.

The service may operate between the times of 7.30am and 6.00pm Monday to Friday. In partnership with the local authority the service provides funded pre-school education sessions for children aged from three to five years.

The service is accommodated in a purpose-built nursery unit on the Colpy industrial estate in the rural village of Oldmeldrum in Aberdeenshire. There are three separate playrooms for babies, toddlers and older children. The nursery building benefits from having a large garden area. Two of the playrooms lead directly into the garden.

Hoodles Childcare aims are:

- To provide excellent learning experiences both indoors and out in our excellent large garden area, so children can develop their curiosity and imagination.
- have healthy, nutritious and delicious meals for the children to enjoy so they can be fuelled with goodness to help them learn, grow and develop.
- To have an inclusive environment to support all needs of the children, developing their unique skills.

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

We spoke to four parents who attended a parents' meeting held within the service. All were very happy with the overall service provided by Hoodles Childcare.

All parents commented on improved communication between staff, the nursery and themselves. The nursery app was helpful for parents to be kept up to date with nursery related information such as closure dates or stay and play sessions.

Most parents agreed that they liked looking at their child's learning journey regularly online whilst those who did not, commented that they did not feel they needed to as they spoke to staff on a daily basis. Parents felt that these, along with the daily information for younger children, were a key way for them to be kept up to date. In particular this was helpful for parents who did not always have the opportunity to drop off or collect their child. Parents commented that having the information online helped them to know how their child had been during the day and promoted discussion at home about activities and learning.

Parents felt listened to and involved in the service, with opportunities to complete questionnaires, meet with staff to discuss their child's needs, regularly update and review plans and to participate in days such as the garden development day, stay and play and fund raising events.

Some parents felt that at times their child was not challenged enough through play and activities as they grew older, whilst others felt that transition experiences between room to room could be further improved. We looked at these areas and gave verbal feedback to the senior management team.

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 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	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children and their families were welcomed by staff who took time to greet them and share relevant information. This contributed to families' sense of belonging and inclusion within the nursery.

Interactions with the children were warm and caring, with staff responding positively toward the children. We also saw good examples of non-verbal communications with the youngest children. This meant that children were happy with the staff caring for them. The children were forming friendships and playing cooperatively together.

Children's personal plans included a range of information to support children's health and well-being needs. This meant staff were informed about children's individual needs to help provide the care and support needed.

Procedures and systems were in place to ensure the safe administration of medication. Medical care plans were very detailed, audited by management and regularly reviewed with parents to ensure the information was current and up to date. This helped keep children safe and well.

Staff were well informed on how best to safe guard children and had a good understanding of possible signs of abuse and the correct procedures to follow if concerned. The child protection officer had undertaken advanced online training and was clear about her role and responsibility. This helped keep children safe and free from abuse and harm.

Staff in the 3-5 room were at the early stages of planning experiences and activities to support children's progress. Observations of children at play were beginning to become more meaningful and individualised and were shared with parents through the children's electronic learning journals. This helped to reassure them that their child was happy and busy. Observations were not yet fully used to inform planning responsive to the individual needs of the children (**see Recommendation 1**).

In the baby room the personal needs and preferences of the children were well documented. Staff understood the importance of following the children's routines to provide a continuity of care. This contributed to good outcomes for young children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure children receive high quality early learning and childcare, the provider, manager and staff should ensure children can take part in both organised and freely chosen extended play, planned to develop children's social and physical skills, , confidence, self-esteem and creativity.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, "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 open ended and natural materials."(HSCS 1.31).

Grade: 4 - good

Quality of environment

Findings from the inspection

The nursery was welcoming, clean and safe for children. Staff had used the document Building the Ambition, to assess and make positive changes to the nursery environment.

Children in the baby room benefitted from a calm and nurturing atmosphere. The playroom had been softened with the addition of cushions and heuristic resources, helping staff to build close relationships with children in an appealing space. As a result, babies were happy, content and settled.

Significant changes in the 2-3 room playroom had made a positive impact on the learning experiences for the children. The larger messy area meant children were able to access sensory play experiences throughout the day, supporting their creativity and learning through their senses.

The 3-5 room looked inviting and areas such as the construction and story corners had been developed to support literacy and numeracy. However, as the day progressed children became less engaged with the activities on offer. Staff should continue to develop the learning environments with rich experiences that challenge and widen children's learning.

At times, the nursery playrooms could be untidy and children did not always take care of their toys and resources. Staff should encourage children to take care of their environment and be more respectful and responsible.

The outdoor play area provided good opportunities for the children to run around, climb and explore outdoors. There was a variety of "loose parts" which allowed children to use their creativity and imagination. The manager and staff discussed further developing the outdoor area with more opportunities for child-led play.

Staff were knowledgeable about infection control procedures and encouraged children to follow good hand washing techniques. This helped keep children safe and well.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

Appropriate recruitment procedures were in place and all staff were registered with an appropriate regulatory body. This helped safeguard children. To support new staff grow in confidence and ensure they have the skills and knowledge to effectively meet children's needs, revised induction procedures were being implemented.

Staff morale had grown significantly since the previous inspection and they told us they felt happier, more at ease and valued for their skills and experience. They were growing in confidence and were beginning to work well as a team. This contributed to a very positive ethos where staff wanted to develop their skills to improve outcomes for children.

All staff had completed core training to keep children safe and well. They were developing their knowledge and understanding in supporting children's learning and this was evident in their improved observations of children at play. Interactions with children were kind and caring and praise was used to support children's confidence and self-esteem. Staff should continue to develop their questioning skills to challenge children's thinking and extend their learning.

Staff were very involved in the self-evaluation of the playrooms and confidently spoke about using the document Building the Ambition to support improvement to the service.

To further develop staff skills and support a culture of continuous progress, staff would benefit from leadership roles relevant to their strengths and experience. This will help staff feel valued and respected and will support improvement to the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The manager was very new in role and was beginning to introduce systems and procedures to support improvement to the service. Staff spoke very highly of the support given, and felt she was very approachable and helpful. As a result, staff were happier and more confident to ask questions and share their opinions. This promoted a positive culture where everyone felt respected and eager to learn.

Room leaders were supported to develop their skills in leading the playrooms and they were beginning to grow in confidence. The manager should continue to provide support and encouragement to enable them to effectively support staff and manage the playrooms.

Quality assurance systems were not fully embedded into practice to support continuous improvement and improve outcomes for children. Playroom observations and staff monitoring had been introduced to support self-evaluation and identify staff training needs. Regular audits of medication and staff knowledge of child protection were now in place to help keep children safe and well and free from harm (**see Recommendation 1**).

Self-evaluation processes were effective to support improvement to the service. Staff were knowledgeable about the document Building the Ambition and discussed how this had been used to assess and make changes to the environment. As staff grow in confidence, the manager should ensure staff become more familiar with the documents How Good is our early Learning and Childcare and the Health and Social Care Standards. This will provide staff with a broader range of reference to improve outcomes for children.

The nursery encouraged parental involvement in the service and had introduced ways for staff to comment and make suggestions for improvement of the service. For example questionnaires had been issued to parents asking for their views on the improved environment in the 2-3 room. Comments were very positive and parents had provided staff with some old bags for their dress up box. Families were involved in the garden improvement day and stay and play sessions meant they were able to take part in nursery activities.

The children were involved in making some choices and were more able to lead their own play. Staff should continue to develop opportunities for children to evaluate their experiences and learning and evidence how children's views influence the service (**see Recommendation 2**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to support development of the service and to support improved outcomes for children, the provider must ensure quality assurances are fully embedded into practice.

This is to ensure that care and support 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 systems." (HSCS 4.19)

2. In order to ensure children take part in activities that they enjoy, support their progress and help develop their confidence and self-esteem, the provider, manager and staff should ensure children are encouraged to be involved in improving the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership." (HSCS 4.7)

Grade: 3 - adequate

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

The provider and management should develop systems to demonstrate that children's care and support needs are reviewed in consultation with parents, a minimum of once every six months. The service should continue to promote the SHANARRI wellbeing indicators and consider how these can be part of the personal plan reviews.

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

This recommendation was made on 8 March 2018.

Action taken on previous recommendation

Children's personal plans were linked to the well-being indicators and were used to support children's progress and meet their health and wellbeing needs. These were regularly reviewed with parents, contributing to building positive relationships and working together. Children with additional support needs were well supported by staff and other agencies, and support plans contained clear and detailed information to help staff unfamiliar with the children meet their needs. This recommendation had been met.

Recommendation 2

To ensure children are supported to achieve their potential the manager and staff should ensure they:

- a. regularly assess the learning and development of each child
- b. use this assessment information to plan appropriate next steps in the child's learning and development
- c. provide developmentally appropriate experiences to support children to progress and achieve their next steps.

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 8 March 2018.

Action taken on previous recommendation

Staff were regularly assessing the learning and development of each child. They had attended training in observation and assessment and as a result, observations of children at play were more individualised. Staff were at the early stages of using these to plan appropriate next steps for children. These were not used effectively to inform planning. Therefore, this recommendation had been partially met.

Recommendation 3

The provider and management should minimise the potential risk to children's health and wellbeing by ensuring there is clear information documented for those who have known medical information, allergies or additional support needs.

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

This recommendation was made on 8 March 2018.

Action taken on previous recommendation

Procedures and systems were in place to ensure the safe administration of medication. Children's medical care plans were very detailed and were regularly reviewed with parents to ensure the information was current and up to date. Information to meet the needs of children with allergies or food intolerances was collated and staff were very knowledgeable about their needs. Clear plans were in place to help support children with additional support needs. Therefore, this recommendation had been met.

Recommendation 4

Children should be cared for in a safe environment. Management and staff should review their procedures for controlling infection to ensure that the environment is clean and that children are supported to follow good hygiene practices after using the toilet. They should also review the layout and use of toilet facilities so that children are enabled to go to the toilet whilst maintaining privacy and dignity.

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

This recommendation was made on 8 March 2018.

Action taken on previous recommendation

The nursery was welcoming, clean and safe for children. Staff were knowledgeable about infection control procedures and encouraged children to follow good hand washing techniques. This helped keep children safe and well. There were no issues with the toilet facilities at this inspection and children's dignity and privacy was maintained at all times.

Recommendation 5

Risk assessment documentation needs to be regularly reviewed and updated involving staff. This will support staff to plan and take any action as needed to keep children safe and healthy.

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

This recommendation was made on 8 March 2018.

Action taken on previous recommendation

Risk assessments had been reviewed and updated and were relevant to the setting. This helped identify any hazards and prevent any accidents. This recommendation had been met. Staff should now involve children more in the process to increase their understanding of the consequences of risky play.

Recommendation 6

To support children to progress and achieve staff should develop their skills and knowledge of:

- a. observation, assessment and planning
- b. effective interaction to support and extend learning.

National Care Standards, Early Education and Childcare up to the age of 16. Standard 4: Engaging with Children; and Standard 12: Confidence in Staff.

This recommendation was made on 8 March 2018.

Action taken on previous recommendation

Staff had undertaken some training opportunities to develop their skills and knowledge of observation, assessment and planning. This had not yet impacted on their practice to inform planning and to support and extend children's learning. This recommendation had not been met. We have made a new recommendation within the quality of care section of this report.

Recommendation 7

The manager and staff should further develop ways to involve the children in evaluating their experiences and learning. They should be able to evidence how children's views influence the service.

National Care Standards, Early Education and Childcare Up to the Age of 16. Standard 13: Evaluating the Service; and Standard 4: Engaging with Children.

This recommendation was made on 8 March 2018.

Action taken on previous recommendation

Children's views were listened to. Staff had been on training to use floor books to involve children more in self-evaluation, but this was in the very early stages of implementation. This recommendation has not been met and has been restated.

Recommendation 8

To ensure the health, welfare and safety of children the management team need to develop and implement robust and rigorous quality assurance procedures to help with the systematic evaluation and continued improvement of the service.

National Care Standards, Early Education and Childcare up to the age of 16. Standard 14: Well-Managed Service; and Standard 13: Improving the Service.

This recommendation was made on 8 March 2018.

Action taken on previous recommendation

Playroom observations and staff monitoring had been introduced to support self-evaluation and identify staff training needs. Regular audits of medication and staff knowledge of child protection helped keep children safe and well and free from harm. This recommendation had been met. Quality assurance systems should now be fully embedded to support continuous improvement and show the impact on staff practice.

Recommendation 9

To further develop the service the management team should ensure that improvement plans are regularly reviewed and used as a working document to record progress and improve outcomes for children and families.

National Care Standards, Early Education and Childcare up to the age of 16. Standard 14: Well-Managed Service; and Standard 13: Improving the Service.

This recommendation was made on 8 March 2018.

Action taken on previous recommendation

Self-evaluation processes were effective to support improvement to the service. Staff were knowledgeable about the document Building the Ambition and discussed how this had been used to assess and make changes to the environment. This recommendation had been met.

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	
6 Feb 2018	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
8 Mar 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 Mar 2016	Announced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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