

Ashgrove Children's Centre Day Care of Children

Gillespie Place
Aberdeen
AB25 3BE

Telephone: 01224 482293

Type of inspection:

Unannounced

Completed on:

30 January 2019

Service provided by:

Aberdeen City Council

Service provider number:

SP2003000349

Service no:

CS2003016385

About the service

Ashgrove Children's Centre registered with the Care Inspectorate on 1 April 2011.

The service is registered to provide a daycare of children service to a maximum of 52 children aged from 0 to those not yet attending primary school. In addition the service may also care for eight school aged children during term time and 12 school aged children during holiday periods.

The nursery is situated within Ashgrove Children's Centre and has its own large playroom with toilets. There is a fully enclosed outdoor area directly off the playroom. The service is close to local amenities, including shops and a school.

The service had developed a comprehensive set of aims; these included to support the early learning and care of very young children and to ensure that each individual child is offered the opportunities and encouragement they deserve at the earliest stage of their childhood.

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

On the whole children were confident and settled at the nursery. They had formed positive, nurturing relationships with staff and readily approached staff for comfort and reassurance. Children we spoke with told us they liked coming to the nursery.

We sent out 10 Care Standards Questionnaires and five parents completed and returned the questionnaires to us. These indicated parents were happy with the service provided. When asked about the overall quality of care their child received at the service:

- Four parents/carers indicated they were very satisfied and
- One parent/carer indicated they were satisfied.

Parents we spoke with told us their child enjoyed attending the service and they found the staff to be helpful and approachable. They felt there was a good range of activities and liked that the children got to play outdoors most days. Some parents felt they would like to get more information about how their children were progressing in their learning and development.

Comments from parents included:

- The staff are great.
- I consider ourselves lucky that our children attend Ashgrove, they are loved and nurtured and we parents are also supported and encouraged. It is obvious that staff are keen to create a community spirit, and I feel included, supported and empowered to progress both in the kids' education but also our parenting journey. Also very grateful for the space at Ashgrove, particularly the big hall and parents tea room. Have spent many long hours happily entertaining younger toddlers amidst rain, snow and various appointments, Huge thanks to all staff!
- Very pleased with the nursery.

Self assessment

The service had not been asked to complete a self assessment before the inspection. We looked at their own improvement plan which mainly focussed on addressing issues identified at the last inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Children and their families were greeted warmly as they arrived. There was a welcoming and friendly ethos which helped children to be settled and feel at ease throughout their time at the service. They were supported by kind, nurturing and inclusive staff who responded well to meet children's care needs. This encouraged children to be confident and form good attachments with staff. Children were able to choose to play alone or in small groups. We saw some children were starting to form friendships and this was supported by staff.

Staff demonstrated a good knowledge of each child's care needs, preferences and personalities. Some children required additional support. However, we saw these children were often not getting the support they required to enable them to progress and achieve their potential. The personal plans for these children contained limited information to effectively enable staff to meet their support needs. We asked the manager to ensure children's personal plans contained clear information on how each child's needs would be met. This would support consistent practice and assist staff new to the service to get to know children and be able to meet their needs. **(see Recommendation 1)**

The nutritious snacks provided supported children to be healthy. Clear information was displayed for children with allergies, supporting staff to meet the health needs. Children were involved in preparing and serving their snack, encouraging their independence. Snack time was a sociable experience with staff interacting well and encouraging language development.

Staff were starting to support children to achieve their potential. Regular observations were undertaken, however these were not always focused on significant learning for individual children. Next steps in learning were often not appropriate to support children to progress. Planning included a clear focus on children's interests. However, experiences were not planned to support children to progress and achieve their next steps. As a result children were not being adequately supported to achieve their potential. **(see Recommendation 2)**.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure each child receives appropriate care and support and their needs are met, the manager and staff should ensure
 - a) personal plans are developed that reflect children's current needs and provide clear guidance to staff on how they will meet each child's needs.
 - b) the personal plans are used by staff to effectively meet each child's needs.

This ensures care and support is consistent with the Health and Social Care Standards, which state that "my care and support meets my needs and is right for me" (HSCS 1.19).

2. To support children to progress and achieve their potential staff should be supported to undertake meaningful observations and use this information to effectively assess and plan for children's learning and development.

This ensures care and support is consistent with the Health and Social Care Standards, which state that "I am supported to achieve my potential in education and employment if this is right for me" (HSCS 1.27).

The following link may be useful in supporting the service to meet this recommendation:

<https://education.gov.scot/improvement/learning-resources/Effective-observation-leading-to-effective-assessment>

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The nursery was inviting and welcoming with plenty of natural light. Displays of children's artwork and photos supported children to feel valued.

Throughout the nursery there were a range of interesting experiences. We found most children engaged well in these. They particularly enjoyed making their own play dough as they developed their communication and fine motor skills. Children in the house corner were learning how to keep themselves safe as they cut up fruit and vegetables with knives.

Areas within the playroom had been developed since the last inspection. For example, the story corner was cosier and more inviting and there were more natural resources, encouraging children to investigate and explore. Staff were aware they wanted to provide more literacy and numeracy opportunities throughout the different areas. We also suggested more challenge could be provided to ensure all children were well supported to achieve their potential.

Children were able to choose to play outdoors for the entire session, providing opportunities for them to be active and healthy. Children's independence was encouraged as they got themselves ready for outdoor play, with support provided by staff when needed. There were a range of open ended resources and a mud kitchen that encouraged children to investigate, problem solve and be creative. Staff were planning on further developing the

outdoor area in the spring. They should ensure the improvements increase opportunities for children to develop their skills, such as in problem solving, investigation, and creativity.

The playroom was cold as the door to outside was left open for the whole session. We asked the manager to look at ways children could still have free choice when they accessed the outdoor area whilst ensuring the playroom was kept at a pleasant temperature for those children choosing to play inside.

A parent let us into the service on the first day of inspection. We asked the manager to remind all parents not to let unknown adults into the service to help ensure the safety of all children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The small staff team worked well together, creating a positive and caring ethos in the service. They understood the importance of building trusting relationships with children and their families. This enabled good quality information to be shared that supported staff in meeting children's needs as they changed. Parents told us they found staff approachable and helpful.

All staff were suitably qualified to carry out their role and were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social services and regulating their education and training.

Staff were keen to develop their knowledge and skills further. They had attended a range of training. This included core training, such as first aid and child protection; these contributed to keeping children safe. Some additional training and development opportunities aimed at improving the quality of children's experiences had also been accessed. We found some learning from this had been used to make improvements. For example, following emerging literacy training, the story corner had been developed to make it more inviting and interesting to promote children's use of books. Better use of best practice documents, such as Building the Ambition, would support staff to continue making improvements to the environment and how they supported children.

Staff were kind and patient when supporting children, helping children to settle and build their confidence. They interacted well with children in a positive and caring manner. There was some good use of questions and comment that supported and extended children's learning. However, this was not always adapted to meet the needs of individual children. As a result there were missed opportunities to support some children's progression. We asked the manager to continue working with staff on providing high quality interactions.

There were not enough staff in the morning sessions to meet the needs of some children. There were a number of children who required some additional support but did not receive enough interaction and attention throughout the morning session. This meant they were not always getting the support they required to enable them to progress and achieve. We asked the manager to ensure that children's needs were taken into account when planning. (**see Recommendation 1**)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure all children received the support, interaction and attention they need to meet their needs, the provider and manager should ensure the right number of staff are in the service.

This ensures care and support is consistent with the Health and Social Care Standards, which state that "my needs are met by the right number of people" (HSCS 3.15).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

There were a range of opportunities for parents to become involved in the service and give their views. Staff were keen to include parents further in the nursery. Parents we spoke with felt confident to raise any concerns. The new manager had spent time in the nursery to get to know staff and children.

We had made a recommendation about implementing effective quality assurance systems at the last four inspections, however this had not been addressed. Effective monitoring of the quality of children's experiences and staff practice had not been undertaken. As a result strengths and areas for development had not been identified. Effective systems to ensure children were being supported to achieve their potential and staff were meeting the needs of children who require additional support need to be introduced. (See recommendation 1).

The service had started to use Building the Ambition to assess the level they were performing at. The manager and staff now need to use national guidance more effectively to critically reflect on all aspects of the service. This should include a clearer focus on how they are meeting the needs of all children and supporting children to achieve their potential. (**see Recommendation 1**)

Improvement planning lacked sufficient detail and clear success criteria to effectively support the service to move forward. More focussed improvement plans would support the manager and staff to be clear on how to make the required improvements. (**see Recommendation 1**)

Annual appraisals and team meetings gave staff some opportunities to reflect on their practice. One to one

meetings between the manager and staff were not yet in place; these would support staff to address any practice issues. Staff told us they felt confident to approach the manager for guidance and support.

Procedures for managing child protection concerns were not effective to ensure children were always safeguarded. The manager was not aware of the national child protection guidance that all services need to follow and had not appropriately used the service's own child protection guidance. Recording of information regarding concerns was sometimes unclear and not always recorded in line with the service's own procedures. There was not a good enough understanding of how to take individual circumstances into account when determining what action should be taken. (**see Requirement 1**)

Requirements

Number of requirements: 1

1. To ensure children are safeguarded the provider must ensure the manager and staff have the skills, knowledge and experience necessary to protect children from harm, appropriate for the role in which they are employed. To achieve this, the provider must ensure by 19 April 2019:

- a) The manager and staff are competent in and knowledgeable about national, local and the service's own child protection procedures and GIRFEC.
- b) The manager and staff are competent in completing chronologies and child protection records and use these to assess the level of risk to children and that any identified action is taken timeously.
- c) Effective procedures to assess the manager and staff competency of child protection and GIRFEC is implemented and used on an ongoing basis.

This ensures care and support is consistent with the Health and Social Care Standards which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

It also complies with Regulation 4 (1) (a) (Welfare of users), Regulation 7 (2) (c) (Fitness of managers) and Regulation 9 (2) (b) (Fitness of employees) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

The provider, manager and staff may find the following documents useful to support them in meeting this requirement:

<https://hub.careinspectorate.com/media/109557/sg-national-child-protection-guidance.pdf>

<http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>

Recommendations

Number of recommendations: 1

1. To ensure children are safe and receive high quality care, support and early learning experiences the provider, manager and staff should ensure effective quality assurance systems are developed and implemented.

This ensures care and support is consistent with the Health and Social Care Standards which state "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

The following resources may be useful to meet the recommendation:

<http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf>

https://education.gov.scot/improvement/documents/frameworks_selfevaluation/frwk1_niheditself-evaluationhgjelc/hgioelc020316revised.pdf

Grade: 2 - weak

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

To ensure each child receives appropriate care and support and their needs are met the manager and staff should:

- a) Further develop personal plans for children and effectively implement these. The plans must reflect children's current needs and provide clear guidance to staff on how they will meet each child's needs.
- b) Ensure plans are developed and reviewed in consultation with parents/carers and other professionals, where appropriate, to ensure they are effective and are meeting children's needs.
- c) Ensure staff are knowledgeable and competent in meeting the needs of children and are using this to effectively meet each child's needs.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing and Standard 7: A Caring Environment

This recommendation was made on 8 May 2018.

Action taken on previous recommendation

This recommendation had not been met. Personal plans did not contain sufficiently detailed information to support staff in effectively meeting children's needs. As a result we found some children's needs were not always appropriately met. We have made a new recommendation.

Recommendation 2

To ensure children's health needs are met the manager and staff should ensure medication is safely managed in the service. This should include ensuring all the necessary information is obtained and recorded.

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

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

This recommendation was made on 8 May 2018.

Action taken on previous recommendation

This recommendation had been met. Systems were in place to support staff to safely manage medication in the service.

Recommendation 3

To support children to progress and achieve staff should develop their skills and knowledge of effective interaction to support and extend learning.

National Care Standards for 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 May 2018.

Action taken on previous recommendation

This recommendation had been met. Staff demonstrated they had the skills to interact effectively to support and extend children's learning. We asked the manager to continue supporting staff with this to ensure consistent practice for all children.

Recommendation 4

To improve the quality of children's experiences staff should be supported to reflect on their training and implement the learning from training in to their practice.

National Care Standards for 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 8 May 2018.

Action taken on previous recommendation

This recommendation had been met. Staff had implemented some learning from training they had attended. Staff should continue to be supported to ensure they access a wider range of development opportunities and use the learning from this to make improvements to their practice and the service.

Recommendation 5

To ensure children's needs are met and to improve the outcomes for children the manager and staff should ensure an effective quality assurance systems is developed and implemented in the service.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service

This recommendation was made on 8 May 2018.

Action taken on previous recommendation

This recommendation had not been met. Effective quality assurance systems had not been implemented in the service, we have made a new recommendation.

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
20 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate Not assessed 3 - Adequate 3 - Adequate
2 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good
23 Mar 2015	Unannounced	Care and support Environment
		3 - Adequate 3 - Adequate

Date	Type	Gradings	
		Staffing Management and leadership	3 - Adequate 3 - Adequate
19 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
25 Jun 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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