

Headstart Nursery School at Leith Day Care of Children

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Leith
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Type of inspection:

Unannounced

Completed on:

4 February 2019

Service provided by:

Headstart Nursery Schools Ltd

Service provider number:

SP2008009639

Service no:

CS2007167787

About the service we inspected

This service registered with the Care Inspectorate on 1 April 2011. Headstart Nursery School at Leith is registered to provide a care service to a maximum of 70 children aged between three months to entry into primary school, of whom there should be no more than 30 children under two years of age and of whom no more than 40 children should be between the age of two to five years. The care service operates between the hours of 08:00 hours and 18:00 hours on weekdays.

The nursery is located in Leith close to local amenities and is easily accessed by public transport. The nursery consists of two areas, Owls for children over the age of two and Owlets for children under two. Each area has their own toilets and changing areas. There is a dining area where the children have meals and snacks and take part in baking activities. There is an enclosed garden area to the front of the nursery.

The aims and objectives of the service are: "To make sure the children we care for have a happy day. The children will all have the best start in life. They are happy, well cared for and have quality opportunities to have fun, play and learn in a safe, bright and stimulating environment so that they look forward to visiting us each day".

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and what they can do to improve. There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible and included.

How we inspected the service

This report was written following an unannounced inspection. Two inspectors carried out this inspection on Monday 4 February 2019 to follow-up on the requirements made as part of the Improvement Notice dated 17 October 2018.

At this inspection we followed up on the requirements and recommendations from the previous inspection to evaluate how the service had addressed these to improve outcomes for children using the service and their parents/carers. As a result of the improvements made we have re-graded the service.

Taking the views of people using the service into account

There were 26 children present during the inspection. We observed the children throughout the day. The children in the Owl room were enjoying being creative in the new imaginary room as well as the new resources in the main playroom. The younger children in the Owlet room were enjoying playing in the water tray and sand tray and were appropriately supported by staff.

Children had the opportunity to enjoy outdoor play in the nursery garden. Staff were sensitive and responsive to the needs of children.

Taking carers' views into account

Parents and carers spoken with told us:

- "One of my concerns was lack of communication, I have noticed a great improvement in the last few months in this area. Staff are taking more time to discuss what they have been doing with the children and I've been getting more regular Learning journal updates. The new manager has been sending newsletters and there are meetings set up, such as a curriculum meeting this week that I plan to attend, so I feel that we are getting more information on what is happening in the nursery".

- "My child has recently started, but everyone at Headstart is very helpful and really nice. I always get lots of info about his morning when I pick him up, and he talks about his favourite members of staff when we get back home!"

- "I feel staff have taken big steps in improving the nursery and hope they continue with this."

Some parents expressed concern about the turnover of staff. We discussed this with the manager who told us that they are actively recruiting for staff.

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

Previous requirements

Requirement 1

By Monday 15th April 2019, medication must be administered in a manner which protects the safety of children attending the service. In particular you must:-

- (a) follow your internal medication procedure;
- (b) correctly complete medication forms; and
- (c) store medication safely.

This is in order to comply with Regulations 3 and 4 (1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Please refer to the improvement notice dated 12 March 2019.

This requirement was made on 2 May 2018.

Action taken on previous requirement

All aspects of this requirement were not met.

(a) The service had written a clear policy and procedure about medication. This had been shared with all staff to ensure a shared understanding of the importance of keeping children safe and meeting their needs when handling and administering medication.

(b) We saw some correctly completed medication forms.

(c) Medication was safely stored in a locked box in the office.

However, during the inspection it became apparent that a member of staff had received medication from a parent. The medication form had been completed and the medication had been stored without the manager being informed.

As a result, the service's policy and procedure had not been followed and there was still a potential for children to be put at risk.

As a result, we have made a decision to extend the timescale of the requirement in the Improvement Notice, due to some improvements being made.

Not met

Requirement 2

The provider of the service must make proper provision for the health, welfare and safety of the children attending the service. In order to comply with this, the provider should ensure that there are:

- appropriate procedures in place for the prevention and control of infection, which comply with best practice guidance and are understood by staff and used.
- appropriate procedures for ensuring that children do not have access to inappropriate materials, including screening access to the internet and that they are properly supervised when playing outdoors and taking part in activities; and
- appropriate procedures for keeping the building, furnishings, equipment and play resources clean.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 4(1) (a), (b) and (d).

Timescale for completion: 17 January 2019

This requirement was made on 2 May 2018.

Action taken on previous requirement

All aspects of this requirement were met.

- An infection control policy had been written and staff had undertaken training in infection prevention and control. This had also been discussed at team meetings to ensure staff's understanding. Staff spoken with were clear about what the infection control policy said and what their role was in relation to this.
- Measures had been taken to ensure that children's use of I-pads was monitored and supported to ensure that it was appropriate and meaningful. A system was in place to ensure that age appropriate games were available on the I-pads and that children were supported to use the games effectively. During this inspection we saw that children were properly supervised outdoors and when taking part in activities.
- Since the last inspection the entire nursery had been deep cleaned by a cleaning company. On the day of the inspection the nursery was seen to be clean. Procedures had been put in place to ensure that the nursery was cleaned on a daily basis. The manager was monitoring this to ensure the continued cleanliness of the nursery.

Met - within timescales

Requirement 3

By Thursday 17 January 2019, you must ensure staff are meeting the health, welfare and safety needs of children attending the service. In particular you must:-

- (a) ensure staff understand and are implementing any training (and in particular child protection training) they receive in their practice and that they follow the service's procedures and child protection policy
- (b) regularly record observations to inform current assessments of children's needs
- (c) ensure these needs are being met
- (d) provide children with activities and resources which enable them to learn and develop physically, mentally and emotionally; and
- (e) ensure there is sufficient supervision of and meaningful interaction with children.

This is in order to comply with Regulations 4 (1)(a) and 15 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Please refer to the improvement notice dated 17th October 2018.

This requirement was made on 2 May 2018.

Action taken on previous requirement

All aspects of this inspection had been met.

(a) All staff had undertaken child protection training online. Staff meetings had been dedicated to the discussion of the service's child protection policy and procedure, as well as discussing scenarios and what action staff should take. Through discussion with staff and the manager it was clear that they were aware of what action they should take if they had a concern about a child.

(b) The City of Edinburgh Council's Quality Improvement Officer (QIO) had provided training and support to staff to assist them in writing quality and meaningful observations. This was still in its infancy and as yet not embedded in staff practice. Plans were in place to further develop staff's skill at writing observations. Therefore we have deemed that this requirement as met and included this aspect of it in a recommendation.

(c) From our observations and speaking with staff, it was apparent that most staff understood the needs of children attending and how to meet them. As a result experiences for children had improved.

(d) The quality of resources and activities had improved and this was impacting positively on the opportunities for children who were actively engaged in their play.

(e) At this inspection we saw that staff were engaged in meaningful interaction with the children and we saw that staff were sufficiently supervising children in their play.

Met - within timescales

Requirement 4

By Thursday 17th January 2019 you must ensure that at all times there are enough suitably qualified and competent persons working in the service to meet the health, welfare and safety needs of the children. In order to ensure that parents and children can be confident that they are being cared for by trained, competent and skilled staff who are able to provide consistent and stable support the provider must:

- ensure that children's needs are being met in a consistent and stable way by the right number of people, who are informed about those needs;
- have systems in place to ensure that all people working in the nursery have the skills and experience necessary and are of integrity and good character;
- ensure that all staff have the correct qualifications and are supported to achieve qualifications to meet their registration requirements; and
- ensure that all staff caring for children have the necessary information and knowledge to meet their needs.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, 2011/210 6 (2)(a), 7(2)(d), 9(1), 9(2)(b) & (c) and 15.

This requirement was made on 17 December 2018.

Action taken on previous requirement

All aspects of this requirement were met.

- During the inspection we saw that there were enough staff to meet the needs of the children.
- The service had introduced a more robust recruitment process to ensure that the right people were employed. Safer recruitment practices were being followed. In addition current staff were receiving additional training and mentoring.
- The service was actively recruiting qualified staff. Any unqualified staff in employment with them were now registered to begin their childcare training. This had the potential to improve outcomes for children.
- In addition, the service was trying to ensure that when they were using supply staff these were consistent staff. These agency staff then took part in training and staff meetings to ensure that they were working consistently as part of the team. This also meant that staff were aware of children's needs and how to meet them.

Met - within timescales

Requirement 5

By Thursday 17 January 2019, you must ensure that all children attending the service benefit from a robust approach to quality assurance and management which continually improves their safety and protects their well-being. In particular you must:-

- (a) monitor and quality assure children's e-learning journals, their care plans and the communication book;
- (b) ensure staff supervision and appraisals take place regularly; and
- (c) have an overview of staff's skills, knowledge and ability to provide a quality service for children.

This is in order to comply with Regulations 3 and 4 (1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Please refer to the improvement notice dated 17th October 2018.

This requirement was made on 17 October 2018.

Action taken on previous requirement

All aspects of this requirement were met. The new manager now had a system in place to:

- (a) support staff and monitor the information recorded in children's e-learning journals, care plans and the communication book;

(b) regular staff supervision and appraisal had been taking place; and
 (c) through supervision and the manager's monitoring of staff practice there was an overview of staff's skills knowledge and experience. This meant that staff could be supported to improve where necessary.

We could see that this had the potential to improve the quality of the service and improve outcomes for children.

Met - within timescales

Requirement 6

By 1 July 2019, you must ensure that children and parents experience a service which has a culture of continuous improvement because there are robust and effective quality assurance procedures in place. They should be confident that their service is well led and managed. In order to achieve this the provider must ensure that:

- the manager has sufficient time and the underlying knowledge to effectively improve outcomes for children; and
- continue to develop systematic and rigorous procedures for self-evaluation, auditing and monitoring all areas of the service using local and national guidance and which lead to clear plans for maintaining and improving the service.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 3, 4 (1)(a) and 15 (b).

This requirement was made on 17 December 2018.

Action taken on previous requirement

Since the last inspection:

- a new manager had been employed. She had been supported by a manager from a sister nursery in her first two months in post. We would expect to see continued improvement and that the improvements made are embedded in practice.
- A self-evaluation process had started which involved staff. Staff were being encouraged to take responsibility for the self-evaluation of the room which they worked in. This gave staff a feeling of ownership and being valued, which had the potential to improve outcomes. This was being monitored by the manager so that staff can be appropriately supported.

As this was in its early stages we were unable to assess the impact this was having on outcomes for children. The timescale for this requirement has been extended to 30 July 2019.

Not met

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

Previous recommendations

Recommendation 1

The provider should ensure that the system for planning children's care clearly sets out how the service will meet each child's health, welfare and safety needs. They should ensure that plans are developed in partnership with parents, reviewed within the legal timescales. They should also ensure that all adults working with children are aware of their needs and are able to meet them.

This is to ensure 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).

This recommendation was made on 4 January 2018.

Action taken on previous recommendation

Where children had identified additional support needs, care plans were in place. Regular meaningful observations were recorded for these children. This meant that they could be appropriately supported by staff.

In general children's personal plans were not updated and next steps were not identified. This meant that it was not clear where children were in their learning and development and what support they were receiving.

This recommendation is carried forward and will be followed up at the next inspection.

Recommendation 2

Children should experience a balanced programme of activities and opportunities which are planned by staff who have taken local and national guidance into account. Activities should be flexible and take account of ages, development needs, interests, hours and patterns of attendance of each child. Progress in each child's development should be regularly monitored and the information used to improve the programme and plan for children's next steps.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 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 their age and stage, which stimulate their natural curiosity, learning and creativity. (HSCS 2.27).

This recommendation was made on 4 January 2018.

Action taken on previous recommendation

Staff had been supported by Early Learning and Childcare staff from the City of Edinburgh Council. As a result there had been some improvement in the way in which staff planned children's activities using curriculum and national guidance. However, on the day of the inspection the planning had not been updated and therefore staff were not clear about what activities and resources they should be offering for children to lead their own learning.

As previously mentioned not all children's development was being monitored and therefore planning for their next steps was not taking place.

This recommendation is carried forward and will be followed up at the next inspection.

Recommendation 3

The provider should ensure that children are cared for by a competent and confident staff team who have regular opportunities to share and challenge practice. Management should improve opportunities for all staff to be involved in the self-evaluation procedures and to develop their own reflective practice so that they are developing continuously.

This is to ensure care and support 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)

This recommendation was made on 2 May 2018.

Action taken on previous recommendation

Weekly staff meetings were held, this provided an opportunity for management and staff to discuss staff practice. When staff attended training they shared their learning with all staff at team meetings. Staff were encouraged to be reflective about their practice. All staff were involved in the development of and had responsibility for aspects of the improvement plan.

This recommendation is met.

Recommendation 4

Children should be cared for by a competent and confident staff team, who are supported to keep up-to-date with practice and use their knowledge to care for children well. There should be a training plan in place which:

- is based on information gathered from staff monitoring, appraisals and self-evaluation;
- is regularly monitored to ensure that staff are making progress and are supported;
- ensures that all adults working in the nursery understand and practice the service's procedures effectively; and
- ensures that all staff have a confident understanding of good practice and are using their learning to improve children's experiences.

This is to ensure care and support 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)

This recommendation was made on 2 May 2018.

Action taken on previous recommendation

Since the last inspection management had ensured that:

- A training plan was in place. All staff had supervision and the manager monitored staff practice in the play room.
- Staff practice and their learning from training was monitored and supported.
- Policies and procedures are being discussed at staff meetings.
- Staff continued to be supported in their understanding of good practice.

This recommendation is 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
22 Mar 2019	Re-grade	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
9 Oct 2018	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 1 - Unsatisfactory Management and leadership 1 - Unsatisfactory
23 Feb 2018	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 1 - Unsatisfactory Management and leadership 2 - Weak
18 Jul 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
24 Jun 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
16 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
23 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
18 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
22 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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