

# Riverside Cottage Nursery Day Care of Children

Riverside Cottage  
9 Riverside Lea  
Blackburn  
Bathgate  
EH47 7EL

Telephone: 01506 650583

**Type of inspection:**

Unannounced

**Completed on:**

21 February 2019

**Service provided by:**

David Addison

**Service provider number:**

SP2011011751

**Service no:**

CS2011305706

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service registered with the Care Inspectorate on 13 November 2013.

Riverside Cottage Nursery is located in two acres of land, in the semi rural Blackburn area of Bathgate. The day care service for children is operated by a private provider. The building is purpose designed and children have access to the indoors, there is one large playroom with a toilet, cloakroom and kitchen facilities. Children can play and learn in a variety of spaces including a lawn area, courtyard, woodland, allotment and poly tunnels. Children make use of the nearby river and open field. The service is close to local amenities in Blackburn and Bathgate. The service operates between the hours of 07:30 to 18:00 Monday to Friday, 51 weeks per year.

On the day we inspected 21 children attended the morning session and 22 children attended the afternoon session. Children were aged from two years to five years.

We wrote this report following an unannounced inspection that was carried out by two Inspectors on Wednesday 20 February and Thursday 21 February 2019. Feedback was provided to the manager on Thursday 21 February 2019.

The aims of the service include:

"To provide a family atmosphere where staff and children undertake tasks, cultivate the allotment, prepare meals and eat together.

The service aims also include: enhancing children's awareness of nature and the world around them, giving children the opportunity to learn to use basic tools and learn skills that are traditional. Children will be encouraged to express themselves, their ideas and views on a wide range of issues."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (GIRFEC), Scotland's national approach to improving the outcomes 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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured active, respected, responsible and included.

## What people told us

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use the annual return to decide how we will inspect the service.

We have not received an annual return from the service since 2016.

We observed children playing in self chosen activities indoors and outdoors, this included playing on the climbing frame and painting branches in the poly tunnel. We spoke to children who told us that they liked coming to the nursery and what their favourite things to do were.

This included the trampoline and rope swings which were broken and hadn't been in use for a while. School aged children commented that they would like more opportunities to prepare food on the fire pit and go on more walks. In addition, they would like more activities indoors when the weather was not so good. The younger children played with large building blocks which promoted their creativity and imagination. Children listened to stories and engaged in open-ended conversations indoors. This supported their creative thinking, listening and speaking skills.

We sent 18 Care Standards questionnaires to the service to distribute to parents/carers of children who used the service, six of which were returned before the inspection. The feedback provided from parents was positive, in particular the high quality nurturing environment. Parents felt that the nursery was exceptional with committed and highly trained staff, the surroundings were amazing and they could not wish for a better nursery/out of school care for their children. One parent commented that the only area riverside nursery lets themselves down is the admin side of things.

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed the improvement plan and quality assurance systems for the service which demonstrates 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:

<b>Quality of care and support</b>	4 - Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	4 - Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

During the inspection we saw children experience warmth, kindness and compassion and were supported and cared for by staff. Strength at the service was the parent and community engagement. During the inspection we spoke to the self employed marketing consultant for the nursery who told us that throughout the year nursery parents and children have the opportunity to take part in a variety of events including nature camps, family camping and information evenings.

The service had recently developed a vegetarian cook book - Free Range Eats. Before the launch of the book the service involved children and families in trialling and fine tuning the recipes. The service raised a substantial amount of money and proceeds were donated to the charity, Sands Lothian. Information can be found here <https://sands-lothians.org.uk>. This act of kindness encouraged children to become aware of others, and supported them to be compassionate and promoted their self worth.

Children were encouraged to form healthy lifestyle choices, through foods they ate for snack and lunch; this was provided by staff outdoors. Children were offered a bowl of porridge for breakfast which was cooked on the fire pit outdoors. Children had apples and bread for snack after returning from school. The service provided children with a cup of homemade vegetable soup and bread for lunch, that some children had helped to prepare.

The vegetables were store bought as the allotments were not in use at the time of the inspection. One parent told us that the food at the service was great, vegetarian and their child eats better there than at home.

We spoke to the service about ensuring that children had a drink of water with their lunch and throughout the day. This is to ensure that children were eating/drinking and the quality of care was consistent with the Health and Social Care Standards which state, "I can drink fresh water at all times." The service told us that they had a shortage of cups and would purchase more. We saw that children had drinking water on the second day of the inspection. Staff told us that they consulted with children monthly on what they liked to eat at the service. We suggested talking to children more often recording their likes/dislikes to plan for future meals. We signposted the service to the NHS Scotland guidance document 'Setting the Table' to further support healthy eating. Information can be found here <http://hubcareinspectorate.com/media/177298/nhs-setting-the-table.pdf>

Riverside Cottage Nursery was a child-led service that allowed children to make choices and decisions, in a way that built their confidence, skills and autonomy. Staff were keen to access training and embed the Frobellian principle approach which encourages children to learn through nature and the importance of play. The service told us that the role of their staff was to support and care for the children without interrupting their learning. The service's philosophy was children should learn through play and have real life experiences, to support their resilience and problem solving skills. During the inspection we saw that some children were purposeful in their play whilst others mostly the younger children became distressed and needed guided by an adult, throughout periods of the day. We spoke to the service about ensuring that there were enough natural resources for all children of differing age groups and different patterns of attendance. The service provides training for other early years staff and has had in-house training from key speakers including Dr Lynn McNair - Cowgate Under 5s Centre and Niki Buchan - Senior Education Consultant, Natural Learning. On topics such as, nature based practice, outdoor play and education in the changing early years.

During the inspection we observed that there was a fluid approach between the indoor and outdoor environment. Children had plenty of opportunities to have fresh air and be active. We saw children play on the large climbing frame and slide, which supported their coordination and balance skills. Children and staff went on a woodland walk where young children had fun splashing in the puddles, running up and down the grass embankment and swinging on the newly grown trees. We spoke to the staff about children's understanding of living things and the importance of looking after nature.

Staff were conscientious about their responsibilities to look after children safely and to support them to learn about their own safety and awareness of risk. We observed staff talking to children in assessing and managing what they perceived to be risky on their woodland walk. We spoke to the service about 'mind mapping' with the younger children and the involvement of older children in assessing and managing what they perceived to be low, medium or high risk indoors and outdoors. This approach will give children the ability to make decisions and appropriate skills to challenge themselves and stay safe.

We saw that children's sleep, rest and relaxation needs were mostly met. The service had developed hammocks for children to sleep and rest outdoors. On the second day of the inspection we saw that staff provided sleeping mats and covers for children to sleep indoors. We spoke to the service about ensuring that there was a consistent approach to staff values within the service. Having a rest and sleep policy linked to the Scottish Cot Death Trust would educate staff and help to support parents, reduce risk and keep children safe. Information can be found here <https://www.scottishcotdeathtrust.org>

## What the service could do better

During the inspection we found that there were issues in relation to safe recruitment of staff. We asked for files for newly appointed staff and those that had returned to the service since our last inspection. One file was provided on the day of the inspection.

The manager told us he was unable to locate all files due to changes to their administration. We found that appropriate checks had not been carried out in accordance with safe recruitment practices. The service told us during inspection that there had been occasions when a PVG update had not come through as quickly as expected and therefore staff had been started prematurely. They said that this was not a regular occurrence as most of the staff had been at the service for a long time, therefore was not something the service needed to do regularly. The service told us that the new recruitment policy and procedures will be in place by March 2019. We concluded that the service recruitment and retention procedures did not reflect best practice in this area. (See requirement 1)

We found staff demonstrated a sensitive understanding of their responsibilities to keep children safe. During the inspection staff told us that they had not attended child protection training since the last inspection. We spoke about the importance of having up to date child protection training. This should be accessed annually and would refresh and update their knowledge and skills, which would contribute to maintaining the safety and wellbeing of children. The children who required additional needs were not supported well. Staff were unsure of which professionals they would contact to target and plan for children's holistic development and daily success strategies. During the feedback we spoke to the manager about ensuring staff were trained in this area, to ensure that children received the support they needed to reach their potential. (See recommendation 1)

During the inspection we found that staff were keen to learn and were at present researching 'Ecological Story Telling and Outdoor Language and Literacy.' Staff have planned to consult with children to find a story telling space outdoors that would inspire ideas and increase the use of stories, language and communication across the wider setting. We found during the inspection that staff had limited understanding of national key documents in the Early Years to further improve their ability to support all children in their care. This included, Building the Ambition, GIRFEC, Curriculum for Excellence, Pre Birth to Three and Schematic Play. We discussed the guidance documents 'My World Outdoors', 'Our Creative Journey' and 'Loose Parts Play' and how these can be used to further develop play experiences for children and help engage children further in the playroom and outdoors; to help improve children's creativity and enhance their problem solving and social skills. We recommend that the staff used the Care Inspectorate website to keep abreast of recent childcare documents and developments for evaluating their practice and identifying areas for improvement, thus remaining up to date with best practice. Information can be found here <https://hub.careinspectorate.com> (See recommendation 2)

Staff knew children and families well, this was evidenced through our Care Standards questionnaires, discussions with parents/staff, documentation and our observations. Among the very positive questionnaires returned one parent commented that they felt the staff at riverside were very kind and caring. Their child loved a riverside day. During the inspection we found that the service did not have appropriate personal information in place for children that used the service. We spoke about current legislation and best practice which states that every child should have a personal plan within 28 days of the date on which they started at the service. We spoke to the service about having one plan in place that comprised of important information, including registration, children's likes/dislikes and personal targets to further support the child's health, learning and safety needs. The plans should be reviewed in consultation with children and parents at least once every six months depending on individual circumstances. This will support the service to show how they were developing children's individual skills in line with their current interests. (See recommendation 3)

Staff at the service were first aid trained.

We observed medication procedures and found that these were administered safely. We spoke to the service about ensuring the medication policy consent and administration paperwork were in line with best practice. This included paperwork having sections on signs/symptoms and outcome. This helps children receive treatment that is safe and effective. Information can be found on our HUB, Management of Medication in Day care of Children and Childminding Services. <https://hub.careinspectorate.com>

During the inspection the manager was unable to locate key policies that outlined what was expected within the service. During feedback we spoke about the importance of having policies and procedures in place that were linked to current legislation and guidance to further improve the service, address pertinent issues and support staff to be consistent.

## Requirements

### Number of requirements: 1

1. The provider must ensure that robust checks are completed for new and returning staff prior to commencement in the service at all times.

The provider must review and update recruitment and retention policies and procedures to ensure that they comply with current legislation.

This is to ensure that children are safe and protected and the quality of staffing is consistent with the Health and Social Care Standards which state: I am confident that people who support and care for me have been appropriately and safely recruited. (HSCS 4.24)

It also complies with Regulation 9(1)(a) Fitness of employees of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (SSI 2011/2010)

**Timescales for meeting this requirement: by 31 March 2019.**

## Recommendations

### Number of recommendations: 3

1. The staff should undertake child protection training to update their knowledge and improve their skills in this area to support the health and safety needs of children in the service.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards which states: 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) and I am protected from harm, neglect, abuse, bullying and exploitation by people who a clear understanding of their responsibilities. (HSCS 3.20)

2. Staff should access training to ensure that their skills are up to date and they can meet their SSSC requirements. The service provider should monitor this.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards which states: 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) and I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

3. The service should record how children's health, welfare and safety needs will be met within individual personal plans. This is to ensure that children's needs are planned for and met.

To achieve this plans should:

Be put in place within 28 days of a child starting at the service.

Include documents such as, registration and 'all about me'.

Clear targets/next steps on how children's individual needs will be met.

Record how children have progressed.

Be reviewed at least every six months or more often if the child's needs change.

Be shared with children, parents/carers.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states: 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) and My needs as agreed in my personal plan, are fully met, and my wishes and choices are respected. (HSCS 1.23)

## 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).

## 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

There are no outstanding recommendations.

### Inspection and grading history

Date	Type	Gradings
7 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed Not assessed 5 - Very good
12 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 4 - Good 5 - Very good



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.