

# Central Private Nursery & Out of School Club Day Care of Children

Central  
Sandwick  
Shetland  
ZE2 9HW

Telephone: 01950 431203

**Type of inspection:**

Unannounced

**Completed on:**

1 March 2019

**Service provided by:**

Mairi Jamieson trading as Central  
Private Nursery & OOSC

**Service provider number:**

SP2003002051

**Service no:**

CS2003009580

## About the service we inspected

Central Private Nursery & Out of School Club has been registered since 2002. The provider manages the service along with the co-manager.

The service is registered to provide a care service to a maximum of 24 children aged 0 to not yet attending primary school in the nursery, and a maximum of 18 school aged children in the out of school facility. The nursery may operate from 8.00am to 6.00pm Monday to Friday all year. The out of school facility may operate from 8.00am to 9.00am and 3.00pm to 6.00pm Monday to Friday during term-time and from 8.00am to 6.00pm during school holiday periods and in service days.

The service operates from a converted retail property in the village of Sandwick, situated in mainland Shetland. The accommodation comprises of a two good-sized playrooms, a sleep room for babies, boys and girls toilets, disabled toilet/nappy change facility, kitchen, an office and secure entrance area. Children have use of the community play park situated behind the facility for outdoor play.

We carried out a follow-up inspection (which was unannounced) of Central Private Nursery & Out of School Club on the 27 February 2018. During the inspection we talked informally with the children and observed them as they played. We spoke to three members of staff. We observed staff practice and checked documentation relevant to the previous inspection. We gave feedback to the owner on Friday 1 March 2018. We gave feedback to the manager during a support visit we made on 5 March 2019.

The Care Inspectorate 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 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.

## How we inspected the service

During this inspection we looked at the improvements the manager and staff had made since the previous inspection.

We also looked at:

- annual return
- action plan from last inspection
- how the service was being managed at present
- certificate of registration
- aims of the service
- communication and information sharing regime
- the children's records
- the care plans
- planning and observation regime - including out of school club
- accident and incident regime and first aid
- staffing ratios
- staff registration with the Scottish Social Services council
- staff qualifications and training.

We spoke with:

- the owner manager during the feedback session on 1 March 2019
- three members of staff on duty
- the manager on 4 March 2019
- four children (informally).

We observed:

- the staff as they worked with children in both areas
- how staff interact with the parents and carers
- how staff ensure children have access to a range of age-appropriate activities
- the changes to the environment
- the children at play in both areas
- the quality of play
- snack-time
- infection control and hand-washing
- sleep regime.

We met with the owner on Friday 1 March 2019 to feedback and discuss our findings from the inspection. We highlighted the improvements made and agreed the changes had improved the outcomes for the babies and children who use the service. We agreed they should continue to build on the good start that had been made to further developing the service. There is still a lot of work to be done but it was nice to see that positive changes were in progress.

We also reminded the service to submit a change of manager form since the manager has been in post for several months.

## Taking the views of people using the service into account

We talked informally with the older preschool children during our visit. When asked if they liked coming to nursery they replied that they did. We observed them during the visit and noted that they children were playing in a more relaxed, natural way which was a result of the restructured layout. Preschool children were busy playing with a good range of toys and activities provided for them. We observed the younger children in the newly created area and saw they were able to crawl, move freely and were enjoying their play.

## Taking carers' views into account

We did not talk with any parents or carers during this follow-up visit.

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

### Previous requirements

#### Requirement 1

To ensure staff have the knowledge and skills to provide children with high quality care and support the provider must by 31 March 2019 ensure that employees in the service:

- a) hold or are working towards an appropriate qualification in order to meet the conditions of their registration with the Scottish Social Services Council and have undertaken training in:
- b) child related first aid
- c) child protection
- d) Getting it Right for Every Child
- e) child development
- f) play approaches.

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

**Also 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24). It also complies with Regulation 3 15(b) staffing of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.**

**This requirement was made on 16 November 2018.**

#### Action taken on previous requirement

The manager told us she had been in contact with the local college regarding courses available for childcare and the possibility of staff accessing these. We discussed this at length during the feedback session and again reiterated the importance of having qualified staff caring for the children.

There are limited courses available in Shetland and we suggested they look for courses outwith the Shetland College, for example: 'modern apprentice' schemes or similar.

We looked at staff training and saw that this was still outstanding.

We reminded the owner that the non-qualified staff should have training on:

- child related first aid
- child protection
- food hygiene (as a minimum).

The owner told us they had been in contact with Train Shetland and courses were becoming available in the spring. She had requested places for the staff at Central Private Nursery.

We also reminded staff during our inspection of the importance of professional development and suggested they keep up-to-date with best practice guidance, for example: 'Building the Ambition'.

**This requirement will stand.**

**Not met**

## Requirement 2

To ensure that children and families receive a significantly improved quality of care and support, the provider must by 7 January 2019 ensure that a robust improvement plan and rigorous and 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). It also complies with Regulation 3 (Principles) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.**

**This requirement was made on 16 November 2018.**

### Action taken on previous requirement

Since the previous inspection the service had created a development plan which had been emailed to the Inspector. This plan covers all the requirements and recommendations made in the previous report and details staff actions and how they will assess any improvements they make.

We discussed that this should highlight the changes and improvements made will ensure the outcomes for children are positive.

**Met - outwith timescales**

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

### Previous recommendations

#### Recommendation 1

The provider and staff should ensure all details are included in the children's care plans with care needs clearly described and how staff will support their individual needs.

**This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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) and: 'My care and support meets my needs and is right for me' (HSCS 1.19).**

**This recommendation was made on 16 November 2018.**

#### Action taken on previous recommendation

Work had been made to the timelines (online care plan system in use). We discussed this with the owner during the feedback session and she told us that this was an area they had been looking at. We did see some improvements and more detail had been included.

**We will monitor at the next full inspection.**

## Recommendation 2

The provider and staff should consider more thoughtfully the developmental stages of the children and make better use of the national practice guidance: 'Building the Ambition' to plan experiences that will engage, interest and support children to help the nursery children reach their potential.

**This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and story-telling' (HSCS 1.30) and: '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 using open-ended and natural materials' (HSCS 1.31).**

This recommendation was made on 16 November 2018.

### Action taken on previous recommendation

We noted a start had been made to this but more work is needed. Staff had been so busy caring for the children and reviewing the service that limited time had been scheduled for this. We found they were trialling using the areas differently and found that by separating the age-groups more challenging resources were available for preschool children and age-appropriate resources were being provided for the younger ones. We reminded the manager to encourage staff to read best practice guidelines which would support them in their role.

**We will monitor at the next full inspection.**

## Recommendation 3

The provider and staff should improve the planning for the out-of-school service to provide children with interesting and challenging experiences which support their needs and interests. Staff should evaluate the activities and include the children with this.

**This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and story-telling' (HSCS 1.30) and: '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 using open-ended and natural materials' (HSCS 1.31).**

This recommendation was made on 16 November 2018.

### Action taken on previous recommendation

Planning overall had been looked at. We looked in particular at the out of school planning regime and noted more attention had been paid to whether the play materials and activities were meeting the needs of the children. We saw evidence that children had been consulted and were asked for their feedback. A good start has been made to this.

**We will monitor at the next full inspection.**

## Recommendation 4

The provider should develop a safe area for babies and younger toddlers to play where they will feel secure, and have age appropriate activities.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is safe and secure' (HSCS 5.17), '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) and: '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 using open-ended and natural materials' (HSCS 1.31).**

**This recommendation was made on 16 November 2018.**

### Action taken on previous recommendation

They were now using the former out of school club room for care of the younger children. This is situated to the rear of the building and has the sleep room, toilets and nappy change areas here. Part of the room has been sectioned off with dividers (not very stable) and staff have created a nice area with floor mats, a wigwam, baby toys as well as home-made tactile toys which the younger age loved. It was nice to see the younger children playing in happy relaxed way, with no risk of being bumped. We saw happy, content children safe in the care of staff.

Staff told us they were keen for this area to have a name and planned to consult the children and parents to suggest suitable names for both areas. They were keen for the restricted areas to be thought of by name rather than age groups.

We discussed using this area to support the children for example: should younger children be ready to move to the preschool area they should be supported to do so. If children would benefit from staying longer in the younger area they should be allowed to do so if this would meet their specific needs.

Staff shared their plans to develop this area further, however, lack of funds was one obstacle.

We recommended that the dividers be looked at as these would need to be stable in order to ensure the safety of the younger children. We discussed this with the owner during the feedback session.

**We will monitor at the next full inspection.**



## Recommendation 5

The provider, manager and staff should review and improve the layout of the play rooms to provide children with a rich variety of age appropriate play materials including natural resources organised to enable children choice and independence.

**This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I can direct my own play and activities in the way that I choose' (HSCS 2.27) and: '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 using open-ended and natural materials' (HSCS 1.31).**

**This recommendation was made on 16 November 2018.**

### Action taken on previous recommendation

On the day we visited we noted that the manager and staff had looked at the layout and taken advice from the Care Inspectorate. The new younger children's area has been reported to above **(recommendation 4)**.

In addition, we saw the larger playroom had been reviewed and noted staff had made several changes. We saw a work (craft) station with resources laid out so the children could freely select what they wanted to use. The paint easel was no longer a 'risk area' for babies and it was used by children in a relaxed way.

It was nice to see the children play freely and not have their play interrupted by babies or toddlers. The children were having fun and enjoying their play. They could move around without having to watch out for little ones. This was such an improvement from previous inspections. We agreed that this was: "work in progress" and subject to change when necessary.

We discussed out of school care and how the older children share the larger room with the preschool age. This was again: "work in progress" but staff said that so far this seemed to work well. They were keen that this area also have a name in order for the older children to feel included (see above).

They had created a relaxing area with two sofas for "chilling" after school. Equally they said the older children used the craft station. We noted board games displayed on shelves so children could choose if they wished to play with this. We discussed use of higher tables for older children if needed. We also discussed how the children liked to play outside in the park and had parental consent to do so.

**We will monitor at the next full inspection.**

## Recommendation 6

The provider must review and improve the staffing situation; ensuring there are enough staff in place to meet the needs of the children. Staff should receive support and leadership, which will enable them to have time to look at all areas of the care and support they give to children.

**This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15) and: 'People have time to support and care for me and to speak with me' (HSCS 3.16).**

**This recommendation was made on 16 November 2018.**

### Action taken on previous recommendation

Since the previous inspections we saw that additional staff had been recruited. This ensured three staff were on duty, which was better than previously. We noted that two staff worked in the babies and younger age-group area, and one staff member worked with the preschool aged children, which is within the prescribed adult/child ratios.

Staff were very good at communicating with each other and sharing the care duties, for example the two staff in the younger children's area supervised the older children when they visited the toilets, situated in this area. They all joined together for snacks and meals and shared the duties at that time.

We agreed the trialling of the restructured layout was: "work in progress". Staff felt this was manageable and working well, and were keen to continue with building on these improvements.

**We will monitor at the next full inspection.**

### Recommendation 7

The provider must give attention to the management of the service. The staff need to be better led in order to continue to care and support the babies and children in their care. This needs to include clear staff roles and duties, staff meetings to discuss the operation of the service and how they will meet the needs of the children.

**This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23) and: 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).**

**This recommendation was made on 16 November 2018.**

#### Action taken on previous recommendation

There is now a manager employed to lead the staff team. We saw evidence of her influence on the service during this follow-up visit. The manager was off sick, however, the practitioner was keen to share the work they had done with the Inspector in her absence.

We saw improvements to the environment, more staff working which allowed paperwork to be completed as well as planning and evaluations. Whilst we agreed that improvements had been made this was still work in progress.

**We noted the service needed to submit a change of manager form in order for the new manager to be included on the certificate of registration. We asked this been done as a matter of importance.**

**We will monitor at the next full inspection.**

### Recommendation 8

The provider must ensure that they, the manager and staff are up to date with good practice guidance which will help them to make effective use of the space, improve the quality of the play environment and children's experiences.

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

**This recommendation was made on 16 November 2018.**

#### Action taken on previous recommendation

The manager and new staff were aware of the need to improve qualifications and training. We discussed the importance of keeping up-to-date with current childcare initiatives and best practice guidance. We suggested in-house training was one way staff could discuss childcare together and using team meetings for this purpose.

**We will monitor at the next full inspection.**

## Recommendation 9

We asked the owner and staff to look at the safety dividers used in the new younger children's area. These should be sturdy and secure which will ensure the safety of the children using the area.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is safe and secure' (HSCS 5.17), '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) and: '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 using open-ended and natural materials' (HSCS 1.31).**

This recommendation was made on 27 March 2019.

### Action taken on previous recommendation

We will monitor at the next full inspection.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
4 Sep 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
21 Nov 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
5 May 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
10 Jan 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
11 Apr 2016	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 2 - Weak
18 Nov 2015	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
30 Apr 2015	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing 2 - Weak Management and leadership 1 - Unsatisfactory

Date	Type	Gradings	
15 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 5 - Very good
19 Dec 2012	Re-grade	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed Not assessed
21 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
18 May 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
10 Jun 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
7 May 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
4 Jul 2008		Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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