

Pumpkin Patch Nursery Day Care of Children

Belhaven House
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Telephone: 01368 860008 / 865898

Type of inspection:

Unannounced

Completed on:

26 March 2019

Service provided by:

The Pumpkin Patch Nursery Ltd

Service provider number:

SP2003003086

Service no:

CS2003013299

About the service

Pumpkin Patch Nursery registered with the Care Inspectorate on 1 April 2011. The service is registered as day care of children to provide care to a maximum of 56 children at any one time. The service operates between the hours of 7.30am to 7.00pm, Monday to Friday.

The nursery operates from a large private house within spacious grounds. It is located in Dunbar, close to range of local amenities, the beach and public transport.

The aims and objectives of the service included:

"To provide the highest standard of childcare from birth - five years olds in a safe, bright and colourful environment.

To create a learning environment which balances indoor and outdoor educational activities, there by promoting a healthy body and mind.

To nurture happy, confident children with day-to-day practical knowledge, whilst instilling a sense of respect both for each other and the environment.

To closely monitor our service to ensure that the quality of care and education we provide is of the highest standard.

To help children discover new things and to prepare them for school with resourcefulness, confidence and an enthusiasm for learning."

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.

What people told us

Prior to the inspection we sent 25 Care Standard Questionnaires to the service for parents and carers. Twelve completed questionnaires were returned to us. Some parents were positive about the service they and their child received, whilst some had concerns.

Comments included:

- "I have many positives to say about Pumpkin Patch. The staff are lovely. I feel very lucky to have such wonderful and kind ladies looking after my child. They are kind, thoughtful and encouraging in so many ways."

- "Pumpkin Patch has been a great place for my child. Staff are kind, courteous and engaged. The kids clearly enjoy being there and enjoy a range of fun, creative activities. My child has blossomed and we are happy with the quality of care".

- "Children regularly spend time in the garden. They grown fruit and veg with the gardener and pick it to eat at snacktime".

- "Staff provide detailed feedback on my child's progress as well as keeping me updated with photographs on FB and the learning journals".

- "I am disappointed by the planning for individual children. Observations on e-learning journals have dropped to once every three months."

- "There appears a lack of leadership and what I perceive as poor morale for staff with little scope for their development.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their quality assurance paperwork. This was not current and therefore not relevant to how the service was performing. This is referred to under Management and Leadership.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

During the inspection we saw that most children were happy in their play. The permanent staff working at the nursery provided consistency for children and their families. Staff interactions were caring and relaxed which provided a nurturing environment for children. Parents were extremely positive about the permanent members of staff and the care they provided for their child.

Staff in the baby room were responsive, kind and gentle in their interaction with babies. They knew when children needed their comforter and were affectionate. Daily diaries were completed by staff to give parents an overview of their child's day, this kept parents involved in their child's care. The pre-school room supervisor had organised 'stay and play' sessions so that parents could spend time in the nursery with their child. This allowed parents an opportunity to be actively involved in their child's daily experiences.

Children had an opportunity for fresh air and physical exercise when they used the garden. On the day of the inspection the children in the two - five room went out twice in the day and the babies went outside in the afternoon. As discussed at the last inspection the potential for the outdoor area could be further utilised by children spending more time outdoors. Access to training would further extend staff skills and confidence to enhance outdoor opportunities for children.

On viewing children's personal plans and e-learning journals we saw that these lacked information and were inconsistent. Where there were individual observations of children, these were not effectively used to provide children with challenge and depth of experience. Consequently, the e-learning journals did not demonstrate where the individual child was in their learning and development and how this was being nurtured and supported by staff. See requirement one.

We saw that where children had additional support needs the service was not liaising with other services used by the child. As a result there was a lack of consistency and continuity for the child. They now planned to make contact with the other service. We saw that information shared by other professionals and parents had not been effectively recorded or acted upon. This meant that the service did not have all the information about children to enable them to assess their needs and provide the appropriate support. See requirement two.

Requirements

Number of requirements: 2

1. In order to meet children's needs the provider must by 30 June 2019 ensure that personal plans provide a holistic and current view of the child's needs and demonstrate how they are being assessed and monitored. The personal plan must be reviewed and updated with parents at least once every six months, or sooner if required or requested, in line with current legislation.

This is to ensure that 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 is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 Regulation 5.

2. In order to meet children's needs the provider must by 30 June 2019 ensure that where outside agencies and other professionals are involved with children and families, there is a clear record of how the service supports the child. Information must be recorded to ensure that staff have the ability to support children and families. This information should be reviewed so that progress can be assessed.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "If I am supported and cared for by a team or more than one organisation, this is well-coordinated so that I experience consistency and continuity".(HSCS 4.17).

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 Regulation 4.

Recommendations

Number of recommendations: 1

1. The provider should ensure that staff receive training on child development and best practice documents to allow them to offer improved experiences for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "I experience high quality care and support based on relevant evidence, guidance and best practice".

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The nursery operated from a large house. The baby room was situated upstairs and had the use of two rooms. One of the rooms was used for eating and soft play activities and the other was a general playroom. There was a separate sleeping area which provided a quiet, calm space for those who needed to rest or sleep. This contributed to a nurturing environment for babies.

The two-five year old rooms were in the downstairs of the house. There were three play rooms, a general play room and one with natural resources and loose parts. Staff said that there was usually free flows between the rooms but they were unable to do this due to the lack of permanent staff. This had a negative impact on the experiences offered for children.

Some areas of the environment should be further enhanced, for example by the introduction of more loose parts and natural materials in the baby room. The environment and resourcing should reflect the varying learning needs of all children in the two - five year old room. This would provide for depth and breadth of learning for all children and more positive play experiences. See recommendation 1.

The pre-school children had the option to take part in 'Jo Jingles', a music class and French classes on a weekly basis. This provided opportunities for children to learn new skills. Parents told us that they were pleased that this had been reintroduced after their feedback.

The nursery had a large outdoor space which had the potential to offer many learning and play experiences. The garden adjacent to the nursery had an outdoor classroom and decking as well as other smaller areas with loose parts and a mud kitchen. The nursery also had access to a large walled garden and tennis courts. The children used the tennis courts when taking part in 'Enjoy-a-ball', a class which encourages physical activity through fun games. We saw that children had some good learning experiences in the garden and staff interacted well with them.

The service policy was to complete risk assessment each time the children used the garden. We saw that this information was not used effectively, as when staff identified a risk or issue with a piece of equipment, this information was not shared with other staff. This impacted negatively on the experiences for children, as their play was interrupted when they were abruptly moved from an area of the garden half way through the session. We asked the manager to consider the purpose and impact of the current procedure.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that resources and activities are available which meet the needs of all children using the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "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."

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The nursery was going through a period of transition due to the high turnover of staff in recent weeks. As noted throughout this report the inconsistency of staff was having a negative impact on the outcomes for children and the quality of experiences offered. We discussed this with the manager who said that she was currently recruiting for permanent staff.

Staff were receptive to discussions with us about how they could make improvements within the service. Parents spoken with and those who returned the Care Standards Questionnaires were very positive about staff. Their comments included:

- "The girls are kind, thoughtful, positive and lovely role models."
- "Staff seem very attached to my children and go out of their way to make sure that their needs are met."
- "Staff are loving, caring and diligent."
- "Staff are kind, courteous and engaged."
- "Staff show a genuine interest in my child and their activities outside nursery".

A recommendation had been made at the previous two inspections about staff having regular and supportive supervision and appraisals. This was still not in place for staff. Staff had not received appraisals or support and supervision for over a year. This meant that there were limited opportunities for staff and the manager to identify where further support or training might enhance staff practice. Staff were not supported to reflect on their practice. This recommendation is amended and carried forward into this report. See recommendation 1.

From our findings at inspection we would suggest that children would benefit from staff attending training to improve their knowledge on child development and best practice documents. This would allow staff to plan appropriate learning experiences for children. A recommendation had been made about this at the previous two inspections and is carried forward into this report. See recommendation 2.

There had not been any staff meetings since December 2018. At this meeting staff had completed a How Good Is our Early Learning and Childcare (HGIOELC) toolkit. This had not been taken forward by the manager and was still in a folder. This meant that the self-evaluation which staff had carried out was not taken forward by the manager and consequently did not impact on the nursery or outcomes for children.

The lack of managerial support for staff on a daily basis and through supervision and monitoring of practice had a detrimental impact on outcomes for children and staff morale.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should ensure that a staff supervision and appraisals procedure are developed and implemented by the manager so that they enable staff to reflect on and improve their own practice.

To ensure that care and support is consistent with the Health and Social Care Standards which state '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 4.24)

2. The provider should ensure that staff receive training on child development and best practice documents to allow them to offer improved experiences for children.

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

Grade: 3 – adequate

Quality of management and leadership

Findings from the inspection

The current manager had been in place since May 2017, she was a peripatetic manager and also managed the sister nursery. The manager told us that she did not have enough time to spend at the nursery due to the support required at the other nursery. A recommendation had been made at the last inspection about the need for a system of support for the manager and clear lines of communication and information sharing so that the manager is fully aware of events within the nursery. The supervisor of the 2 – 5 year old room had been delegated responsibility in the managers absence but had little time to do what was asked of her, as she was room based. This recommendation is amended and carried forward into this report. See recommendation 1.

At the last inspection the manager had begun to implement some quality assurance procedures, this work had not been continued or sustained. As a result there was no current evaluation of the service or action planned to improve the service and outcomes for children. Due to the lack of a robust quality assurance system the manager was not aware of many of the issues raised during the inspection. An effective quality assurance system should be developed and implemented to address the issues identified at this inspection. A requirement had been made about this at the last inspection and is amended and carried into this report. See requirement 1.

In our returned questionnaires and in discussion with parents they expressed their concerns about management. Comments included:

- "The nursery need an on site full-time manager."
- "There appears a lack of leadership and what I perceive as poor morale for staff with little scope for their development."
- "The manager is an invisible presence, the strong staffing team make up for this and keep us informed but with upcoming staffing changes/maternity leave they need a stronger more visible and present manager."
- Staff retention remains an issue – 2 are due to leave mid March and a 3rd goes on maternity leave in the summer (3 out of 4 room staff). It remains a worry for many parents. I've seen no evidence of key worker system being implemented, other than someone's name being on the learning journal."

We shared parent's comments with the manager and discussed the concerns these raised. The lack of leadership within the service was apparent and was hindering their capacity to improve.

Requirements

Number of requirements: 1

1. In order to ensure that children and parents experience a service which has a culture of continuous improvement, the provider must by 1 August 2019 ensure that there are robust and effective quality assurance procedures in place.

This should include but not be restricted to, the manager:

- having enough time to manage the service and support staff;
- monitoring and quality assuring children's e-learning journals and care plans;
- ensuring staff supervision and appraisals take place regularly;
- having an overview of staff's skills, knowledge and ability to provide a quality service for children; and
- developing 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 improving the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'.

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

Recommendations

Number of recommendations: 1

1. The provider should ensure that a deputy is appointed who has the skills, time and support to manage the service in the absence of the manager. This should include clear delegation of responsibilities when the manager is absent and information sharing.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'I use a service and organisation that are well led and managed'. HSCS 4.23

Grade: 2 - weak

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

Previous requirements

Requirement 1

The provider must ensure that management and staff continue to develop their procedures for care planning to ensure that there is a plan for each child in the nursery, which clearly shows how staff will meet children's health, welfare and safety needs and which takes account of all relevant information held about the child. These plans must be reviewed when there is a significant change in a service user's health, welfare or safety needs; and at least once in every six month period whilst the service user is in receipt of the service. When reviewing children's plans the original documents should also be retained.

This is in order to comply with The Social Care and Social Work Improvement

Scotland (Requirements for Care Services) Regulations 2011(SSI 2011/210), 5 (1) & 2 (a) (b). Timescale for completion: Immediate from receipt of this report.

This requirement was made on 26 August 2015.

Action taken on previous requirement

A personal plan format was in place for all children attending the service. We reviewed these and found that whilst they gathered information from parents, staff had yet to form these into a plan, showing how they would meet the health, welfare and safety needs of the children.

This requirement was not met, it has been amended and is carried forward in this report. Refer to Quality of care and support.

Not met

Requirement 2

Children and parents should experience a service which has a culture of continuous improvement because there are robust and effective quality assurance procedures in place. In order to achieve this the provider must ensure that they 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).

Timescale: within three months of receipt of this report.

This requirement was made on 10 May 2018.

Action taken on previous requirement

There was no up to date quality assurance process currently in place.

This requirement was not met, it has been amended and is carried forward in this report. Refer to Management and Leadership.

Not met

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

Previous recommendations

Recommendation 1

There must be systems of support in place for the manager to help them maintain improvements with the service. This should include clear delegation of responsibilities when the manager is absent and information sharing.

National Care Standards for Early Education and Childcare up to the age of 16 years. Standard 14 - Well managed service.

This recommendation was made on 26 August 2015.

Action taken on previous recommendation

This recommendation was not met. It has been amended and carried forward in this report. Refer to Management and Leadership.

Recommendation 2

All staff should receive training on child development and 'Building the ambition' to help them to care for children's needs and implement the good guidance into their practice.

National Care Standards for Early Education and Childcare up to the age of 16 years. Standard 12 - Confidence in staff. Standard 13 - Improving the service.

This recommendation was made on 10 May 2018.

Action taken on previous recommendation

This recommendation has not been met. It is amended and carried forward. Refer to Care and Support.

Recommendation 3

Staff supervision and appraisals procedure should be developed and implemented by the manager so that they enable staff to reflect on and improve their own practice.

National Care Standards for Early Education and Childcare up to the age of 16 years. Standard 13 - Improving the service.

This recommendation was made on 10 May 2018.

Action taken on previous recommendation

This recommendation is not met. It is amended and carried forward into this report. Refer to Management and Leadership.

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
16 Mar 2018	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
23 Nov 2016	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
26 Aug 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
28 Oct 2014	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 3 - Adequate Management and leadership 2 - Weak
25 Aug 2014	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
20 Nov 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 Dec 2009	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
5 Nov 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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