

Nursery Times Day Care of Children

The Lodge House
22 Neilston Road
Paisley
PA2 6LN

Telephone: 0141 848 9292

Type of inspection:

Unannounced

Completed on:

4 March 2019

Service provided by:

Genesis (J & T) Limited

Service provider number:

SP2010011218

Service no:

CS2010274766

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Nursery Times Nursery is operated by a private provider and is in partnership with Renfrewshire Council to provide early learning and childcare. The nursery accommodation is a listed building in Paisley, close to local amenities. The service opening hours are Monday - Friday from 7:30am - 6pm, 52 weeks per year.

The nursery is registered to provide a care service to a maximum of 88 children, including:

- 25 children: 0 - 30 months
- 21 children: 30 - under 42 months
- 32 children: 3 - 5 years
- 10 children: primary school age.

During the operating times, the service will have the exclusive use of the premises.

Included in the services aims and objectives is "to ensure the highest standard of care for your child is provided, via a safe, nurturing and stimulating environment." A full copy of the statement can be obtained from the service.

What people told us

On the day of the inspection visit there were 53 children attending the nursery. We spent time in all of the nursery playrooms, observing interactions and speaking to children and staff. Children presented as happy and settled in the environment. They were engaged in play experiences and keen to share these experiences with us. During our inspection, we spoke with approximately 15 children. They told us that they enjoyed coming to nursery; included in their comments were: "I like coming to nursery to play with all my friends" and "I like to play and learn; I learned all about steam".

We issued 43 care standard questionnaires to be given to parents and carers and 24 were returned. Overall, parents indicated they were very happy with the quality of care their child received; they spoke highly of staff. Included in the comments were:

"Staff are amazing and really good at their jobs. Very welcoming"

"My child is in a safe, happy environment at nursery. Her experience has made her a confident and sociable child"

"I couldn't rate the nursery higher. My child loves going and has come on since going there. The staff are so helpful and go above and beyond their duty"

"Myself and children have an excellent relationship with all the staff and I have never worried about leaving my child in their care"

"I find staff very caring and approachable and are very good with (my child's) needs"

"The care my child receives is of a high standard and he is thriving in the care of the team"

"Staff have always been excellent"

"Happy with overall service"

"My son settled in well to Nursery Times, the room he is in is fantastic"

"My child is extremely shy and the staff at this nursery have been instrumental in bringing him out of his shell and developing socially"

"Staff could not be any more helpful. Would recommend this nursery to all my friends and family"

"Staff go the extra mile to do interesting and fun activities related to the curriculum"

However, one parent commented that communication with parents could be better. We discussed all feedback with the manager.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated 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:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

We saw that management and staff worked hard to provide a welcoming ethos within the nursery: staff had time to listen and chat with the children and their families at both arrival and departure times. Staff regularly shared information with parents about their child's progress, in person and through e-learning journals. This was reflected in the parent questionnaires we received; one parent commented, "The staff are so helpful and go above and beyond their duty".

We saw that most children were happy, busy and settled in the nursery; they interacted and responded well to staff caring for them. We found staff to be warm, welcoming, and nurturing which contributed to children feeling safe and secure. During lunch, we saw that staff were patient and supportive of children, encouraging them to become independent. We heard ample evidence to suggest that staff knew the children well and we found that staff had good knowledge of children's specific needs.

We found that most young children were engaged in play experiences and could talk about their learning. They told us that they were learning about planets, and that they lived on the planet Earth. We saw that staff sensitively supported children's play and engaged appropriately to offer support when needed. This helped promote children's confidence and self-esteem. A good range of toys and games were available that children could access independently. Children in the 3 - 5 room could access a variety of natural materials which helped developed their curiosity; management and staff should continue with plans to develop natural materials for babies and toddlers.

Children benefitted from regular access to outdoor play. Through a range of natural materials and 'loose parts' play provided in the 'learning garden', young children could assess their own risk, explore independently and problem solve, helping to build their confidence and self-esteem. Toddlers enjoyed going for a walk with staff in the local area.

Staff were knowledgeable about the service's child protection procedures and their roles and responsibilities. Staff attended annual updates on child protection and had a good level of knowledge and understanding. This meant that they were well placed to take the appropriate action to keep children safe, supporting their health and wellbeing.

What the service could do better

During the inspection, we noted that access to the fire door in the baby room was blocked. We pointed this out to management who took immediate steps to unblock the fire exit. Management should continue to monitor the environment to ensure that fire exits are free from obstruction at all times.

We sampled children's personal plans and felt that they needed to be improved. Some personal plans did not reflect children's current health, welfare and safety needs or how children would be supported to make progress. The service should develop children's personal plans to ensure that they clearly identify how the service will meet children's health, welfare and safety needs. Plans should be reviewed every six months, or sooner if required (see recommendation 1).

We noted some instances where staff did not follow the most recent guidance in relation to infection control. We shared our findings with the management team and asked that they update their procedures in relation to hand-washing and milk preparation; this will help reduce the risk of infection (see recommendation 2).

When reviewing the storage and administration of children's medication, we found that medication was stored correctly. However, we advised that staff should record when the last dose of medication is administered; this will help to ensure that children's health needs are met. The manager agreed to review medication records; she was aware of the Care Inspectorate guidance 'Management of medication in daycare of children and childminding services'.

Following the last inspection, we recommended that staff record the impact of their training and the improved outcomes for children. We recognised that staff had developed records of training attended. However, we found that staff had not recorded the impact of training and did not demonstrate its impact during discussions. This recommendation has been repeated (see recommendation 3).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The service should develop children's registered personal plans, detailing how the service will meet the child's health, welfare and safety needs. Plans should be reviewed every six months or sooner if required.

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), and in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. To reduce the risk of infection, the service should review their infection control policy and procedures in line with good practice guidance 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings)'

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "If I require intimate personal care, there is a suitable area for this, including a sink if needed" (HSCS 5.4).

3. To improve outcomes for children, staff should reflect, record and demonstrate the impact of training on their practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child "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)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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

Recommendation 1

A system should be developed to evidence the action taken regarding unsatisfactory disclosure checks.

National Care Standards for Early Education and Childcare up to age 16. Standard 12: Confidence in Staff

This recommendation was made on 26 September 2016.

Action taken on previous recommendation

We found that the service had an appropriate policy in place which clearly illustrated the action to be taken regarding an unsatisfactory disclosure check>

This recommendation is: met.

Recommendation 2

Staff should record the impact of training on their practice and the improved outcomes for children.

National Care Standards for Early Education and Childcare up to age 16. Standard 12: Confidence in Staff

This recommendation was made on 26 September 2016.

Action taken on previous recommendation

We found that staff had developed a list of training that they attended but they had not recorded the impact of training and did not demonstrate the impact during discussions.

This recommendation is: not met

Inspection and grading history

Date	Type	Gradings
16 Aug 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Sep 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
6 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Nov 2011	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
31 Aug 2011	Unannounced	Care and support	3 - Adequate
		Environment	5 - Very good
		Staffing	2 - Weak
		Management and leadership	4 - Good

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