

Kelloholm Nursery Day Care of Children

Kelloholm Primary School
Hyslop Street
Kelloholm
Sanquhar
DG4 6QJ

Telephone: 01659 67 228

Type of inspection:

Unannounced

Completed on:

19 March 2019

Service provided by:

Dumfries & Galloway Council

Service provider number:

SP2003003501

Service no:

CS2003015490

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

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

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure 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 (also known as GIRFEC). Set up by the 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. GIRFEC is being woven into all policy, practice, strategy and legislation that affects children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Kelloholm Nursery is located within Kelloholm Primary School. The school is based in the small rural village of Kelloholm. The service is provided by Dumfries and Galloway Council. It is registered to provide a care service to a maximum of 60 children per session aged from 2 years to those not yet attending primary school of whom no more than 12 shall be under 3 years. The children have some free flow access to an enclosed outdoor play area.

The primary school and nursery aim to encourage children to develop to their fullest potential, by providing access to a wide range of resources, whilst promoting the importance of lifelong learning. We have asked that the nursery develops its own vision, values and aims.

What people told us

We issued 30 questionnaires for parents to complete and four parents returned a completed questionnaire to us. They indicated dissatisfaction with the service. We also spoke with two parents prior to the inspection visit, they expressed concerns with the care and support their children received.

We observed the children during the inspection visit, they were all happy and content to play with the resources available to them in the environment.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. Self evaluation and improvement planning must be developed in order to support a clear vision for the future of the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

During this inspection, we considered whether children and their families had access to the right support at the right time. In addition we looked at individual children's personal plans, as well as evidencing that children and their families were listened to, were safe and protected from harm. We found that outcomes for children and their families in these areas were weak. (Health and Social Care Standards 1.13, 1.15, 1.23, 2.17, 3.1 and 3.20)

Staff had established a caring environment. We observed staff welcoming and sharing information at the door with parents. From our observations, we requested that staff continued to recognise the importance of working in partnership with parents and ensuring that they identify procedures to better support individual children who are less confident in expressing their views and preferences.

The manager and staff knew the children and their families well and have tried to put their interests at the heart of the service they provided. We saw some evidence of staff engaging with partner agencies to ensure that some children benefited from the right support at the right time, however this was not consistent for all children.

At the last two inspections, we made recommendations about personal plans. At this inspection, we found that the nursery had individual personal plans in place; these should be enhanced to include children and parents' aspirations with regards to health, welfare and safety. We discussed these with staff and suggested that the personal plans reflect the progression children have made in these areas. Management should continue to ensure plans are consistently in place within 28 days of the child starting in the service, reflect individual children's health, welfare and safety needs and are reviewed when required, or at least once in every six month period. The recommendations remain unmet and are repeated. (See recommendation 1 and 2)

We found that staff did not have an effective planning, tracking and assessment system in place. Consequently, staff were not providing an enriched, balanced variety of experiences and activities to support children's learning and development.

The provider should ensure that the manager and staff adopt and adapt an effective planning, tracking and assessment system and approach in order to ensure children's experiences and activities take account of the entitlement and principles of the Curriculum for Excellence. (See recommendation 3)

We observed occasions where children's rights were not fully being respected. The service should continue to explore children's rights and develop a shared understanding of the principles of Getting it right for every child (GIRFEC).

The manager and staff members' understanding of safeguarding procedures should be further clarified, and a clear approach adopted to ensure that robust and effective safeguarding processes and procedures are in place to support GIRFEC effectively.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Management and staff should continue to develop their personal plan format so that it clearly informs adults working with children how to meet the health, wellbeing and safety needs of each child. The plan should be a working document which is kept up to date with significant events and details and reviewed with parents.

This is in order to ensure that the care and support is consistent with the Health and Social Care Standards which state:

1.23 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

2. Working in partnership with parents, management and staff should develop children's learning stories so that parents and children are included in planning for the child's learning and celebration of their achievements more regularly and often.

This is in order to ensure that the care and support is consistent with the Health and Social Care Standards which state:

1.27 'I am supported to achieve my potential in education and employment if this is right for me.'

3. The provider should ensure that the nursery has effective planning, tracking and assessment systems in place to ensure children benefit from a rich and balanced variety of experiences and activities.

This is in order to ensure that the care and support is consistent with the Health and Social Care Standards which state:

1.31 '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.'

Grade: 2 - weak

Quality of environment

Findings from the inspection

During this inspection, we considered whether children could direct their own play in the way that they chose, and whether they were free to access a wide range of age and stage suitable experiences which stimulated natural curiosity, learning and creativity. We also considered how skilled staff were in planning relevant experiences. We reflected whether children had access to outdoor play every day and if children were helped to understand the impact and consequences of risky and unsafe behaviour. We also deliberated how safe and secure the environment was. We found that the environment was weak in these areas. (Health and Social Care Standards 1.32, 2.25, 2.27, 5.17, 5.22)

Throughout the duration of the inspection visit, although numbers of staff in the service readily met the ratio appropriate for safe supervision, staff deployment in two areas was unsafe. This meant that we observed occasions when levels of supervision did not meet the needs of the children as they played. We asked the provider to address this concern immediately to ensure the appropriate deployment of staff across the playrooms and outside. (See requirement 1)

The outdoor environment had been extended and developed since the previous inspection. Although still in the early stages, staff had given consideration to ensure some appropriate resources were available to the children. The area would benefit from continuing the development.

Children had access to the outdoor environment daily. However we saw that children were not always appropriately supported to ensure they had the correct outdoor clothes on for the weather. Some of the parents we spoke to told us that although the nursery had outdoor suits, these were rarely used. Some parents also raised concerns about the impact of this on their child's medical needs. We have asked staff to ensure that all children's needs are met in the outdoor play area.

We observed children having lunch within the service. The staff team had clearly worked hard to develop children's experiences during lunch time since the previous inspection. We observed children sitting together, serving themselves and being supported by staff sitting with them. Although still in the early stages of development, we saw that lunch was a calm and engaging experience for almost all children. We asked staff to continue to develop this.

Requirements

Number of requirements: 1

1. The manager and staff must ensure that there is appropriate supervision of children in the nursery indoor, outdoor and community environment.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state:

3.14 'I have confidence in people because they are trained, competent and skilled and are able to reflect on their practice and follow their professional and organisational codes'.

It is also necessary to comply with Regulation 4 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Timescale: By 30 May 2019.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of staffing

Findings from the inspection

During this inspection, we considered whether the care and support provided was right for each child. We reflected on whether staff were trained, competent, skilled and able to reflect on their practice and follow their professional and organisational codes. We also considered how skilled staff were in planning experiences and how relevant these were to children attending. We checked that staff have been appropriately and safely recruited. (Health and Social Care Standards 1.19, 2.15, 2.24, 3.14, 3.17)

Training had been identified for the manager which would enable them to meet the registration requirements, of the Scottish Social Services Council (SSSC), for the lead practitioner of the service. Outcomes for children, as a result of this training, should continue to be robustly embedded.

Whilst some staff engaged in professional dialogue throughout the inspection, others lacked the confidence to engage with the inspection team. The provider must take action to ensure staff skills, knowledge and professional development meet the needs of the service delivery model, and outcomes for children and their families continue to be enhanced by a professional workforce. (See recommendation 1) The provider told us that they had taken steps to support staff development following the inspection.

We spoke with some partner agencies who were involved in the service. They told us that they found the nursery to be good at communicating and keeping them up-to-date with the children they were involved with.

There had been a number of recent changes to staffing. However, we could see that staff were at the early stages of working effectively as a team. The manager should continue to identify staff members' key strengths in order to further support delegated and devolved leadership opportunities for all staff.

Staff had created story bags for parents to take home to use with their child. We saw that these were well-resourced. Although we did not observe parents taking these bags home, staff told us that parents enjoyed using them.

Following day one of the inspection, we spent some time discussing areas for improvement with staff. On our return for day two of the inspection visit, some staff were keen to show us the improvements that they had made. We noted that staff had willingness, energy and skills to make improvements and developments however these require to be further supported by the management team.

We requested that the provider clarify with us the roles and remits of the nursery manager and those of the primary school headteacher in order that confusion for responsibility is minimised, where possible.

The provider had a system in place to ensure that all staff were appropriately registered with a professional governing body. We found during this inspection visit that a member of staff was not appropriately registered. We have asked the provider to review and revise their systems. This requirement was addressed by the provider immediately following the inspection visit.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider must take action to ensure staff skills, knowledge and professional development meet the needs of the service delivery model, and outcomes for children and their families continue to be enhanced by a professional workforce.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state:

3.14 'I have confidence in people because they are trained, competent and skilled and are able to reflect on their practice and follow their professional and organisational codes'.

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

During this inspection, we considered how well children and their families benefited from a culture of continuous improvement whilst looking for assurance that their human rights were being respected. We found that the service was unsatisfactory in these areas. (Health and Social Care Standards 1.2, 2.3, 4.11, 4.19 and 4.23).

As a result of our findings, we had serious concerns about the service and immediately issued a letter advising the provider of these. The provider has shared with us a clear plan for improvement and has told us that appropriate support is in place. We have re-evaluated this theme as weak.

The primary school headteacher had an improvement plan in place, this included some improvements identified for the nursery. The improvement plan should be developed to ensure the nursery is fully represented.

Risk assessments were in place. These should continue to be reviewed and updated in line with local and national best practice guidance to ensure the risk analysis of the environment effectively meets the health and safety needs of all children.

At the last two inspections, we made a recommendation about monitoring procedures. Formal and systematic monitoring procedures should be used effectively so that people using the service are involved and confident that all aspects of practice are monitored and developed consistently and continuously. The recommendation had not been met and has been elevated to a requirement. (See requirement 1) The provider has told us that robust measures have been put in place to ensure the service is effectively monitored to secure improvements following the inspection.

A manager had been temporarily recruited to the nursery. The provider should clarify the role and remit of this post in order to avoid confusion about the management roles of the headteacher and the manager to ensure outcomes for children are not being adversely affected by a lack of clarity and weak leadership. (See requirement 2)

Self-evaluation and improvement planning must be developed in order to support a clear and challenging vision for the future of the service. The provider shared with us a robust plan for improvement following the inspection.

Policies and procedures must be developed to reflect effective working practices across the nursery and local and national best practice guidance. Staff should be involved in the development of these.

Aims and objectives should be developed with parents and children to reflect the ethos of the nursery.

Requirements

Number of requirements: 2

1. Formal and systematic monitoring and evaluating procedures must be robustly and effectively developed. This is to ensure people using the service are involved and confident that all aspects of practice are monitored and developed consistently and continuously.

This is in order to ensure that the management and leadership is consistent with the Health and Social Care Standards which state:

4.23 'I use a service that is well led and well managed'.

It is also necessary to comply with Regulation 9 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Timescale: By 31 October 2019.

2. The provider must improve the current management arrangements in order that there is an identified framework that creates a culture of continuous improvement to ensure positive outcomes for all children and their families.

This is in order to ensure that the management and leadership is consistent with the Health and Social Care Standards which state:

4.23 'I use a service that is well led and well managed'.

It is also necessary to comply with Regulation 9 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Timescale: By 31 October 2019.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Management and staff should continue to develop their care plan format so that it clearly informs adults working with children how to meet the health, wellbeing and safety needs of each child. The plan should be a working document which is kept up- to-date with significant events and details and reviewed with parents. National Care Standards for Early Education and Childcare up to the age of 16, Standard 6 - Support and Development.

This recommendation was made on 16 May 2016.

Action taken on previous recommendation

Not met. See Quality of care and support.

Recommendation 2

Working in partnership with parents, management and staff should develop children's learning stories so that parents and children are included in planning for the child's learning and celebration of their achievements more regularly and often. National Care Standards for Early Education and Childcare up to the age of 16, Standard 6 - Support and Development.

This recommendation was made on 16 May 2016.

Action taken on previous recommendation

Not met. See Quality of care and support.

Recommendation 3

Formal and systematic monitoring procedures should be used effectively so that people using the service are involved and confident that all aspects of practice are monitored and developed consistently and continuously. National Care Standards for Early Education and Childcare up to the age of 16, Standard 13 - Improving the Service and Standard 14 - Well-managed service.

This recommendation was made on 16 May 2016.

Action taken on previous recommendation

Not met. See Quality of 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	
5 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 2 - Weak
21 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
4 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
23 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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