

Balgillo Nursery Too Day Care of Children

C/o St Marys Church Halls
St. Marys Church
Broughty Ferry
Dundee
DD5 1AJ

Telephone: 01382 778566

Type of inspection:

Unannounced

Completed on:

14 June 2019

Service provided by:

Pamela Gall trading as Balgillo Nursery
School

Service provider number:

SP2008010016

Service no:

CS2010271729

About the service

Balgillo Nursery Too has been registered since 2011 and is registered to provide a service to a maximum of 40 children aged 0 - 5 years, who are not yet attending Primary School of whom no more than 12 are under the age of 2.

Other conditions unique to the service are that there will be a minimum of two staff on duty at all times, and the service must adhere to the adult:child ratios, as identified in Annex 1 of the National Care Standards, Early Education and Childcare up to the age of 16, at all times. This service is managed peripatetically. The other service managed by the manager of this service is Balgillo Nursery School, 56 Torridon Road, Broughty Ferry, DD5 3HB.

Balgillo Nursery Too is based in the centre of Broughty Ferry, close to all local amenities. The service operates from church hall premises and comprises of a 0 - 2 playroom, 2 - 5 playroom, toilets, kitchen and two outdoor play areas. The nursery is one of a group of four nurseries and is well supported by the providers with development and overall management guidance, in addition to the operational manager based at the service.

We 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 the 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.

What people told us

For this inspection, eight parent or carers returned a completed Care Standards Questionnaire (CSQs). The responses from these showed that seven strongly agreed and one agreed that they overall, they were happy with the quality of the care their child received in this service.

Additional comments included:

'I didn't hesitate to send my children to the nursery. The staff all care for the children and you can see the strong bonds that all form.'

'Very happy with all aspects of the nursery, staff and activities.'

'Our [child] has really developed while attending the nursery. For example, they can now play independently or with others, is very confident and their speech is great. The nursery workers are friendly and professional. We get an update daily about our [child's] day.'

'I sometimes feel the nursery is quite dark and hot, but it is in a church hall. The staff are good at getting them outside or to a park.'

'The nursery takes the children on trips, but I feel they always tend to be at the end of the week ... They could spread them out more.'

'Sometimes my child is placed in the "big" room with older children until more staff when I arrive.'

On the day of inspection, most children were seen to be happy, safe and engaged in a range of play. We found

that they were able to play in groups or alone, if they chose. Most staff nurtured and supported good relationships, enabling the children to feel valued and respected. Children's comments on the day included;

'I brought this from my house.'

'I've got a badge because I am a teacher. Teachers are the boss.'

'I want to open this conker. I need something tough and sharp'

'You can crack it.'

'Look at the sparkles on this one, if I hold it up to your eye - look.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection.

The service had a very good improvement plan in place that focused on key areas for development that were needed to ensure a high quality of care and support for children using the service. Quality assurance and audits were very good within the service, this has been reflected in the quality of management and leadership section of this report.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The performance in this quality theme was found to be adequate.

Throughout the inspection, most children were seen to be happy and engaged in their play. We found that children, particularly in the two - five year old's room, were able to have ownership of their own play, leading through their own interests and curiosities. This enabled children to spend their time as they wished. We discussed how this could be developed further to enable all children to have the opportunity to be involved in responsive, meaningful experiences.

Children were encouraged to be responsible and respectful within their local community. They had achieved eco status through recycling regularly and having a positive impact on their environment. In addition, staff told us they had recently organised visits to a local care home to support intergenerational care within the community. We found that this provided children with the opportunity to build on their social skills and be involved within their community.

Children's experiences and interests were captured within individual folders and personal journals. Children had opportunities to feel included with their learning through group discussions. Specific information was recorded, however we highlighted the importance of ensuring that all relevant information is recorded in partnership with children and parents and updated regularly. **See recommendation 1.**

The 0 - 2 year old's room was found to be a welcoming and calm environment for the younger children. Staff were aware of individual care needs and encouraged children to lead their play and natural curiosities. However, we found that care and support within the baby room should be improved to ensure their care is responsive and right for them. We highlighted the need for further training and professional development to ensure a high level of care and support. See recommendation within the quality of staffing section. During the inspection, we reviewed the procedures in relation to the recording and administration of medication. We found inconsistencies with paperwork that staff should improve to ensure children receiving medication are given treatment in a safe and effective way. Following discussions, management agreed to address this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children's information should be recorded to ensure care is right for them. The service should ensure the relevant information is recorded in partnership with children and parents and updated regularly.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected" (HSCS 4.18).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be good. Particular strengths were seen in the way children made full use of their environment to support their natural curiosities.

We found that there was a good balance of organised and open-ended play. Children were able to take part in activities relating to their interests, such as art and crafts. Most children were seen to enjoy loose parts play, building towers with reels and investigating a variety of natural materials. We discussed the importance of all staff understanding of how to facilitate different types of play to ensure children's experiences remained purposeful and challenging.

Children were given opportunities to play outdoors, within the local community or a courtyard on the premises. Although this area was small, we found it to be well laid out and used by the children. The older children in

particular used the space to act out role play and engage in loose parts play. We reminded staff of the importance of free flow access to this throughout the entirety of their nursery day.

Children were encouraged to move freely in an environment that was inviting and supportive of their individual interests. Some staff were seen to be responsive to children's needs and play cues. However, this was not consistent throughout the nursery, the experience in the baby room was not responsive to individual needs. We asked staff to reflect on processes and routines to ensure that children's needs and wishes are at the forefront of their care. Staff should consider how the environment impacts on children's experiences and adapt the environment accordingly.

Older children were encouraged to be responsible for serving their own lunch and snacks. We found this to be a good experience for them, where they were able to make their own choices and feel trusted. Choices on offer were found to be healthy and nutritional.

Children were seen to wash their hands regularly, before snack and after being outside. Staff supported this well, encouraging children to be responsible for their own personal hygiene. We discussed the importance of keeping the spread of infection to minimum, such as the use of bedding materials in the baby room. We found that staff were able to discuss how they monitored cross contamination, but this was not seen in practice on the day of inspection.

Risk assessments were found in areas throughout the nursery, however some toys were seen to be broken or visibly unclean. We asked the staff to review this regularly and respond to hazardous toys and play equipment promptly.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The performance in this quality theme was found to be adequate.

During the inspection, we reviewed recruitment procedures and found that they were in line with best practice. All staff were registered with the appropriate regulatory body.

We reviewed the induction experience for new staff and found this to support them well whilst settling into the service. Staff met with management through regular review meetings during their probationary period. The providers had developed a system to monitor staff awareness and understanding of key best practice documents. This was in its early stages of implementation, and we discussed the plans to link this to staff appraisals and identify their training needs.

All staff were encouraged to take part in regular training and were provided with the necessary information and resources to improve their practice. We found that some staff were reflective practitioners and were committed to their professional development. However, we highlighted the importance of all staff's responsibility to commit to their professional development to improve children's outcomes. **See recommendation 1.**

Staff were able to take part in regular one to one and staff meetings. We found these to be purposeful and focused with a clear agenda. Overall, the staff team worked well together and should now focus on their shared vision of the service.

Staff interactions were kind and courteous, enabling children to feel loved and secure. Strong relationships within the service enabled children and staff to engage well throughout the day. Parents told us they found staff helpful and approachable and had built trusting relationships with them. This encouraged parents to approach staff for support and to exchange information.

Children were supported by staff who knew them well and met their care needs. However, on occasions there were missed opportunities to extend learning and effectively engage children. We discussed the importance of staff reflecting on their practice based on relevant evidence and guidance and embedding this to improve outcomes for children. **See recommendation 2.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Children and families should feel confident that care they receive is right for them. Staff should use their professional development to enhance their practice to ensure better outcomes for children.

This is to ensure 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).

2. Children should experience a high quality of care and support by staff who reflect on relevant evidence, guidance and best practice.

This is to ensure 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).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

Whilst we recognised key strengths within the management and leadership of the service, as a result of the service not operating within their conditions of registration this theme was evaluated as adequate. **See requirement 1.**

Leadership opportunities were available, however we discussed the importance of providing a clear and consistent approach to ensure all staff were aware of key roles and responsibilities. We highlighted the need for strong, consistent, visual leadership within the nursery to role model best practice for the staff team, in order to improve outcomes for children. **See recommendation 1.**

The improvement plan was focussed and contained a high standard of reflection around the impact changes implemented had on outcomes for children. This enabled the service to be responsive to changes within the service. Auditing systems were in place to ensure areas for improvement were promptly identified and acted upon.

We found that parents and carers were given regular opportunities to feedback to the service through face to face consultations and questionnaires, for example. This enabled their views and opinions to be sought and acted upon to shape their child's care and experiences.

The management team's commitment to improving the service was evident throughout the inspection. Through discussions, we found that they showed a strong willingness to work closely with the care inspectorate to improve the service. They should now reflect on all areas for improvement identified during inspection to improve outcomes for children using the service.

Requirements

Number of requirements: 1

1. Children should be kept safe and have their needs met by the right number of people. The provider must improve procedures to ensure children are properly supervised by skilled and competent staff. This must be done by the 1 July 2019.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event (HSCS 4.14).

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation 15 Staffing; a provider must ... (a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

Recommendations

Number of recommendations: 1

1. Children should benefit from everyone working together to promote consistency and continuity of care. The manager should improve the management and leadership within the service to improve outcomes for children.

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

Grade: 3 - adequate

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.

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	
13 Jan 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
7 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
25 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
30 Jan 2013	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak
14 Dec 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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