

Rugrats Private Day Nursery Ltd

Day Care of Children

50 Haddington Crescent
Broughty Ferry
Dundee
DD4 0NA

Telephone: 01382 502223

Type of inspection:

Unannounced

Completed on:

18 June 2019

Service provided by:

Rugrats Private Day Nursery Ltd

Service provider number:

SP2012011824

Service no:

CS2012308062

About the service

Rugrats Private Day Nursery Ltd is registered to provide a care service to a maximum of 60 children at any one time as follows:

Within the premises at 50 Haddington Crescent, Dundee DD4 0NA, to provide a care service to a maximum of 32 children under the age of eight years, of whom no more than 12 are less than two years of age. Within the premises at Whitfield Community Church, Haddington Crescent, Dundee DD4 0NA, to provide a care service to a maximum of 28 children who are attending Primary School. The small hall, quiet room and outdoor spaces may be used within these premises.

The service is operated by a private provider and is situated in the Whitfield area of Dundee. The premises for the nursery are a detached building within its own fenced grounds. Inside there are three playrooms - a babies room, one-two years area and a two-five years play area. All rooms have their own access to a fully enclosed outside play area.

The service now includes an expanded out of school club, which is operated from the church premises sited beside the nursery. Children have use of two rooms and access to a fully enclosed outdoor area.

The service aims 'to provide a friendly, clean, comfortable and safe environment which the children will find stimulating and challenging and where enjoyment and fun are linked with discovery and learning.'

The service has been registered with the Care Inspectorate since 2012.

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 parents 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

We observed children to be happy and settled in the nursery environment. Some of the older children talked with us and shared their experiences of the service, for example, activities undertaken and snack choices.

They told us:

'I like playing with the computer.'

'I have hundreds of family in my house.'

'I like apples best.'

'I like playing with the building blocks.'

The school age children attending the out of school club were happy and relaxed around the staff.

They shared their thoughts of the club with us:

'I like coming here it's fun.'

'I see my friends.'

'We go outside if it's not raining.'

'We have games to play.'

We sent Care Standards Questionnaires (CSQs) to the service to distribute to parents and carers. We received four completed questionnaires before the inspection was carried out, from parents whose children attended the nursery and parents whose children attended the out of school club. The four parents were very happy with the care and support their children received at the services. We shared and discussed all comments with the manager.

Additional comments included:

'I am very happy with the care and attention given to my child on a daily basis.'

'Softer furnishings for example, beanbags/blankets or dens, would enable children to have a quieter space when needed at the end of the day.'

Staff gave feedback to other agencies.

'On a Wednesday when others use the building the front door is open and car park very busy. I appreciate the staff safeguard children in the back room but don't feel the building is secure at these times.'

(Parent using OOSC setting)

'My son has the best time at nursery, he is developing very quickly with his speech and is continuing to build friendships. Staff have helped me a lot especially with toilet training and he has built strong relationships with all staff throughout the nursery'.

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	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

During the inspection visit, we observed outcomes for children in the nursery and the out of school club. Children were happy and engaged in a variety of self-chosen activities and experiences within the nursery. The school age children told us they enjoyed attending the club and that they liked staff. The children led their own play and learning with the session free flow, allowing children to choose how they spent their time at the club.

Through discussions and observations, we saw staff to be caring and responsive to children's needs. They knew children in the nursery and out of school club well, offering encouragement and praise as required. Achievements were recognised and celebrated. Staff were good role models, being kind, respectful and supporting children to consider others. They were aware of the safeguarding procedures for the nursery and club.

Independence was encouraged throughout the children's nursery session, for example, the youngest children capably fed themselves at lunch and the older children put on/taking off coats and wellies to go outside. The school age children also had good opportunities to be responsible and independent in the club. This included them taking on leadership roles and helping staff with tasks, such as snack helper.

Nursery children had daily access to outdoor play in their own garden areas. During the inspection, we saw children of all ages have fun playing in the rain. Children attending the out of school club also had access to a large garden which was fully enclosed. Outdoor toys and equipment were available for the children to play with and have fun.

The staff team they were supported by management. We observed the team and management worked well together. We found the manager to be approachable, have very good communication skills and she engaged comfortably with children, staff and parents.

Staff talked about having voice in the service and their own decision-making. New staff in the service felt supported by management and colleagues.

An improvement plan was in place at the nursery with identified priorities to support the continued development of the service.

Informal and formal monitoring of the nursery was undertaken regularly. Evaluation tools were used to identify and inform improvements and areas for development. Appropriate recording and auditing systems were in place for medication, accidents and incidents.

Staff were undertaking a variety of training opportunities to develop their knowledge, skills and practice. This was supporting positive outcomes for children within the nursery.

What the service could do better

While we observed positive interactions from nursery staff, there were missed opportunities to extend vocabulary, language, children's thinking and understanding. Staff should be supported to continue to develop their skills and practice which would aid positive outcomes for children.

Staff recorded observations of children's development and learning. The manager discussed the development of the journals and we agreed with the continued support for staff to develop their recording styles.

While most of the school age children appeared engaged at the out of school club, there was the opportunity for further consultation with them to gather feedback on interests, activities and experiences. This would support staff in providing children with broader experiences that offered greater challenge and opportunity, extending resources and equipment to increase opportunities for children to learn new skills and develop new interests. (Please see recommendation 1).

While information regarding children's needs and emergency contact details were readily available at the nursery, this information was not at hand in the out of school club. We talked about the importance of having up to date information and emergency contact details available for the school age children within the club. (Please see recommendation 2).

Minor infection control matters were identified during the inspection of the nursery. We asked the manager to remind staff of infection control measures to minimise the spread of infection.

We discussed with the manager drawing up an improvement plan for the out of school club, identifying key priorities for development, in consultation with children, parents and staff. This will support the service in its continued improvement. (Please see recommendation 3)

The management team should develop a robust quality assurance system for the out of school club. Regular monitoring and evaluation should be undertaken to support the improvement agenda. We asked the manager to consider and identify, in consultation with staff, the necessary criteria for measuring standards and goals, so that there is consistency within the service. (Please see recommendation 4).

Information shared with parents at the out of school club should be reviewed and considered, with relevant information displayed at the club.

The manager discussed her plan to access and provide professional development opportunities for the staff working at the club. We agreed that this would be of benefit to staff and support the development of knowledge, skills, practice, whilst also supporting improved outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 5

1. Management and staff should continue to consult regularly with the school age children to gather feedback and suggestions on interests, activities and experiences which would support staff in providing greater challenge and encouraging new skills and interests for children.

This is to ensure care and support is consistent with the Health and Social care Standards (HSCS) which state, "As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling" (HSCS 1.30).

2. Information gathered to support children's needs, along with necessary details including emergency contact details should be readily available to staff when working with children in the club. This information should be reviewed and updated where needed, at least every six months, as is required through legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state, "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).

3. The management team and staff should put in place an improvement plan at the out of school provision to support the continued development of the service, in consultation with children, parents and carers.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state, "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership" (HSCS 4.7).

4. A routine and robust quality assurance system should be developed in the out of school provision to support the continued development and improvement of the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

5. From a partially upheld complaint received since the last inspection:

The provider should ensure that all maintenance issues are logged and actions taken timeously to resolve identified concerns.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state, "My environment is secure and safe" (HSCS 5.17).

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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

From a partially upheld complaint received since the last inspection:

The provider should ensure that all maintenance issues are logged and actions taken timeously to resolve identified concerns.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state, "My environment is secure and safe" (HSCS 5.17).

This recommendation was made on 12 December 2018.

Action taken on previous recommendation

All maintenance issues are logged, dated and dated again when actioned or addressed.

Recommendation 2

Staff must be aware of their responsibilities in maintaining their registration with the Scottish Social Services Council (SSSC), and the manager should incorporate this into their existing quality assurance systems.

The National Care Standards, Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff, Standard 14: A Well-managed Service

This recommendation was made on 30 August 2017.

Action taken on previous recommendation

Staff were fully aware of their responsibilities and the manager has now included staff registration within the quality assurance processes.

Inspection and grading history

Date	Type	Gradings
18 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
21 Jun 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
25 Jun 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
13 Jun 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
31 Mar 2014	Re-grade	Care and support Not assessed Environment 2 - Weak Staffing Not assessed Management and leadership Not assessed
2 Feb 2014	Re-grade	Care and support Not assessed Environment Not assessed Staffing 2 - Weak Management and leadership Not assessed
24 Jun 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 2 - Weak

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