

Fas Mor Day Care of Children

Sabhal Mor Ostaig
Sleat
Isle of Skye
IV44 8RQ

Telephone: 01471 888366

Type of inspection:

Unannounced

Completed on:

31 May 2019

Service provided by:

Fas Mor

Service provider number:

SP2004936248

Service no:

CS2003052372

About the service

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 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. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

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. 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.

This service has been registered since 2004.

Fas Mor nursery is registered with the Care Inspectorate to provide a care service to a maximum of 45 children aged 0 to 12 years. The nursery provides all day care and an after school club for children up to the age of 12.

The service is located in a purpose-built nursery area within the premises of the Gaelic University of the Highlands and Islands in Skye. The day care premises consist of a large dedicated playroom, divided into two separate play areas; one for the babies and very young children and an area for the older children attending the after school club with kitchen area and storage facilities. There is a cloakroom/entrance area and shared toilets. Access is by a secure entrance. There is an enclosed outside play area for the use of the children, with a storage shed for large equipment.

The service is self-funding and is not a partner provider with the local authority, although they use the Curriculum for Excellence and Child at the Centre to direct their work and ensure they provide a good service.

A set of core values underpins the work of the service; 'Fas Mor aims to provide a safe, permanent environment to benefit children and young people who both reside in and visit the south Skye area. Our mission is to promote the welfare, further the health and advance the education of children aged 12 years and under, with qualified, registered care, and in a relaxed and stimulating environment, through the medium of Gaelic.'

What people told us

The children present during the session were observed as being very happy and relaxed in the care of the staff. There was a very good rapport between the children and staff which allowed for natural and open communication. The children enthusiastically told us about the various activities they enjoyed taking part in while at Fas Mor. Being outdoors was particularly popular and most of the children spent a large part of the day outside playing and taking part in various activities.

During the inspection we spoke with seven parents and carers, and 10 parents and carers gave us feedback through our questionnaires. Parents and carers were all extremely happy with the care and support their children received.

Comments made included:

'My child is happy at nursery.'

'I am so inspired by this daycare facility. The staff are exceptional.'

'My daughter loves attending and has made so many friends.'

'I cannot find a single fault or complaint in the two years our daughter has spent there.'

'I am so grateful to the incredible staff for the job they do.'

'The service is fantastic. I cannot fault Fas Mor in any way.'

'My child loves going to Fas Mor and sometimes refuses to get ready to go as she is so happy there.'

'The staff are incredible – kind, patient, full of fun and supportive. They are very respectful of child safety and confidentiality.'

'Fas Mor has given my child so much care and confidence – the child's future success will have been helped enormously by the early experience of being at Fas Mor.'

'Amazing team of committed staff.'

'Fas Mor is a very happy, caring and fun place for our children.'

'The staff are excellent and provide enthusiasm, warmth and seem to have a love for the job and the place.'

'We are very happy with Fas Mor and the way it has introduced Gaelic into our family.'

'So grateful for the wonderful provision that Fas Mor is for the community and our family.'

'All three of our children have used this service and each of them have had and continue to have an enjoyable experience while there.'

'Staff are excellent.'

'We are extremely fortunate to have experienced this service.'

'From my observations, staff interact really well with the children – they (staff) always appear to be enjoying themselves too.'

'My son's abilities to now sing, count and understand Gaelic are impressive in such a short space of time.'

'His confidence from being at Fas Mor has grown and it's positive to see him excited to go.'

Self assessment

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

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

During this inspection we looked at Quality Statement 3 - We ensure that service users' health and wellbeing needs are met; and Quality Statement 4 - We use a range of communication methods to ensure we meet the needs of service users. We found that the service was performing to a good level.

We concluded this after:

- talking with parents and carers
- speaking with the children
- observing staff interaction with the children
- talking with the early years practitioners
- discussion with the manager
- inspection of relevant paperwork, including personal plans
- evaluation of completed care standards questionnaires.

The early years practitioners recognised the importance of establishing positive working relationships with the families of the children who attended. These relationships allowed for open communication and information sharing. We were able to observe staff being very welcoming when parents arrived to collect their children and providing them with feedback about their child's day at Fas Mor. The parents we spoke with were all extremely complimentary about the staff, their approachability and friendliness. Parents appreciated the feedback they got when they came to collect their children each day.

The staff knew each of the children and their individual needs very well. However, the written personal plans which they had for each child were limited in their content. During the inspection and feedback we discussed with the manager and staff what the purpose of written personal plans were, the information which should be included in them and where they should be stored. The service should collate the information they held on each child into detailed, individual personal plans to ensure that there was an appropriate written record of the individual needs of each child in their care and how best to meet them. Personal plans should also include the names and contact details for any other professionals involved with individual children. There should also be clear protocols in place for those children with specific health and/or dietary needs. There should be evidence that all personal plans are reviewed with parents and carers and updated as and when necessary. **(See requirement 1)**

As part of the inspection, we looked at the service's medication policy and procedure and their completed medication records. The manager and staff must ensure that they have fully completed written consents from parents before they administer medication. The written consents should include the reasons for the medication and be signed when the medication is returned to the parents/carers. The service should also put in place a system to routinely review the medication they held.

During the inspection, we sat with the children and the staff while they had snack. This was a sociable time where the children spoke about what they had been doing earlier and telling staff about what they would be doing later in the day. We discussed with staff how they could further involve the children in snack preparation and develop their independence skills. We also spoke with the manager and staff about how they could extend the experience by replacing the plastic cups and plates with ordinary crockery. The service should ensure that the children had easy access to fresh drinking water throughout the session.

The service should continue to develop the opportunities for outdoor play and learning. On the day of the inspection, the children spent a large part of the time outdoors taking part in a range of activities. The service should continue to make good use of loose parts and open-ended resources both indoors and outdoors to enrich the learning experience and encourage the children's investigative and imaginative play. The children should continue to be given opportunities to take part in activities which involved challenge, learning about risk and taking responsibility for their own safety and that of others. During the inspection we discussed where the manager and staff could access relevant guidance and best practice to develop this area of their service, including 'Loose parts play' and 'My world outdoors.'

Requirements

Number of requirements: 1

1. The service should review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health needs.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 - Regulation 5(1)(2) - Personal plans.

Timescale: 30 August 2019.

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

During this inspection we looked at Quality Statement 2 - We make sure that the environment is safe and service users are protected; and Quality Statement 5 - The accommodation and resources are suitable for the needs of the service users. In particular we focussed on the opportunities for outdoor play and learning. We found that the service's performance in this area was good.

The service had access to one large playroom which was sectioned into two separate areas. The main play area was used throughout the day for the pre-school age children while the second area was predominantly used by the school age children. Both areas were clean, bright and child welcoming. There were displays of the children's work in the playroom and the reception area.

Within the main play area there was a range of different activities available to the children. Several of the areas within the playroom were not well used. We suggested to the manager and the staff that they should review the layout of the room and the range of activities readily accessible to the children. We also discussed the benefits of having more natural and open-ended resources. We directed the manager and staff to relevant websites and best practice guidance. The service should consider having more challenging activities available for the more able children to enrich their learning and play experiences.

Both the play areas opened directly onto the large and varied outdoor space. The service made very good use of this space on the day of the inspection. Ensuring the children had easy access to outdoor play and learning was a priority for the service. The manager explained that the ongoing development of the outdoor space was a priority as it was so popular with all the children who attended. Within the reception area there was a plan of the proposed new layout. We suggested that it would be good to get the children's input and ask them what they would like to see in their outdoor area.

The service had made good progress introducing more imaginative play, learning and challenging activities outdoors which were suitable for children of a wide age range. There was good use made of loose parts, including old tyres, mud kitchen, a tarpaulin for den building and a large sandpit. On the day of the inspection several of the children proudly showed us the vegetables and fruit they had been growing. They enjoyed the responsibility of tending the plants and watering them. One priority was to get an outdoor tap as the staff were having to take containers of water from the kitchen area for the children to play with outdoors which was not an ideal situation.

The service should continue to develop the outdoor area to ensure that it was a safe, interesting and exciting area where the children could take part in a range of challenging and fun activities. During the inspection, we suggested it would be helpful to staff to visit other services to see their outdoor learning facilities. We explained to the manager and staff where they could access best practice such as; 'My world outdoors', 'Loose parts' and 'Space to Grow' to get ideas as to how they could improve the area.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

During this inspection we looked at Quality Statement 3 - We have a professional, trained and motivated workforce; and Quality Statement 4 - We ensure that everyone working in the service has an ethos of respect towards service users and each other. We found that the service's performance was very good.

We concluded this after:

- speaking with the staff
- discussions with the manager
- observation of staff practice and interaction with the children
- speaking with the children
- talking with parents and carers
- evaluating responses and comments in the completed care standards questionnaires
- examination of policies and procedures.

The early years practitioners presented as being enthusiastic and very committed to providing a positive experience for the children in their care. The staff all worked very well together as a team. They had a good rapport which allowed for very natural communication. We observed staff being very caring, nurturing and responsive towards the children. The staff were very friendly and welcoming to the children and their families when they arrived each day.

The parents who completed the care standards questionnaires prior to the inspection indicated that they felt that staff treated their children fairly and with respect and provided a service where everyone was made to feel welcome. The parents spoken with on the day of the inspection were equally positive in their comments and stated that staff were approachable and welcoming. Comments made to describe the staff included; 'incredible', 'amazing', 'supportive' and 'full of fun'.

We discussed with the manager the need to review the system of staff appraisals and introduce individual support and supervision meetings for staff. The purpose of these meetings should be to provide an opportunity for the staff with their manager to review and reflect on their practice, identify agreed goals and training needs, and identify any action to be taken and by whom. We discussed the importance of regular support and supervision meetings and how they fed into the individuals staff appraisal, the skills and training audit, the training plan and ultimately the service's improvement plan. During the inspection we also talked with the manager about the induction programme for new staff.

There were staff meetings to which all staff were invited, however they were frequently not well attended. The manager explained that it was difficult to find a time when all staff were free to attend. No formal minutes were taken which could be shared with those people who could not attend. The manager should ensure that there are regular full staff meetings. Staff should be encouraged and supported to attend full team meetings to ensure they are all actively involved in the ongoing self-evaluation and development of the service. Full team meetings would also allow for the sharing of best practice, information and ideas. Written minutes should be produced for each team meeting.

The staff spoken with had only limited knowledge of various best practice guidance and were not all aware of the Care Inspectorate 'hub' and other relevant websites where they can access a wide range of information, legal advice and guidance. Staff need to be more aware of best practice and should be supported to continue their professional development. We discussed with the manager using staff meetings as an opportunity to signpost

staff to current guidance and to discuss how it impacts on their service. We also discussed with the manager the distribution of leadership and encouraging each member of staff to take responsibility and lead on a particular aspect of the service, researching best practice guidance and sharing what they had learnt with the rest of the team.

During the inspection we directed the manager and staff to various useful websites including; Education Scotland, Scottish Social Services Council and the Care Inspectorate 'hub' which provide information in relation to professional learning. We also discussed the various options available in terms of training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

During the inspection we looked at Quality Statement 2 - We involved our workforce in determining the direction and future objectives of the service; and Quality Statement 4 - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide. We found that the service's performance was adequate.

We concluded this after:

- talking with the manager
- feedback from parents and carers
- talking with the staff
- looking at relevant policies and procedures.

Within the service, there were some opportunities for the children to provide feedback and suggestions as to how the service could be further developed. The children were actively encouraged to be involved in decisions relating to the day to day running of the service. We were able to look at the mind maps and floor books readily available within the nursery to support this.

As stated previously, the parents and carers we spoke with were of the opinion that the manager and the staff did take account of their feedback and suggestions in relation to the day to day running of the service. They stated that they were very happy with the systems in place to share information and were of the opinion that the manager was very approachable.

Staff spoken with during the inspection all felt very much part of a team. They were of the opinion that the manager welcomed their feedback, comments and suggestions. They explained that the manager routinely

worked with them on the floor and consequently there was regular opportunity to discuss anything informally with her. Staff felt included in decision-making and planning activities.

The manager had been in her post for approximately 18 months and in that time had ensured the quality of the care and support provided remained at a good level. However, she was spending a large part of her time out on the floor undertaking the work of a childcare practitioner rather than fulfilling her role as a manager. Consequently, regular support and supervision meetings were not taking place, not all staff had received an appraisal and monitoring and observation visits to the playroom had not been completed by the manager. The manager needed to prioritise her role and responsibilities as a manager and ensure that she completed all the tasks she was required to do.

The manager requires the opportunity to develop her skills in relation to being the manager of a child care service to ensure that she provides staff with appropriate leadership, guidance, support and supervision. During the inspection we directed the manager to the SSSC website and the section 'Step into Leadership' which provides resources and information for managers to develop their leadership skills.

At the time of the inspection, there was not a clear and robust system of quality assurance in place. The manager must ensure that an effective system is implemented to improve all areas of practice and improve outcomes for children. The service should develop an improvement plan with specific, achievable goals, identify what action is required to achieve these goals, who is responsible, clear timescales and dates to review the plan. Regular monitoring visits should be completed to assess and review the service provided and staff given clear feedback in relation to the findings. There should be regular meetings where the manager and staff can review improvements to the service and their practice, identify next steps and action points. Staff should receive regular support and supervision sessions where they are supported to reflect on their practice and the impact on improving the quality of children's experiences. Staff training needs should be identified and arrangements put in place to allow staff to attend appropriate training. **(See requirement 1)**

Requirements

Number of requirements: 1

1. The manager should develop and implement an effective system of quality assurance to monitor and improve all areas of practice and improve outcomes for children.

In order to achieve this the provider must:

- a) develop and implement a rigorous quality assurance programme
- b) implement regular effective support and supervision for all staff
- c) involve staff in the systematic evaluation of their work and the work of the service
- d) put clear plans in place for maintaining and improving the service
- e) ensure the manager effectively monitors the work of each member of staff and the service as a whole.

This is in order to comply with: Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 - Regulation 3 - Principles and Regulation 15 (a) and (b) - Staffing.

Timescale: 1 November 2019.

Recommendations

Number of recommendations: 0

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
12 Jun 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
5 Sep 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
9 Feb 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
9 Jun 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
20 Jun 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
2 Sep 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
13 Sep 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
5 Nov 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate

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

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