

The Honest Toun Nursery

Day Care of Children

11-19 Stoneybank Terrace
Musselburgh
EH21 6LY

Telephone: 0131 665 5353

Type of inspection:

Unannounced

Completed on:

28 May 2019

Service provided by:

Bertram Nurseries Limited

Service provider number:

SP2003002955

Service no:

CS2005092223

About the service

The Honest Toun Nursery is registered to provide a care service to a maximum of: 27 children 0 – under 2 years, 20 children 2 – under 3 years, 55 children 3 years and not yet attending primary school and 18 children primary school age to 11 years. The service is provided by Bertram Nurseries Limited and has been registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

The accommodation consists of three spacious playrooms. Babies and children under two are accommodated in a playroom with direct access to a small enclosed garden. Children aged two to three are based in a playroom directly off the front entrance of the building. Children aged three to five have a large open plan playroom to the rear of the property. They have direct access to the garden from this playroom. The accommodation also has toilets, changing facilities, a kitchen, staff room, office and laundry. The management team consists of a manager, appointed in January 2019, two deputy managers and a new lead practitioner appointed in April 2019. The service is also supported by various area managers from Bertram Nurseries Limited.

Some of the aims of the service include:

- To provide a stimulating atmosphere to encourage each child's development.
- To develop the child's healthy self-image through play, guidance and encouragement.
- To promote the children's interest in learning by promoting their desire to learn and experiment.
- To update parents regularly with information, newsletters and parents evenings.

Two Care Inspectorate inspectors carried out the inspection. We visited the service on Monday 27 May 2019 and returned on Tuesday 28 May 2019. We provided feedback to the manager, lead practitioner, an area manager and two representatives from the local authority.

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. 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.

What people told us

Prior to the inspection we sent out 40 Care Standard questionnaires (CSQs) for the service to distribute to parents and carers. We received eight completed CSQs prior to the inspection starting. We spoke with one further parent as part of the inspection. The service notified parents by email that we were carrying out an inspection and provided an inspector's contact details. However, we did not receive any further feedback from this.

Parents comments from CSQs and face to face discussions included:

"I would like more feedback on the online journals. Maybe with less generic comments. I would like to know what activities are planned in the mornings, but often drop offs are quick – if there was something online to look at that would be great."

"The quality of staffing is second to none as is the care and attention they give to the children, however, communication is shocking. There have been staff changes I haven't been informed of, countless issues with the

emailing system and no newsletters or other ways of communicating what is going on in the nursery. The learning journals are sporadic."

"I feel in general the care my child receives is good although in my opinion communication could be greatly improved. I also think the staff seem to be spread thin throughout the nursery which has bound to have an effect on staff morale. I think the use of local parks and woodland areas could be utilised more often to aid the learning process."

"My children have been attending the nursery for a number of years. They love it and the staff are excellent. There is always lots to do and I know they are looked after well. The only issues I have is that communication has slipped a bit in the last year. The use of learning journals has all but stopped and I'm not even sure that my youngest has one. The newsletters from the admin team have stopped also."

"In general I am happy with the service provided and my daughter is always happy. I do feel that, for the number of children, the play area outside is a bit small."

"Don't feel that there is enough staff most of the time. If there is new staff or staff are moved I don't feel like we are told. Feel like the gate that opens to the car park should be more secure as child can open it. I never receive emails about newsletters or what is going on in the nursery. If there is an outing we get told the week before which can be stressful if payment is needed too."

"I find the staff caring and approachable. My child's speaking and socialising is coming on well and the nursery has helped him improve his sharing and taking turns - very happy about this and that he has friends now. Eats a good range of food at nursery."

"Settling in is flexible and individualised. We have had a good experience. There have been improvements with communication. (Staff member name) is really good with my child. I am confident my child is safe. There is a welcoming atmosphere. Although it is busy at the end of the day we get good feedback."

The new manager had begun to address communication with parents and had sent out a comprehensive newsletter about recent changes and upcoming events. The manager told us they planned to ensure that improvements in communication continued.

Self assessment

The service was not asked to complete a self-assessment prior to the inspection. During the inspection, we considered the service's quality assurance processes and self-evaluation. We have commented on quality assurance and self-evaluation throughout the body of this report.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Most children presented as relaxed and happy in the nursery. Several older children were happy to engage inspectors in their play and tell us about their nursery experiences. Babies and young children were developing positive attachments with staff, which helped promote a sense of security. Settling in procedures were individualised and flexible meaning children were able to settle in at their own pace.

Children were developing independence during lunchtime. Older children self-selected their food, poured their own drinks and chatted together as they ate. Staff sat with children, which helped to promote a relaxed, sociable mealtime.

During the inspection, we found children who required additional support were not being sensitively and effectively supported. Some strategies in place were not effective or in line with best practice, when children required support to regulate their actions and emotions. We issued a serious concern letter to the provider, as we were significantly concerned about the practice. (See requirement one). The provider took immediate action to respond to the requirement providing satisfactory evidence, which outlined how they were addressing the requirement within the timescale. For example, meeting with staff and discussing the approaches that should be used, for example, supporting children through diversion techniques. Arrangements were made for staff to be supported and monitored by the senior management team to ensure they were more confident and informed when using different types of approaches.

Children's personal plans were not effective and meaningful enough to support the meeting of children's needs. There were significant gaps in the information recorded. Strategies were not consistently recorded and if recorded did not always meaningfully reflect what children needed from their care and support. When information had been received from external agencies or through parents the service had not always used this to establish meaningful and consistent plans or approaches. Personal plans should be reviewed with parents every six months or sooner if required to ensure that information remains accurate and meaningful. (See requirement two).

Children and babies had opportunities to develop their inquiry skills through sensory and exploratory play, for example at the mini-beasts area. However, our findings concluded that planning for children's learning needed to improve to ensure children experienced greater levels of interest, depth and challenge in their learning. At the last inspection a recommendation was made about children's learning. We have made a further recommendation at this inspection. (See recommendation one).

Within children's learning journals observations and next steps did not effectively capture significant, meaningful learning. This resulted in missed opportunities to support children with appropriate and achievable next steps. At the last inspection we made a recommendation about the tracking of children's learning, learning journals and children's progress. We have made a further recommendation at this inspection. (See recommendation two).

Requirements

Number of requirements: 2

1. The provider must ensure that children are safe and consistently treated with dignity and respect.

By Monday 3 June 2019, the provider must improve the care and support provided to children who require

additional support. The provider must ensure staff use effective strategies of support. In order to achieve this, the provider must adhere to the following:

- ensure any strategies used by staff are safe, consistent and effective.
- ensure all staff have a clear understanding of the appropriate and effective strategies to be used with individual children.

This is in order to comply with,
Health and Social Care Standard 1.24 'Any treatment or intervention that I experience is safe and effective' and
Health and Social Care Standard 3.10 'As a child or young person I feel valued, loved and secure'.

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

2. The provider must ensure children's needs are effectively met. By 2nd August 2019, the provider must ensure children's personal plans are effective in supporting and promoting children's needs. In order to achieve this, the provider must adhere to the following:

- personal plans must provide a holistic and current view of the child's needs including documenting any strategies of support.
- personal plans must demonstrate how children's need are being planned for, met and monitored.
- personal plan must be reviewed and updated with parents at least once every six months, or sooner if required or requested.

This is to ensure that 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)

Regulation 5 (1, 2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 2

1. To support children to achieve the service should improve the learning experiences provided for children so that they promote greater levels of interest, depth and challenge across learning.

This is to ensure care and support is consistent with the Health and Social Care standards which state, 'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27) and '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. To effectively support, develop and track children's learning the service should improve the observations and next steps within children's learning journals to ensure that they are meaningful and specific to any learning intentions. The service should support staff to develop their understanding of how to assess children's learning and record quality observations, so that they can effectively monitor and track children's progress to help them achieve their full potential.

This is so care and support is consistent with the Health and Social Care Standard, which state, 'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS, 4.11).

Grade: 2 - weak

Quality of environment

Findings from the inspection

Children and parents were welcomed warmly into the service, which helped promote children's sense of inclusion in the nursery environment.

Children in the three-to-five year old room had free-flow access to the outdoor area. They were active, as they engaged in energetic play. Babies enjoyed time in their own secure garden. Children in the two-to-three year old room would benefit, from more access to the garden areas so that they have more opportunities to be active and access fresh air.

Some 'loose parts' materials were available for children to use. 'Loose parts' are play materials that can be used in numerous ways indoors and outdoors by children. These resources offered children some opportunities to problem solve and work together. We discussed how the service could continue to develop the use of these resources to further promote children's curiosity and inquiry.

Throughout the nursery, there were several issues relating to infection control and cleanliness. For example, throughout the day the children's toilet area became wet and dirty. Children were not appropriately supervised when using the toilet meaning staff were not monitoring the condition of this area. The management team took some immediate action to address some of the concerns highlighted. However, in order to ensure that children consistently experience an environment that is clean, tidy and well-maintained the service should develop a system for monitoring the cleaning and maintenance of the environment. (See recommendation one).

Whilst rooms were generally bright and airy, they could be further developed to best meet the needs of children. Babies would benefit from more cosy and nurturing spaces to help create a sense of warmth. Within the two to three year old playroom, children could not consistently access all the experiences and resources because sections of room were closed off for parts of the day. We discussed with the service how they might ensure children have more opportunity to access a wider range of experiences even when the whole room is not in use.

Whilst arrangements for children sleeping were safe, we found that the experience children had was not as nurturing as it could have been. Sleep time in the two-to-three year old playroom was noisy and at times disorganised. The service should continue to review the sleep arrangements so that children's needs are sensitively managed during their personal rest times. (See recommendation two)

To promote children's learning, development and play the service should review the resources provided to children. Along with developing their approach to planning for learning, they should consider the resources available to ensure they consistently engage children's interest and offer challenge to children as they play. For example, we signposted the service to the document 'Our Creative Journey' to support the development of their play dough areas, to enhance opportunities for creativity and curiosity to develop. (See recommendation three).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To maintain children's health, safety and wellbeing the service should ensure the environment is consistently clean, tidy and well maintained. The service should develop an effective system for monitoring the cleaning and maintenance of the environment.

This is to ensure the environment is consistent with The Health and Social Care standards which state, 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment'. (HSCS 5.22)

2. To promote positive sleep experiences for children the service should ensure the environment is suitably arranged so that children can rest in a comfortable, calm and relaxed way. The service should consider staff practice during these times so that children's needs are sensitively met.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, 'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells' (HSCS 5.18) and 'My care and support meets my needs and is right for me' (HSCS 1.19).

3. To promote children's learning, development and play, the service should review the resources provided to children. The resources available should consistently engage children's interest and offer challenge as they play.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity (HSCS 2.27).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

During the inspection, we saw that most interactions with children were warm and caring. Babies and young children were provided with comfort and support when needed. Children approached staff for support suggesting they had developed positive relationships. At times, children's ideas were promoted, as some staff used open-ended questions during conversations. We saw one example where such questions helped children to develop an interesting and sustained period of play.

The service had recently provided training to the staff team about promoting children's wellbeing. Some staff spoke about this; however, it was not clear what the learning outcome had been and the impact that this had on their practice. From our findings, we concluded that children required staff to have a greater understanding of how best to effectively and consistently support them. This was particularly evident for those children who required additional support. To ensure children's needs are effectively met and they receive care that is right for them, the service should provide support, training and learning to staff in relation to meeting the needs of children who require additional support. (See requirement one).

Some children did not always experience respectful care and support, as some staff did not always use positive, inclusive language when children required support. Staff should develop their understanding of nurture to ensure that the language they use is consistently respectful and inclusive. (See recommendation one).

Some staff were not clear on the procedures for dealing with child protection concerns. Some staff were unsure of the procedure to follow when a child protection concern was raised. To maintain children's safety and wellbeing staff must have a clear understanding of child protection and their role in safeguarding children. (See recommendation two).

To promote staff practice and the development of the staff team, the service should consider how they can develop more opportunities for staff to communicate and work together to develop a shared understanding of the care and support children should receive. The management team should develop an effective support and supervision system. This would benefit staff, as they could reflect on their work, discuss issues, identify their strengths and consider areas of development within their role. This could contribute to improved outcomes for children. (See recommendation three).

At times, although there was enough staff employed for the number of children present, they were not always effectively deployed to sensitively meet the needs of all children. Some staff became task focused meaning they missed opportunities to effectively support children. The service should consider the deployment of staff and ensure that throughout the day there are enough staff readily available to meet the needs of children.

Requirements

Number of requirements: 1

1. The provider must ensure that children's needs are met and that staff are suitably skilled to meet these needs. By 30 August 2019, the provider must ensure that staff have been supported to develop their knowledge, skills and understanding in supporting children who required additional support. In order to achieve this, the provider must adhere to the following:

- ensure staff are supported to develop their knowledge skills and understanding through appropriate and effective learning opportunities.
- provide staff with appropriate guidance and support when working with children.
- ensure the service policy clearly sets out how children who require additional support will be cared for and supported in the service.

This is in order to comply with,

Health and Social Care Standard '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) and Health and Social Care Standard , 'My care and support meets my needs and is right for me' (HSCS 1.19).

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 and Regulation 15 (a,b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 3

1. To promote children's wellbeing and ensure they are respected staff should be supported to develop their understanding of nurture and how to support children with consistently respectful language and interactions.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, 'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS 3.1) and 'As a child or young person I feel valued, loved and secure' (HSCS 3.10).

2.

To protect and safeguard children staff should have a clear understanding of the procedures for dealing with child protection concerns. The service should support staff to develop their skills, knowledge and confidence in relation to identifying, managing, recording and reporting child protection and safeguarding concerns.

This is to ensure that care and support is consistent with Health and Social Care Standards which state, 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities (HSCS 3.20) and 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm' (HSCS 3.21).

3. To enable staff to reflect on and improve their own practice and to support positive outcomes for children, staff support and supervision procedures should be developed and implemented by the service.

This is to ensure that care and support is consistent with Health and Social Care Standards which state, '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).

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

The manager along with additional member's of the management team were committed to making improvements and engaged in consistent dialogue with inspectors. Throughout these discussions, the manager, area manager and lead practitioner were keen to work with inspectors to address the areas for improvement.

The manager had begun to develop an auditing system that was beginning to highlight issues that needed addressed. Whilst we recognised the monitoring paperwork that was in place to promote quality assurance, we found that it was not yet effective. To improve outcomes for children the service should develop a robust and effective system for quality assurance. The service improvement plan should meaningfully reflect the needs of the service and set out how improvements will be made. Self-evaluation and improvement planning should be developed to help support a clear plan for the service to take forward. (See recommendation one.)

To support children to have consistently positive experiences and to develop staff practice the service should implement an effective system for monitoring and supporting staff practice. (See recommendation two).

We found the service had not followed the Care Inspectorate notification guidance in relation to an issue regarding staffing and children's care. The provider acknowledged that this should have been reported to the Care Inspectorate and submitted the information following the inspection. The provider must ensure that any events that require notification to the Care Inspectorate are reported in line with the guidance 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. This is so that we can work in partnership with services to promote and maintain children's safety and wellbeing.

When reviewing the service's policies, we found the child protection policy content was appropriate. However, it was not personalised to the service, as it did not have the child protection officer's name or the appropriate contact details for lead agencies. The manager planned to amend this and display the key details in prominent areas for staff and parents to see. We agreed this would help clarify the arrangements for staff in relation to the management of child protection situations.

In relation to the areas for improvement regarding supporting children who required additional support, we were informed at inspection, that a new policy was being developed. We agreed that this would be a beneficial step in supporting the service to develop a clear vision of how they will care for and support all children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1.
To make improvements that positively impact on outcomes for children the service should develop self-evaluation, quality assurance and monitoring systems that support improvement planning and develop a culture of continuous improvement.

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

2. The service should develop a robust and effective system to monitor and support staff practice to ensure children experience care and support that consistently promotes positive outcomes.

This is to ensure that care and support is consistent with Health and Social Care Standards which state, 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

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

The service should improve how children and young people are able to direct and lead their own play. In order to develop the play experiences provided for children the service should review the resources and experiences provided so that they stimulate children's natural curiosity, learning and creativity. The service should use best practice guidance to develop the staff team's understanding of play and how to promote positive play experiences for children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity." (HSCS 2.27) and "I experience high quality care and support based in relevant guidance and best practice." (HSCS 4.11)

This recommendation was made on 14 August 2018.

Action taken on previous recommendation

The service had considered their resources since the last inspection and had developed a self evaluation floorbook about the developments made. The service had introduced some natural open-ended materials for children. Some children could make independent choices about how and where they played. Some resources stimulated children's natural curiosity and inquiry skills. However, our findings concluded that children would benefit from further opportunities to experience stimulating, motivating, play opportunities and resources. We have made a further recommendation regarding children's play and resources at this inspection.

Recommendation 2

In order to support children to reach their full potential in learning the service should review its approach to planning to ensure that planned and responsive experiences are meaningful and relevant to children's learning needs. Where staff are planning in relation to children's interests they should ensure that experiences provided offer depth and challenge. This will support children to be motivated and engaged in their learning and support the promotion of individual learning needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "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. (HSCS 1.31) and "I am supported to achieve my potential in education." (HSCS 1.27)

This recommendation was made on 14 August 2018.

Action taken on previous recommendation

The service was working closely with the local authority teacher in order to address this recommendation. Since the new manager came into post planning meetings for staff in the three-five year old room had been established and this was giving staff the opportunity to plan for learning together. Staff continued to take account of children interests when considering learning experiences, however the experiences provided and staff understanding needed further development to offer children with greater levels of interest, challenge and depth. Children were not fully involved in planning and leading their own learning. We made a further recommendation about this at this inspection.

Recommendation 3

In order to effectively support, develop and track children's learning the service should review the observations and next steps within children's learning journals to ensure that they are meaningful and specific to any learning intentions. The service should support staff to develop their understanding of how to assess children's learning and record quality observations. This is so that they can effectively monitor and track children's progress and achievements thus supporting them to achieve their full potential.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "I am supported to achieve my potential in education" (HSCS 1.27)

This recommendation was made on 14 August 2018.

Action taken on previous recommendation

Children's learning journals were not being consistently updated meaning children's learning was not being effectively recorded. Observations and next steps were varied in quality and most did not capture significant, meaningful learning. This meant there were missed opportunities to assess, track and support children's learning and progress. We have made a further recommendations about this at this inspection.

Recommendation 4

To promote children's wellbeing and development the service should, after consultation with parents/carers, ensure personal plans are fully completed for each child and that plans are reviewed and updated at least every six months thereafter, or when there is significant change or development. The service should ensure that personal plans reflect children's needs and any strategies are recorded so that they can be effectively implemented and reviewed.

This is to ensure care and support is consistent with the Health and Social Care Standards 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)

This recommendation was made on 14 August 2018.

Action taken on previous recommendation

Since the last inspection, the service had not taken and embedded the actions needed to met this recommendation. We have reported on this at this inspection and made a requirement in relation to personal plans.

Recommendation 5

To ensure children's emotional wellbeing is promoted the service should review the use of its behaviour support strategies and ensure that any strategies used promote dignity, empathy and respect. The service should not use punitive measures to manage children's behaviour. Staff should be supported to develop their knowledge and skills when supporting children with their behaviour and emotional wellbeing.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "As a child or young person I feel valued, loved and secure" (HSCS 3.10). and "As a child or young person, I am helped to develop a positive view of myself and to form and sustain trusting and secure relationships". (HSCS 3.5)

This recommendation was made on 14 August 2018.

Action taken on previous recommendation

The service no longer used a behaviour chart, however, our inspection findings concluded that children were not consistently treated with dignity and respect as some strategies of support now used were not always effective, safe and consistent. Children would benefit from staff developing their knowledge and skills further in relation to supporting children's behaviour and emotional wellbeing. We have reported on this during this inspection and have made further requirements and recommendations at this inspection.

Recommendation 6

To ensure children are safe and their welfare is protected the service should ensure that they follow safer recruitment practices. In order to ensure children are supported by staff who are aware of and adhere to the appropriate standards of practice, conduct, training and education expected the service should ensure that all staff register with the Scottish Social Services Council (SSSC). The service should review the quality assurance system in place to monitor their practice regarding staff recruitment and SSSC registration to ensure that it is robust, effective and fit for purpose. This will support the service to keep children safe and protected.

This is to ensure care and support is consistent with the Health and Social Care Standards 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)

This recommendation was made on 14 August 2018.

Action taken on previous recommendation

We sampled recent staff files and found that the service had followed safer recruitment procedures. At the time of inspection all staff who required to be registered with a professional body had this in place or were registering within the required timescales. This recommendation has been met.

Recommendation 7

In order to promote positive outcomes for children the service must ensure they take a proactive and meaningful approach to the overall improvement agenda. The service should continue to assess and evaluate the care and support provided to children by implementing a robust and effective improvement plan and is regularly reviewed and evaluated to ensure outcomes improve and strengths are built upon. The provider should ensure the service is effectively supported to take forward the recommendations and areas for improvement.

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

This recommendation was made on 14 August 2018.

Action taken on previous recommendation

The new manager had developed an auditing system that was beginning to highlight areas that required attention. An improvement plan had been developed since the last inspection, which outlined the plans for addressing the areas for improvement and recommendations from the last inspection. However, little progress had been made with these. Our findings concluded that the service needed to take structured and planned action as a matter of priority. The provider should ensure the approach to quality assurance improves so that sustainable improvements can be made. We have made a further requirement about improvement.

Recommendation 8

Since the last inspection there was a new manager in post. The provider should ensure there is strong and effective leadership and management across all aspects of the nursery. The provider should ensure the management team are enabled and supported to address all areas for improvements so that children experience positive outcomes and enhanced experiences."

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

This recommendation was made on 14 August 2018.

Action taken on previous recommendation

The provider had recruited a new manager to the service. The manager had been in post since January 2019 and was aware of the areas of improvements that needed to be addressed. The manager was enthusiastic and worked positively with inspectors during the inspection process. Whilst there were a number of areas for improvement identified at this inspection, the manager was beginning to provide effective leadership in the short time they had been in post. The provider had developed a system of support for the manager through peer support sessions and support from area managers. This recommendation has been met.

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
14 Aug 2018	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
25 May 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
3 Jun 2015	Announced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
13 Aug 2014	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
20 Nov 2014	Announced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
11 Apr 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 May 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Jul 2011	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
16 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Dec 2009	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Sep 2009	Unannounced	Care and support	1 - Unsatisfactory
		Environment	1 - Unsatisfactory
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Jan 2009	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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