

J. Puddleducks @ Victoria Street Day Care of Children

162 Victoria Street
Dyce
Aberdeen
AB21 7DN

Telephone: 01224 722212

Type of inspection:
Unannounced

Completed on:
5 June 2019

Service provided by:
J. Puddleducks Childcare Limited

Service provider number:
SP2004006974

Service no:
CS2008188409

About the service

J. Puddleducks @ Victoria Street has been registered since March 2009.

The nursery provides 'friendly and homely' childcare to a maximum of 75 children from birth to school age. The children occupy the ground floor of a property in a residential area of Dyce on the outskirts of Aberdeen. They have access to a spacious outdoor play area. The nursery works in partnership with Aberdeen City Council to provide funded places for eligible children from the school term following their third birthday.

Aims of the service include "to provide children with a stimulating, educational and secure environment in which they can feel confident and comfortable as they grow and develop".

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What people told us

We spoke to children during our inspection and asked them to tell us a little bit about their nursery experience. They told us about the following things they enjoyed:

"Like playing with my friends."
"Playing with the princes costumes."
"I like playing inside and outside."
"Like going on the slide."
"I'm starting to love this class."
"I like playing and I like reading."
"I like everything."

We received 9 completed questionnaires from parents and carers who used the service for their children. All 9 expressed that they were very happy or happy with the service provided.

Feedback from the questionnaires included the following comments:

"My child has developed really well since beginning here. Settling was based on my child's needs, not limited to a certain number of sessions as other nurseries had suggested. There has been quite a lot of new staff recently as the nursery seems to be busier. They were introduced to us when they started and my (child) was talking about them like old friends within a few days. Everyone is approachable and friendly and I have total trust in the staff."

"My (child) has attended Puddleducks for x years now and overall myself and partner have never had any problems."

"My (child) had (their) settling in period and everyone made myself and family feel so welcome."

"Great activities...always outside in the garden and walks."

"We have been happy about how the settling in days have gone. All the staff have been very helpful and have given us some feedback when we have gone to collect (our child), allowing us to have a good picture of how (our child) has got on."

"My child loves attending!"

We spoke with two parents and carers during the inspection.

One parent/carer we spoke with told us that they "like the free play outdoors - they are out playing whatever the weather". They also commented that the staff do a lot of cooking and baking with the children. They also told us that they found the staff to be "nice" and "very informative".

We spoke to another parent/carer told us that their child had some medical needs and the staff were "really good and knowledgeable" about meeting these needs. Again the parent/carer was positive about the children being outdoors a lot and being able to access plenty fresh air. The parent/carer also spoke positively about opportunities for children to be part of the local community, including going to libraries and parks and visiting older people at a nearby care home.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We could see from their improvement plan and from our discussions and observations that they had identified key areas for development and were progressing these.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We found the quality of care and support to be adequate.

Children's general needs such as feeding and sleeping were being met. Staff supported children well in a caring and nurturing way to settle and monitored them effectively. Where children had an allergy or food intolerance we found that staff had a detailed knowledge of this and knew how to support the children effectively. Personal plans for allergies and food intolerances were detailed and reflected staff practice. Parents we spoke with were very satisfied about how staff managed medical needs.

Where children were identified as requiring additional support, for example with speech or developmental delays personal plans did not provide sufficient detail regarding how these needs should be supported. We did not see

guidance received from external specialists being used to support these children's needs. This meant that these children were not being supported to achieve their potential **(see recommendation 1)**.

Some children had English as an additional language. We found that there was limited input from staff to support the children's understanding of their culture or to support their communication needs **(see recommendation 1)**. Where parents spoke English as an additional language staff did not make any adjustments to ensure effective communication so that parents could receive meaningful feedback about their children's experience at nursery. Establishing and building meaningful relationships with families is so important to support a child's wellbeing.

Staff took some natural opportunities to help children develop their skills in understanding, thinking, investigation and problem solving, however these were limited. Some of the resources indoors could have been developed to create more stimulating learning activities. Outdoor learning was positive. There was a range of natural resources and opportunities to stimulate and engage children and extend their learning and staff supported children well.

Learning journeys gave an account of what children were doing however they didn't detail the children's learning and or identify appropriate next steps (assessing where they are in their learning and development and providing opportunities to extend this). A lot of the observations made were adult led. We found that the children were getting much more out of the unplanned activities **(see recommendation 2)**.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To achieve the best possible outcomes for children, the managers and staff must ensure that:

- detailed personal plans are developed and implemented that reflect children's current needs and provide clear guidance for staff on how they will effectively meet each child's needs.
- effective systems to review, monitor and track children's needs are in place.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'my personal 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).

2. To ensure children are challenged in their learning and supported to achieve the managers and staff should improve how staff observe and assess the development and learning of each child and use this assessment information to effectively plan for children's learning and development.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which states that 'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27).

Grade: 3 - adequate

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

We found the quality of staffing to be adequate.

Many of the staff had a nurturing and responsive approach to their care of the children. This helped the children to build up trusting relationships and feel valued, loved and secure. In one of the rooms we found that staff interaction was mixed. There was some positive interactions however these tended to be initiated by the children. Some children therefore did not receive sufficient attention or the support they needed to engage in activities and be included **(see recommendation 1)**.

Regular team meetings were taking place. There was no agenda set for these meetings and this meant that sometimes they lacked focus. Best practice publications were mentioned however the opportunity was not taken to discuss them in depth or link them to practice. The meetings would also benefit from having more of a focus on supporting improvements within the service.

Staff did have a knowledge of some best practice. We could see that they had used their learning to support their development of the garden area and increasing the natural learning opportunities outdoors. This had led to positive outcomes for the children.

Staff understood their role in protecting children from harm. They were familiar with their child protection procedure and systems that were in place for reporting concerns to relevant agencies. They had a clear knowledge of indicators of abuse. Staff would benefit from increasing their knowledge of grooming behaviour. Child protection training could be further developed to take account of learning from serious case reviews in order to support this.

Leadership from room supervisors across the rooms was mixed. Where staff were not adequately supported and guided this led to poorer outcomes for the children. There had been a high turnover of staff. Staff need consistent strong leadership, positive role modelling and a sound knowledge and understanding of best practice to support them to deliver high quality care (see recommendation 1) The management team had identified where they needed to provide a higher level of support and had started to implement this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To achieve the best possible outcomes for children staff should be supported to develop their knowledge and skills so that a consistently high quality of practice is evident throughout the nursery. In order to achieve this the management team must effectively support staff to:

- Consistently engage with children in a meaningful and purposeful way to help children to feel included and increase their level of participation
- be knowledgeable about relevant current best practice and use this to reflect on and develop their practice.
- Have any individual training needs met

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which states that 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

Building the Ambition'

<https://hub.careinspectorate.com/media/1459/building-the-ambition-national-practice-guidance-on-early.pdf>

'My World Outdoors'

<https://hub.careinspectorate.com/media/1557/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can.pdf>

'Loose Parts Play - A Toolkit'

<https://hub.careinspectorate.com/media/1258/loose-parts-play-toolkit.pdf>

'Our creative journey'

<https://hub.careinspectorate.com/media/1572/our-creative-journey.pdf>

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

We found the quality of management and leadership to be adequate.

The management team were undertaking observations of staff practice and were identifying areas that could be further developed. We could see that there had been some positive improvements made in response to that. However some of the issues identified still had not been resolved. Staff need to be more effectively supported by management to deliver high quality care. This has been reported on under quality theme 'staffing'.

We found that a lack of monitoring of the quality of children's experiences meant that improvements required to support children's outcomes were not identified. Effective systems were not in place to identify whether the

needs of individual children were being met. As reported under quality theme 'care and support' some children's specific needs were not being adequately met **(see recommendation 1)**.

The service had developed their action plans further since the last inspection which were now more outcome focused. We could see that staff were working on some of these goals. The improvement plans need to be more targeted to focus on priority areas, with dates when goal should be achieved, and progress towards meeting goals tracked. Staff need an understanding of how they will know that the goal has been successful by again focusing on outcomes **(see recommendation 1)**.

The management team were confident in reporting on concerns about children's health and wellbeing to other agencies including police, social work and health. They had an appropriate knowledge of the families they were supporting and where concerns were at a lower level they were able to monitor this and offer support and guidance. The managers told us of a particular case where they had been supporting a family and communicating regularly with other agencies. There were very limited records in place which didn't reflect effective multi disciplinary communication until more recently. The manager had become aware of this issue and appreciated the need to have clear and detailed records in place. We were able to see that this was now being implemented **(see recommendation 2)**.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To improve outcomes for children, the provider and management should continue to develop their quality assurance systems by monitoring and improving all areas of the service.

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

2. To support good outcomes for children where external agencies are involved the management team and staff should ensure that there is a full and detailed written records within the children's chronology of all communications with other agencies. This will support effective multi agency to keep children safe and healthy.

This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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) and 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.2).

'National Guidance for Child Protection in Scotland 2014'

<https://hub.careinspectorate.com/media/1280/national-guidance-for-child-protection-in-scotland-2014.pdf>

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

Recommendation 1

In order to ensure all children's health and wellbeing needs are being met, personal plans should be further developed

National Care Standards, Early Education and Childcare up to the Age of 16. Standard 6: Support and Development.

This recommendation was made on 13 September 2017.

Action taken on previous recommendation

We found that personal plans still required to be further developed. This is reported on under theme 'care and support' and an amended recommendation has been made.

Recommendation 2

To improve outcomes for children, the provider and management should continue to develop their quality assurance systems by monitoring and improving all areas of the service.

National Care Standards Early Education and Childcare up to the age of 16. Standard 12: Confidence in Staff; Standard 13: Improving the Service; and Standard 14: Well-managed Service.

This recommendation was made on 13 September 2017.

Action taken on previous recommendation

We found that further development was required in relation to quality assurance systems. This is reported on under quality theme 'management and leadership'

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
27 Jun 2018	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
5 Jul 2017	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
1 Sep 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
10 Mar 2016	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak
24 Jul 2015	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 2 - Weak Management and leadership 2 - Weak

Date	Type	Gradings	
10 Jul 2014	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
18 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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