

# Inspection report

## First Steps Day Nursery Day Care of Children

Allandale View  
Glasgow Road  
Dennyloanhead FK4 1QN

**Inspected by:** Patricia Bunyan  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 20 February 2007

**Service Number**

CS2003011443

**Service name**

First Steps Day Nursery

**Service address**Allandale View  
Glasgow Road  
Dennyloanhead FK4 1QN**Provider Number**

SP2003002664

**Provider Name**

First Steps Day Nursery

**Inspected By**Patricia Bunyan  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

20 February 2007

**Period since last inspection****Local Office Address**Springfield House  
Laurelhill Business Park  
Stirling  
FK7 9JQ  
Tel: 01786 406363

## **Introduction**

First Steps Day Nursery is a privately - owned 65 place nursery, providing a service to children aged from birth to five years.

The service is located within self-contained accommodation, which was previously a private dwelling house.

The nursery has a full and detailed statement of aims, which includes the following,

- To ensure the curriculum reflects the local and national guidelines, as well as a balance promoting the five key aspects of children's development and learning.
- To ensure the potential of each child is attained, as well as the promotion of the child in his or her achievement of excellence.
- To provide a happy, welcoming, safe and secure environment for a child and their family.
- To provide individual care, education and support for each child and their family's needs.

Other aims focussed on the learning environment, partnership with parents, social inclusion and health promotion as well as management, leadership and resource management.

## **Basis of Report**

This report was written following an unannounced inspection, which took place on 20 February 2007, the purpose of which was to follow up on concerns from the previous inspection in November 2006.

During the visit the Care Commission Officers spoke with the Proprietors; managers and the nursery staff team.

The Care Commission Officers also looked at a range of policies, procedures and records relating to the service and observed staff practice in the child care rooms.

The Care Commission Officers took all of the above into account and reported on whether the service was meeting the following National Care Standards for Early Education and Childcare up to the age of 16:

Standard 2: A safe environment.

Standard 14: Well managed service

The child care rooms were inspected

The inspection takes into account the Regulation of Care Act (Scotland) 2001

## **Action taken on requirements in last Inspection Report**

### **Comments on Self-Evaluation**

not completed at this inspection

### **View of Service Users**

Not sought at this inspection

**View of Carers**

Not sought at this inspection

## **Regulations / Principles**

### **Regulation :**

### **Strengths**

### **Areas for Development**

## **National Care Standards**

### **National Care Standard Number 2: Early Education and Childcare up to the age of 16 - A Safe Environment**

### **Strengths**

Children were cared for within 4 separate play areas within the nursery premises. The rooms for younger children were all downstairs and included a baby room for children aged from a birth-approximately 1 year or until they were walking by themselves; a large “tweenies” room which catered for children approximately 1 –2 years; and another room for 2-3 years.

Children aged from 3-5 years were cared for in the upstairs playroom. Resources and décor were appropriate for the ages of children attending and staff had created interesting and child-centred pictures and displays throughout.

### **Areas for Development**

There were several areas identified within the playrooms that posed risks to service users, particularly in the downstairs rooms for younger children.

In all the ground floor playrooms, plastic carrier bags, bin bags and some cleaning materials were stored in low level unlocked cupboards and drawers. In some rooms cleaning materials were left on work surfaces within easy reach of some children.

One child’s medication was observed lying on a work surface within the babyroom. Staff stated that this medication would normally be stored in the low level fridge in this room. It was noted that this fridge was not fitted with a locking device to prevent access by children .

These issues were previously identified in November 2006 during an HMIE inspection and it was clear that the service had not acted upon these concerns in the 3 months since it was raised.

In the 2-3 room, cupboards underneath the sink contained plastic carrier bags/ craft materials, e.g. glue stored alongside open packets of rice crispies and digestive biscuits. This room also had sharp food preparation knives stored in an unlocked drawer.

Information on the administration of medication was pinned up on wall in each playroom. Whilst the system incorporated parental permission for staff to administer medication, recorded medication given and acknowledged information relayed back to parents, it was a very basic system which could have been further developed to contain much more detailed information and should have been managed in such a way so as to respect individual's confidentiality.

Poor hygiene practices were observed in the "tweenies" room, with children's dummies stored together in a large bowl. Additionally children's snack in this room was not served on a plate and bread was placed directly on to the tables.

Staff were unaware of any risk assessment procedures in place to ensure the provision of and monitoring of a safe environment in the playrooms.

On the day of the inspection, it was noted that the main nursery kitchen was generally untidy with staff coats and personal belongings heaped in a pile on the floor. The dishwasher in the kitchen was broken although due to be repaired. There were several containers of medication stored together in a cupboard in the kitchen, some of which were clearly out of date and not in use for any of the nursery children. One of the fridges in one of the childcare rooms was also broken awaiting repair.

## **National Care Standard Number 14: Early Education and Childcare up to the age of 16 - Well-Managed Service**

### **Strengths**

### **Areas for Development**

A significantly high percentage of staff had left the service from March-October 2006, which had resulted in a complaint made against the service. This was investigated in October 2006, when the Care Commission upheld that the high staff turnover in such a short period of time had led to a lack of consistent care for service-users. At this time the service manager stated that staff supervision sessions had been suspended and that no exit interviews had been organised to help establish any underlying reasons for staff choosing to leave the service. See recommendation 1

After serious health and safety issues were identified through inspection by HMIE no remedial action had been taken by Senior Management months later and the same health and safety issues were observed within the playrooms. See recommendation 2

It was stated during this inspection visit that the managers had not communicated with HMIE or Falkirk Council in relationship to their partnership status. This was felt to be not in the best interests of the service or indeed service users. See recommendation 2

## **Enforcement**

### **Other Information**

#### **Requirements**

1. The service must ensure that urgent action is taken to address the health and safety issues as detailed within the body of this report.
2. The service must adopt robust systems for the storage, administration and recording of medication.
3. The service must ensure that risk assessment procedures are introduced into all playrooms and that all staff are made aware of their responsibilities to monitor health and safety.
4. The service must adopt robust procedures for the management of infection control, taking account of the issues detailed within the body of this report.

Rf: SSI 114 Regulation 4 Welfare of Users

Timescale: 2 Weeks from the date of receipt of this report.

#### **Recommendations**

1. Management should look urgently at systems to help address the severe staffing problems within the service and specifically re-establish effective staff supervision. Ref: National Care Standards (NCS) 14.7
2. Improvements need to be made in the management of the service to demonstrate professional competence, particularly in relation to the areas highlighted under standard 14 of this report. NCS 14.6

**Patricia Bunyan**  
**Care Commission Officer**