Inspection report

Nursery Rhymes
Day Care of Children
333 Brook Street
Broughty Ferry
Dundee DD5 2DS

Inspected by: Sandy Wilson
(Care Commission Officer)
Type of inspection: Unannounced
Inspection completed on: 19 June 2007
Service Number | Service name
---|---
CS2003000720 | Nursery Rhymes

Service address
333 Brook Street
Broughty Ferry
Dundee DD5 2DS

Provider Number | Provider Name
---|---
SP2003000130 | Nursery Rhymes

Inspected By
Sandy Wilson
Care Commission Officer

Inspection Type
Unannounced

Inspection Completed
19 June 2007

Period since last inspection
10 Months

Local Office Address
Central East Region
Care Commission
Compass House
11 Riverside Drive
Dundee
**Introduction**

Nursery Rhyme was registered with the Care Commission on 1 April 2002 to care for 18 children from two to five years and holds partner provider status with Dundee Council’s Education and Children’s Services. Nursery Rhymes is an established private nursery which is situated within the town centre of Broughty Ferry. Although the premises are small and children play in one playroom, staff have been innovative in how they use the available space. Children also have access to a fully enclosed outdoor play area.

**Basis of Report**

This report was written following an unannounced inspection which took place on 19 June 2007. The inspection took place over part of a morning and afternoon session.

Information was gathered in support of this report from the following:

Before the inspection:
- The service submitted an Annual Return.
- The service submitted a self evaluation form. This contained information on what the Manager thought they did well.
- 12 out of a possible 20 questionnaires completed by parents or carers using the service.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of manager) and action taken upon requirement. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant Inspection Focus Areas and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity. This service was also included in the sample of 25% of services with a low RSA score for which the inspection was also based on the focus areas Infection Control and Active Play.

The inspection was carried out by Sandy Wilson, Care Commission Officer.

During the inspection, evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation, including the following:
- Child Protection policy.
- Planning and Evaluations.
- Infection Control.
- Risk Assessments.
- Staff training records.
- Attendance register.

Discussion with nursery staff included:
- The Co-Managers.
The CCO also spent time observing how staff members worked with the children, the overall nursery environment and the equipment being used.

The CCO 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 3: Health and Wellbeing.
- Standard 5: Quality of Experience.
- Standard 12: Confidence in Staff.

In accordance with Care Commission policy for 2006-7 the focus of the inspection was therefore on key themes relating to:
- Child Protection.
- Active Play.
- Infection control.
- Scottish Social Services Council (SSSC) /staff training and development plans.

The inspection also takes into account the Regulation of Care Act (Scotland) 2001 and the Scottish Statutory Instrument 2002/ 114.

All of the above information was taken into account during the inspection process and was reported on.

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements in last Inspection Report
There were two requirement since the last inspection as follows:

1. The nursery must have a rigorous and thorough staff recruitment and selection policy. This is in order to comply with: SSI 114 Regulation 9(1) - a requirement to ensure the fitness of employees

At the time of this inspection the nursery had improved their recruitment policy, although it would be recommended that further information was sought in the retention and storage of Disclosure Scotland checks.

This requirement was met.

2. The nursery must notify the Care Commission of any changes to the status of the manager and provide evidence that the newly appointed manager is fit to act so in relation to the service. This is in order to comply with: SSI 114 Regulation 17(2) and 7(1) - requirements to give notice to the Care Commission and a requirement to ensure the fitness of managers.
At the time of this inspection there had been no further notifications required by the nursery. This requirement was met.

**Comments on Self-Evaluation**
A completed self-evaluation document was submitted by the service. This was completed to a very good standard and gave relevant information for each of the standards associated with the inspection focus area. The service identified its strengths but could further improve the evaluation process by identifying areas for future developments.

**View of Service Users**
The views of children were not formally sought at this inspection, however, it was noted that the children appeared confident and secure in this warm, friendly and responsive environment. The children played freely and socialised well with one another.

**View of Carers**
There were 20 questionnaires made available to the service and 12 were completed by parents and carers and received by the Care Commission. All the questionnaires highlighted the benefits of using the nursery and parents or carers indicated that they were all very happy with the quality of service their child received. Additional comments noted:

'My child attends nursery full time and am convinced of the excellence in variety of activities and caring staff offered at nursery rhymes. My child is always happy to go; happy upon collection and occasionally doesn't want to leave'.
'I've always found the staff to be discreet, fair and interact really well with my child'.
'An excellent facility and service down to excellent management and staff attitude and practice.'
'Staff are always professional and try their best to overcome the logistics of layout.'
'Just a pity out door area wasn't a bit larger but it is well resourced and supervised, children seem to have great fun outdoors (according to what my child tells me daily).'
'The nursery are very good at developing what the child is interested in on one occasion my child was interested in penguins; with support he searched the internet for types of penguins. At home he told us, in great depth, about the macaroni penguin which was super'.
'The nursery deals very well with my child's allergies and offer him an extensive range of health food; moreover they include him in all eating and manage his personal requirements implicitly.'
Regulations / Principles

Regulation:

Strengths

Areas for Development

National Care Standards

National Care Standard Number 3: Early Education and Childcare up to the age of 16 - Health and Wellbeing

Strengths

Not all elements of this standard were inspected. On this occasion the focus was on infection control and child protection.

Infection Control:

The nursery currently had no pets, but there was a practice in place to ensure children had safe contact with animals.

The nursery staff were able to state how nappy changing practices where carried out in the nursery and these were reported to be good. Disposable non seamed synthetic gloves and protective apron were worn during nappy changes. The changing pad was located in a dedicated area, cleaning materials for equipment and surfaces were used and hand washing facilities were made available to staff. The nursery did not use potties and elected to use the available child size toilets instead. The staff were able to describe how they used good infection control practices during toilet training. The toilets were seen to be in a good state of repair and were checked for cleanliness on a regular basis.

The nursery had access to current infection control information. They had information posters, national guidance, information leaflets and the nursery manager had used the internet to ensure that nursery policies reflected best practice in infection control. The nursery had a number of policies in place which promoted a clean and healthy environment for children. These included hand hygiene, Food and Kitchen hygiene, cleaning of floors and surfaces, management of spillages and waste disposal, exclusion periods for communicable diseases, and the management of ill children. Many of these policies were posted around the nursery in appropriate places.

The nursery also had a number of procedures in place to ensure a clean and healthy environment for staff. These included the use of personal protective equipment, hand hygiene and arrangements for the management of ill staff. New staff members read the nursery's infection control policies as part of their induction programme and most staff had certificates in food hygiene training.
From the Care Commission's parent questionnaires, one parent was happy and 11 parents were very happy with the cleanliness of the nursery.

Child Protection:

The service had a child protection statement which outlined some of the ways in which staff would promote children's safety and welfare and respond to any concerns, including reporting suspicions of abuse to the local authority. The manager also had a copy of the Area Child Protection Committee Child Protection guidelines. There was a good understanding of the nursery staff's responsibilities in relation to child protection and they would respond should concerns come to their attention, including the need to pass information to the manager. The manager had recently attended a course in child protection and had made arrangements to update all staff member's child protection knowledge in the near future. The nursery had obtained a copy of the Children's Charter and the Framework Standards for Child Protection and should now ensure that all relevant people were familiar with them. The nursery had not invoked child protection procedures to date.

From the Care Commission's parent questionnaires, all 12 parents were aware on the service's child protection policy.

The nursery had developed a procedure for children being absent from the nursery as a response to a recommendation made in their last unannounced inspection report.

Areas for Development

Infection Control:
Although the staff used good nappy changing and potty training practices, the nursery should create written procedures for the nursery. This would include their current practice and in addition, the use of dedicated named creams and the management of soiled clothing. The manager should also ensure that nursery staff have access to on going infection control training. (See Requirement 1)

As an area of development, the nursery manager should ensure that a newly developed process for regularly cleaning toys and play equipment was implemented.

Child Protection:
The nursery's child protection policy could be improved by including the following information; the need to follow the local area child protection guidelines, a description of the manager's responsibilities and what they would do if there were suspicions of abuse and a description of information to be recorded. (See Recommendation 1)

National Care Standard Number 5: Early Education and Childcare up to the age of 16 - Quality of Experience

Strengths

Not all elements of this standard were inspected. On this occasion the focus was on active play.

Active Play:
Staff interacted well during play time with the children and were seen to be supportive while also encouraging independence. Staff members were offering children clear guidance, responding to children's interest and offering further appropriate challenges when needed. Staff were aware of the need for children to have active and energetic play in their half day or full day sessions at the nursery. There were no children with additional needs in relation to physical movement and development and all children were given opportunities for indoor active and outdoor energetic play.

From the Care Commission questionnaires, all 12 parents agreed that staff interacted well with their children.

The nursery premise had limited indoor space and therefore dedicated specific times to active play in order to use their space effectively and safely. The nursery premise had a good size outdoor space which had the benefit of being directly accessible from the main play room. Children were provided with two, hour long sessions to play specifically outdoors, one session in the morning and one in the afternoon. The outdoor space had been developed and new resources had been added since their last inspection. Parents were encouraged to provide appropriate clothing for outdoor play and recently the nursery had purchased Rain Togs to ensure that children were able to play outdoors in most weather conditions. The nursery had created a written record to ensure that children were receiving a number of active play opportunities throughout the day as active play was not always included in the children's free play sessions. This record provided a good system for nursery staff to continue to evaluate active and energetic play within the nursery.

From the Care Commission questionnaires, one parent was happy and 11 parents were very happy with their child's access to fresh air and energetic physical play.

The nursery had a wide range of activities and resources to meet the needs of children. The nursery had play available in water, sand, wood and planting to stimulate sensory experiential play. There was construction materials and toys, wheeled toys and bikes, sports equipment including balls and hoops, opportunities to balance, climb and slide, and props to encourage drama, dance and music. Children were also taken on walks around the local community. All these activities were supported by risk assessments, programme planning, evaluations, photos and consultation of children's views throughout the day.

From the Care Commission questionnaires, all 12 parents felt the nursery premises were very safe and secure.

The service informed parents and carers about the types of active play on offer by way of regular newsletters, parent meetings, notice boards and six weekly service information for individual children. The nursery staff group was about to receive a 12 week sports training opportunity through Sports Development and had contracted with Enjoy-a-Ball for July 2007, a service which provided sports coaching for children.

**Areas for Development**

As an area of development, the nursery should consider extending the use of their outside area to include the children's free play sessions. This would help to compensate for the nursery's limited indoor space, increase the number of activities offered to children and further promote active and energetic play throughout the day.
National Care Standard Number 12: Early Education and Childcare up to the age of 16
- Confidence in Staff

Strengths

Not all elements of this standard were inspected. On this occasion the focus was on Scottish Social Services council (SSSC) - staff training and development plans.

The nursery undertook a training needs assessment yearly to coincide with the publication of The Dundee Childcare Partnership yearly training schedule. Nursery staff had access to the training information and were able to note their individual interest in courses. The manager then considered the training options in relation to what was needed within the nursery and as stated in their yearly development plans. The nursery's training program for 2006/2007 had a good range of courses offered to staff, a sample of these included, Behaviour Management, Children and Young People's Rights, Health and Safety, Support and Supervision, and Hidden Messages in Behaviour. The manager had a record for all training sessions attended by individual staff members and there was a six monthly appraisal system in place.

Currently all five nursery staff members were qualified. The manager had completed her SVQ Level 4 in Children's Care, Learning and Development but was awaiting her certificate. The nursery's training program had been addressing the need for staff to achieve the qualifications required in order to register with the SSSC. The nursery had an induction plan for newly appointed staff and had the expectation that staff member would participate in a range of learning activities which included SVQ and external training.

Areas for Development

Although the manager had elements of a training or learning development policy, such as an induction plan, a record of staff training and a staff appraisal system, there was an absences of an over all policy in this area. The policy should reflect the aims of the service, take account of service users' needs, include information on how to access training and development and indicate how the policy could be effectively implemented. (See Recommendation 2)

As an area of development the nursery would benefit from obtaining a copy of the Regulation of Care Act (Scotland) 2001 and the Scottish Statutory Instrument 2002/ 114.
Enforcement
There has been no enforcement action against this service since the last inspection.

Other Information
None noted at this inspection.

Requirements
1. Infection control must be managed in a manner that protects the health and wellbeing of service users. In order to achieve this, the manager must:
   · develop a nappy changing and potty training procedure as specified in this report
   · ensure that there is an on-going training programme in place with regards to infection control
This is in order to comply with:
   · SSI 2002/114 Regulation 4(1)(d) – Control of Infection
   · SSI 2002/114 Regulation 13(C)(1) – Staff Training
In making this requirement the following National Care Standards were taken into account:
Early Education and Childcare up to the age of 16 Standard 3: Health and Wellbeing

Timescale for implementation: Six weeks from the date of issuing of this report.

Recommendations
Recommendation 1: The service should review their child protection policy to reflect the key areas specified in this report in respect of child protection. National Care Standards Early Education and Childcare up to the Age of 16: Standard 3.2: Health and Wellbeing

Recommendation 2: An overall training or learning and development policy should be created for the nursery. National Care Standards. Early Education and Childcare up to the age of 16 Standard 12.2 (last point) : Confidence in Staff

Sandy Wilson
Care Commission Officer