

Nessie's Nippers Day Care of Children

Dores Parish Hall
Dores
Inverness
IV2 6TT

Telephone: 07769 705293

Type of inspection:

Unannounced

Completed on:

10 January 2019

Service provided by:

CALA Direct Management Services

Service provider number:

SP2010011106

Service no:

CS2010278783

About the service

The service is provided from a community hall in the village of Dores which is on the shore of Loch Ness. The service provides early education and childcare for 15 children, from ages three to those not yet attending primary school.

This service has been registered since 2011.

The aims of the service are:

- To work in partnership with children and families and to provide a service that encourages children to learn through play and activities.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), 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 Getting it right for every child; safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

"I cannot praise staff at Nessie's Nippers enough. When my child started nursery I was terrified about leaving her as she was only left with grandparents before. However, the staff worked with me and reassured me every step of the way. I have no concerns or worries at all and my child loves attending. The staff deal with toddler tantrums and behaviour issues with ease and consistency. I am supported and can ask for help or tips at any time. If only all nurseries were this good."

We spoke to one parent directly on the day of inspection. They were very happy with the service provided and indicated that communication with the staff on duty was good. Their child was happy attending, although on the day of inspection he missed his friends as no other children were present.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

We found that the child and parent were warmly welcomed to the service and that the child was very happy when meeting staff. Although he was the only child present, he had the confidence to interact with staff and play independently.

Basic records which contained information on the children's likes and dislikes along with contact details were in place and reviewed on a regular basis. The members of staff on duty knew the children very well and communicated with age appropriate language and guidance.

The parent found the staff to be approachable and they would have no hesitation in raising any issues with them. Due to the small numbers attending, time could be spent discussing children's development and progress with staff.

Parents had been invited to stay and play sessions, and were in receipt of regular newsletters and had the opportunity to complete questionnaires for the purpose of evaluating service delivery.

Members of staff were responsive to the individual needs of children, and worked in partnership with parents to ensure that children were provided with consistent and tailored support for their specific needs.

Children were able to influence how the service was delivered by taking part in the compilation of mind maps and floor books (participation tools) that recorded their views, thoughts and ideas.

Risk assessments for the building and outdoor area had been carried out and were reviewed on a regular basis. Accidents and incidents were recorded, and again they were reviewed for trends or additional risks.

Members of staff had attended first aid and child protection training for the safety and protection of children. A healthy lifestyle was promoted with healthy drinks and fruit being supplied for snacks, along with outdoor play on a daily basis.

Members of staff had been recruited abiding by best practice guidelines. They were registered with the appropriate regulatory bodies and had attained suitable qualifications that met with the client group attending.

We observed staff caring for children with dignity and respect, by asking permission when assisting and allowing the child time and space to consider their answers or make decisions.

Children were encouraged to take part in activities and we observed staff patiently waiting (and encouraging) for one individual to join in when they were ready.

On the days of inspection staffing ratios met with the needs of children, and knowledge amongst staff indicated they knew all the registered children very well.

What the service could do better

We found that the village hall had a cold exterior and inside was stark and featureless. Although the members of staff made every effort to create a welcoming atmosphere, they were limited in what they could do due to controls set by the landlords and that it was used by other groups and services.

The toilets were designed for adults and again they were cold and lacked creature comforts.

We found that communication between staff and two parents was fractured at this time, although steps had been taken to resolve this. When communicating with parents it is imperative that boundaries are established to ensure information shared remains within the remit of the service.

'Loose parts' had been introduced both in and out of doors to encourage children to problem solve along with aiding imaginary play. Building on this would be welcomed along with reducing the amount of plastic toys over a natural replacement cycle.

We found that the outdoor play area was a favourite place for children who enjoyed playing in the Wendy house. Providing more physical challenges in this area would be welcomed by children.

Visits to other places within the community were not frequent, apart from visits to the woods and the beach at Loch Ness. To provide opportunities for children in learning about their own community and visiting places of interest may be beneficial.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
16 Nov 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
12 Nov 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings
23 Aug 2011	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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