

Cromarty Daycare Day Care of Children

East Church Hall
Burnside Place
Cromarty
IV11 8XQ

Telephone: 01381 600822

Type of inspection:

Unannounced

Completed on:

1 May 2019

Service provided by:

CALA Integrated Services

Service provider number:

SP2010011308

Service no:

CS2010278953

About the service

This service has been registered since 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

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. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

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. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Cromarty Daycare is registered to provide a care service to a maximum of 28 children aged from two years to 14 years. The service operates from a converted building in Cromarty, designated for community use. The service currently has sole use of the premises which comprise of a large downstairs playroom with adjoining smaller room, kitchen area and toilet facilities and a galleried upper room, also with toilet facilities. There is a large, fully enclosed garden to the rear and side of the premises.

What people told us

All the children present during each session were observed as being very happy and relaxed in the care of the staff. There was a very good rapport between the children and staff which allowed for natural and open communication. The children in the morning nursery session enthusiastically told us all about the different things they enjoyed doing. Being outdoors was a particular favourite. The older children who attended after school were equally very happy to tell us what they enjoyed doing.

Comments from the children included:

'It's lots and lots of fun.'

'Karen and Claire are really nice.'

'Snacks are good.'

During the inspection we spoke with six parents and carers, and five parents and carers gave us feedback through our questionnaires. They were all very positive in their comments about the quality of the service provided.

Comments made included:

'My child is very happy at Cromarty Nursery. He has strong and secure relationships with both staff, Carol and Joanne.'

'Planning and delivery of the curriculum is clear with stimulating topics that children choose/lead.'

'I could not be happier with the service Carol and Joanne provide.'

'I have seen little of the managers leading Joanne and Carol, but I'm sure they are supportive.'

'My child loves to be at the centre.'

'He is well looked after and cared for and the staff are absolutely lovely to him.'

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 systems. These demonstrated the service priorities for development, detailing how they were monitoring the quality of the provision within the service, and a clear schedule for improvements.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

During this inspection, we focussed on how the service encouraged children to develop a healthy lifestyle. In particular we looked at outdoor play and learning. We also looked at how the nursery supported the nursery children's transitions to primary school. The final focus area was staffing.

From our observations, it was evident that staff had established very good relationships with the families and knew the individual needs of each of the children attending. All staff were very caring and nurturing in their approach. The parents and carers we spoke with during the inspection were extremely positive in their comments about the staff, their approachability and professionalism. Several parents commented on how much they liked seeing the children out in the local community visiting various people and resources.

Encouraging the children to develop a healthy lifestyle was a priority both in the nursery and the after school club. Staff had established good working relationships with other professionals to ensure that they were meeting the needs of the individual children in their care. The children learned about how healthy food is good for them, looking after their bodies and their teeth, taking part in physical exercise and energetic play, and keeping themselves and others safe. The service offered the children the opportunity to take part in various physical activities including walks in the local community and visits to the beach.

The ground floor playroom opened directly onto an enclosed outdoor area which was extremely popular with all the children and the staff. The garden contained a wide range of resources suitable for the children attending both the nursery and the after school sessions. The children who attended the after school sessions spoke about

how much they enjoyed spending their afternoons outdoors. During the inspection, the children spent much of their time outdoors. The parents we spoke with were very happy that the children were actively encouraged to take part in various physical activities both in the outdoor play area as well as in the local community.

There was a programme for transitions in place. Staff explained that transitions to the primary school had much improved since the appointment of a permanent head teacher. As well as establishing good links with the local primary school, staff had also established good links with the local toddler group to support children's move to the nursery provision. The parents and carers we spoke with were very happy with the programme for transitions.

Staff were all very enthusiastic and committed to providing a service of a high standard. They all worked well together. Since the last Care Inspectorate inspection there had been several changes of manager and a senior early years practitioner had been appointed. Staff explained that the various changes of manager had been unsettling. However, they were now of the opinion that the management and staffing of the service was more settled. The staff we spoke with explained that the current manager had introduced full staff meetings which they felt would be extremely beneficial for the service as a whole. Staff were of the opinion that they were encouraged to be fully involved in the ongoing development of the service. They felt that the manager listened to and valued their feedback and suggestions.

What the service could do better

During the inspection, we looked at the personal plans in place for the children attending. Some of the personal plans were limited in their content. We reminded the manager and the staff of the importance of regularly reviewing, and where appropriate, updating personal plans and to include parents and carers in this process. Personal plans should also include the names and contact details for any other professionals involved with individual children.

We discussed with the manager and staff how they could continue to increase the range of loose parts and natural resources within the playrooms.

The manager should continue to offer all staff appropriate levels of support and supervision, and should support and encourage staff to attend relevant training and keep up to date with best practice guidance.

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.

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

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings								
27 Apr 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	Not assessed	Management and leadership	Not assessed
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6 May 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
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11 Mar 2013	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
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2 Feb 2012	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good		
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Date	Type	Gradings	
		Management and leadership	5 - Very good

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