

Les Enfants HUB Day Care of Children

Burghmuir Place
Inverurie
AB51 4FW

Telephone: 01467 623240

Type of inspection:

Unannounced

Completed on:

4 July 2019

Service provided by:

Les Enfants Nursery (Scotland) Limited

Service provider number:

SP2008009738

Service no:

CS2015341815

About the service

Les Enfants Hub registered with the care inspectorate in December 2015. The service is provided by Busy Bees. It provides a day care of children service to a maximum of 30 children at any one time aged from 3 years to school aged children. To provide a care service for a maximum of 30 children at any one time from 3 years to those not yet attending primary school between 9.15am and 2.30pm term time only. The care service will operate Monday to Friday 7.30am to 6.00pm.

The service operates within the Inverurie area of Aberdeenshire from a pre-fabricated building in very close proximity to the provider's large nursery.

The aims of the service included:

- To provide a safe environment where children can learn and have fun and parents/guardians can relax in the knowledge that their children are happy and well cared for in a nurturing, friendly environment.
- To deliver a high standard of care with motivated, experienced and child focused employees who engender a calm, disciplined and stimulating approach to the child's well being.
- To partner with education and regulatory authorities to compliment learning and to ensure we develop and offer the most innovative thinking with emphasis on parent/guardian feedback.
- To provide employees with the opportunity to develop and grow through experience, learning and career progression.

The Care Inspectorate 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 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

There were 18 children present at the time of the inspection all of primary school age. We observed the children and saw that they were well settled in the service. We talked with children about their experiences and they told us:

- I like to play in the house corner and drawing. My best friend is not here today. I am waiting on my friend to finish breakfast. I had breakfast at home.
- The best thing to do is the lego. I eat a lot, always have snack but don't know what it is today.

Eight parents returned completed questionnaires to us before the inspection and three after. We also spoke with parents as they dropped off and collected their children. They told us that they were happy with the quality of the service provided. Comments included;

- My child is at the before and after school club and also attends holiday camp hence a number of these questions are not relevant. I am delighted with the care my child gets, they have been at Les Enfants for a number of years, nursery, preschool and now for school wrap around care. We have been delighted with the service during this time.

- All my children have attended Les Enfants and I have always been happy with the care provided.
- My children have loved Les Enfants, staff are a credit to the nursery, and all individually make children feel happy and important. The hub is great for outdoor messy garden and many activities indoors.
- Great service and staff are fantastic. My only complaint would be the breakfasts and snacks are very poor and small for the cost, there should be more substantial.
- I am happy with the care and attention my child receives they are always keen to go into the nursery when used and they have been very accommodating on any help I have asked for.
- I think the hub provides a great after and before school service (including out of school). They offer a range of activities; the outdoor garden is great. The kids often visit parks and so on using their transport. We have used Les Enfants for a while and trust in them looking after our child. I chose Les Enfants as I thought their facilities were great. (soft playroom, excellent garden and a fun open space) I have never been disappointed.

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 processes. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

Staff knew the children well and had built strong relationships with them. There was a relaxed informal atmosphere which supported children to feel safe and secure. Children told us they enjoyed attending the service and liked to play with their friends.

Staff had formed positive links with local schools. This encouraged good communication and information sharing which supported consistency of care for children. Drop off and pick up times at schools were well managed and unhurried allowing children to feel nurtured and valued. Children's awareness of their own safety was supported when staff included them in the routine risk assessment process before going outdoors and during journeys to and from school.

On the whole medication was safely managed to ensure children's health needs were met. We asked the service to seek clarification regarding one permission form and also to implement effective checks of medication records. This will help then ensure any issues are identified at the time of inspection.

Breakfast and snacks offered were in line with the nutritional guidelines, supporting children to be healthy. Staff spoke with children about the menu and asked for their suggestions, encouraging them to consider healthy options. On the whole children seemed to enjoy the relaxed unhurried atmosphere at the table, taking time to speak with each other and staff. This supported them to build positive relationships. However, a few children were not well supported at snack time, limiting opportunities for children to feel included gain confidence in

social situations. There were some opportunities for children to be independent. We suggested ways this could be extended to provide more challenge and further develop confidence and self-help skills.

Staff regularly gathered children's opinions regarding the activities they had done and plans for future activities. This was done in a variety of ways, supporting children with different abilities to contribute. However, when children's ideas were taken forward this was not usually quickly enough to be responsive. This meant that the opportunities for them to develop an interest were sometimes missed.

The senior management team were keen to improve the service. They shared with us their plans for developing the service further, this included new resources and training and development opportunities for staff. Local managers were also being given opportunities to visit other service in the group to support their development.

What the service could do better

We found that, in some cases recruitment procedures, had not been robust enough to ensure the safety of children. We discussed this with the new senior management team who responded immediately to our concerns. They gained the required information for existing staff and promptly implement robust recruitment procedures to ensure children were safeguarded. **(See recommendation 1).**

For some children requiring additional support their needs were not being consistently met. Although personal plans were in place staff were not always using the agreed strategies detailed in these to support children's learning and development. We saw that the information sharing between staff and parents was inconsistent and not always effective in ensuring that the child's needs were being met. **(See recommendation 2).**

Some limited quality assurance had been undertaken, including monitoring of record keeping and staff practice. However, this was not sufficiently frequent enough or in-depth to be effective. As a result areas for improvement that would have a positive impact on outcomes for children had not been addressed. **(See recommendation 3).**

The monitoring of staff practice, the environment and the quality of children's experiences was not aspirational enough. Children enjoyed the activities available, particularly the lego building and the outdoor activities. However, opportunities for children to be challenged, investigate, problem solve and develop new skills were too limited. Staff did not demonstrate a good enough understanding of the advantages of play for school age children. As a result children were often not motivated in their play and sometimes became boisterous, disrupting other children's play. These aspects that would benefit from being developed were not identified as areas for improvement through the monitoring that had been undertaken. **(See recommendation 3).**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To safeguard children, management and staff should ensure that processes of recruitment adhere to national guidance and are embedded in practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I am confident that people who support me have been appropriately and safely recruited." (HSCS 4.23)

The national guidance can be found here:

<https://hub.careinspectorate.com/resources/national-safer-recruitment-guidance/>

2. To promote children's health and wellbeing, where strategies have been put in place to support a child management should ensure that these are :

- Consistently followed by all staff
- Regularly updated and reviewed with parents and other agencies involved to ensure they are effective and relevant.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that "My care and support meets my needs and is right for me." (HSCS 1.19) and "my needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected." (HSCS 1.23)

3. To ensure that children consistently experience a high quality of care and support the provider and manager should ensure that their monitoring and evaluation systems are effective in identifying any areas where improvement is needed.

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

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	
18 Oct 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.