

# Kaimhill Primary School Nursery Day Care of Children

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Telephone: 01224 498150.

**Type of inspection:**  
Unannounced

**Completed on:**  
20 June 2019

**Service provided by:**  
Aberdeen City Council

**Service provider number:**  
SP2003000349

**Service no:**  
CS2003014437

## About the service

Kaimhill Primary School Nursery registered with the Care Inspectorate in April 2011. The service is provided by Aberdeen City Council. It provides a day care of children service for a maximum of 40 children between three years of age and to those not yet attending primary school at any one time. The service operates from playrooms within the primary school and has direct access to an enclosed outdoor play area.

The aims of the service were as follows:

- To be inclusive
- To be the best you can be
- To care for ourselves, other and our world
- To be respectful
- To enjoy learning.

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. 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

Children were mainly happy and settled in the nursery. We talked to children about their experiences and they told us:

- "I'm learning about being nice to each other because if you're not nice your friends will be sad."
- "I've been learning about flamingos."

Five parents returned completed care standards questionnaires (CSQs) to us before the inspection. Four parents indicated they strongly agreed they were happy with the overall quality of the care their child received at the nursery and one indicated they agreed. One parent commented:

- "Through the care from the nursery staff my child is now a very happy, social and confident child."

We spoke with five parents during the inspection. Comments from parents included:

- "I'm happy with the care at the nursery."
- "The staff all seem lovely."
- "There's been a high turnover of staff and it used to be more structured before."

## 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	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

On the whole children were happy and settled in the nursery. Staff greeted children warmly on arrival and welcomed them into the service. On some occasions children were provided with comfort and reassurances, however this was not consistent. A few children were not provided with the support they needed to enable them to be included, communicate effectively and learn how to resolve conflict. Staff were not always aware of disruptive and challenging behaviour happening in the room and therefore not always responsive to children's needs. This meant that children did not always feel included and the service did not consistently provide a nurturing environment. **(See recommendation 1).**

Staff were not working effectively to ensure children who required additional support consistently got the individual support they required. For a few children staff had not recognised that these children required additional support. As a result the care and support provided did not always meet their needs. Where staff had identified children needing additional support, personal plans were not always clear and detailed to ensure staff had the information they needed to meet children's needs. Where specific strategies were identified these were not always being used by staff. An evaluation had not been undertaken to determine how well children's needs were being met, including how effectively the personal plans supported staff. As a result, these children's individual needs were not being fully met and they were not being adequately supported to progress and achieve their potential. **(See recommendation 2).**

Healthy snacks met children's nutritional requirements but there were limited opportunities for children to be independent at snack time. We suggested staff make themselves familiar with the best practice document 'Food matters' to ensure that snack is a relaxed, social time with lots of positive engagement.

<https://hub.careinspectorate.com/media/3241/food-matters-nurturing-happy-healthy-children.pdf>

Planning for children's learning included a clear focus on children's interests, however this was not in-depth enough to ensure children were challenged and support to achieve their potential. Throughout the session we observed limited planned experiences and activities to support children to learn new skills and progress. Regular observations of children's learning undertaken. However, these were not always focussed on significant learning for individual children and next steps were often not appropriate and relevant. Staff were not yet planning

effectively to ensure children were sufficiently challenged and could access all areas of the curriculum to support their progression. **(See recommendation 3).**

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1.  
To ensure each child feels safe, secure and nurtured, staff should be more observant and responsive to individual children's needs and behaviour.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention" (HSCS 3.1).

2.  
To ensure each child receives appropriate care and support and their needs are met, the manager and staff should:

- a. Develop and implement personal plans for all children that reflect their current needs and provide clear guidance to staff on how they will meet each child's needs.
- b. Review the personal plans to ensure they are effective at meeting the needs of children.
- c. Ensure staff are knowledgeable and competent in meeting the needs of children and are using this knowledge and the information in the personal plans to effectively meet each child's needs.

This ensures care and support is consistent with the Health and Social Care Standards which state "My care and support meets my needs and is right for me" (HSCS 1.19).

3.  
To support children to progress and achieve, staff should develop their skills and knowledge of:

- a. observation, assessment and planning.

This ensures that care and support is consistent with the Health and Social Care Standards which state that "I am supported to achieve my potential in education and employment if this is right for me" (HSCS 1.27).

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The nursery was spacious and bright with several displays of children's photos and artwork to support children to feel valued. A separate reception area of the nursery held individual pegs and trays for children, supporting them to feel included.

The children had free flow access to a large outside area for most of the session providing opportunities for them to be active and healthy. Children enjoyed balancing, pedalling and skipping, supporting them to develop their gross motor skills. There were a range of experiences available for children outdoors including; large loose parts and a mud kitchen with pots and pans and kitchen utensils. However, there was limited learning opportunities available with too few opportunities to develop skills in numeracy and literacy, as well as access other areas of the curriculum. More natural and open-ended resources as well as staff modelling how to use resources, such as loose parts, would also support the development of children's skills in problem solving and imaginative play. Staff had plans to further develop the outdoor experiences and were keen to take our suggestions on board. **(See recommendation 1).**

Throughout the nursery children were able to select from different activities and resources which provided some opportunities to be independent and make choices. However, the environment provided too few opportunities for children to develop key skills such as inquiry, creativity, problem solving and investigation. For example; the home corner contained dress-up clothes, a kitchen with plastic food and a table. The resources available to the children were mainly plastic and not challenging enough for the children to ensure they were motivated and engaged.

Staff should consider adding real life items to this area such as clothes, food, crockery and utensils. Staff should continue to develop the learning environment to include more real-life resources and opportunities for active learning to better support children's numeracy and literacy development.

Children with additional support needs would also benefit from a more relaxed, homely and welcoming environment with suitable areas to spend time alone or quiet areas to relax. This would support and develop the needs of individual children, including their physical, cognitive and emotional needs. **(See recommendation 1).**

Infection control procedures were in place and children were seen to be encouraged to wash their hands before snack. Staff responsible for snack time wore disposable gloves and aprons but were also involved in other duties in the toilet area and as a result risked the spread of infection. Management should consider how best to deploy staff during these times to minimise the risk of infection. **(See recommendation 2).**

### Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 2

1.

The manager and staff should develop a welcoming, homely environment which contains a range of activities and experiences to include more open-ended resources and developmentally challenging experiences to enable children to develop skills in problem solving, imagination and curiosity to achieve their potential.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "As a child, I can direct my own play and activities in the way that I choose and freely access a wide range of experiences and resources suitable for my age and stage" (HSCS 2.27).

<https://hub.careinspectorate.com/media/1623/space-to-grow.pdf>

<https://hub.careinspectorate.com/media/1557/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can.pdf>

<https://hub.careinspectorate.com/media/1572/our-creative-journey.pdf>

2. To ensure children are kept safe and healthy the manager and staff should ensure effective infection control procedures are in place that reduce the risk of spreading infection.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

<https://hub.careinspectorate.com/media/1538/infection-prevention-and-control-in-childcare-settings.pdf>

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Staff were registered with the Scottish Social Services Council (SSSC) and had completed core training including child protection, first aid and elementary food hygiene to keep children safe and healthy. They were keen to develop their knowledge and skills further and had completed some in-house Makaton training to help support children's language needs. We saw this being used sometimes in practice; however this was not consistent. As a result there were missed opportunities to support communication with children. Some staff would benefit from more support to implement their learning from training.

A few staff provided high quality interactions, however we saw limited opportunities of staff encouraging children's thinking skills and understanding of concepts. As a result, there were missed opportunities to support children's progression and learning. **(See recommendation 1).**

Staff demonstrated a good knowledge of safeguarding and child protection and could identify the potential signs of abuse and the procedure to follow in the event of any concerns. Staff spoke about recording any important

information and felt confident to approach senior management with any concerns. We discussed the use of chronologies in the nursery to record significant information to ensure staff have all the information they need to keep children safe readily available.

Staff had a basic knowledge of best practice documents and discussed how they had started to use 'Building the Ambition' in the floor books. However, we found that staff were not using them to develop their skills, knowledge and practice to improve learning opportunities and outcomes for children in the nursery. Staff should become more familiar with the documents 'How good is our early learning and childcare', 'Health and Social Care Standards' and 'Building the Ambition'. This will provide staff with a broader range of reference to improve outcomes for children. Staff should make use of the challenge questions to prompt discussion identifying what works well and what needs to improve in the nursery.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1.  
To ensure children receive high quality care, support and early learning experiences, staff develop their skills and knowledge of effective interaction to support and extend learning.

This ensures care and support is consistent with the Health and Social Care Standards, which state "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

Parental involvement was encouraged with a variety of ways for ways for parents to comment or make suggestions for improvement of the service including a suggestion box, stay and play sessions and a 'you said, we did' board where parents had made requests or suggestions and how staff had developed these.

The children were involved in making some choices, such as selecting their snack for the week ahead and through child questionnaire's. Staff should continue to develop opportunities for children to evaluate their experiences and ensure their views influence the development of the service.

A lack of clear leadership and several staff changed in the nursery meant staff were not yet working together consistently. We observed that staff were not always aware of their roles and responsibilities. To ensure the staff work together as a team, management should ensure staff are given specific leadership roles relevant to their strengths and experience to help staff feel valued and respected and will ensure children's care and support is consistent because people work together well. **(See recommendation 1).**

Annual appraisals gave staff some opportunity to reflect on their practice. One-to-one coaching meetings between the manager and staff were just recently put in place. These were starting to support staff to address any practice issues and enable the manager to give clear direction to the staff.

Quality assurance systems were not embedded fully into practice to support continuous improvement and improve outcomes for children. Accidents and incidents had been monitored and then collated but this information had not been used suitably to ensure children's health and wellbeing. Systems to monitor the accuracy and quality of health records were not in place. As a result, medication records contained unclear or incorrect information. The manager should audit all information held to ensure accuracy and put into practice appropriate procedures surrounding medication. Effective monitoring of the quality of children's experiences and staff practice was not embedded fully and appropriate areas for development had not always been identified. Staff would benefit from supportive monitoring and feedback on their practice both as individuals through regular supervision and through reflection during more frequent team meetings. **(See recommendation 2.)**

We sampled a range of policies and procedures. These were generally comprehensive and followed best practice. We would suggest regular review to ensure they are updated to reflect any changes in best practice.

On the whole, child protection concerns were appropriately managed, with clear records kept to ensure children were safeguarded. However, the manager and senior staff were not always clear as to when the child protection policy had to be followed. As a result, on occasion other procedures such as the complaints procedure had to be followed. This potentially placed children at risk. **(See requirement 1).**

## Requirements

### Number of requirements: 1

1.  
In order to ensure that children receive the appropriate support and protection they may need, the provider must ensure that the manager and senior staff are clear on their responsibilities, including when to implement the child protection policy **1 September 2019**.

This ensures that care and support is consistent with the Health and Social Care Standards which state that, "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

It also complies with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Regulation 7 - Fitness of Managers.

The provider may find the following document useful to support them in meeting this requirement:

<https://www.gov.scot/policies/child-protection/>

## Recommendations

### Number of recommendations: 2

1.  
1. In order to ensure that children receive high quality care and support the manager should ensure that children's needs are supported by senior staff who have a thorough understanding of their roles and responsibilities.



This ensures that care and support is consistent with the Health and Social Care Standards which state that "I use a service and organisation that are well led and managed" (HSCS 4.23) and "My care and support is consistent and stable because people work together well" (HSCS 3.19).

2.  
To ensure children receive high quality early learning and childcare and their individual needs are met, the provider should:

- a. implement a robust and effective quality assurance process
- b. promote a culture of continuous improvement.
- c. review all medication forms regularly ensuring signs and symptoms of conditions are recorded correctly and information is clear on how much medicine was administered.

This ensures 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).

<https://hub.careinspectorate.com/media/1459/building-the-ambition-national-practice-guidance-on-early.pdf>

[https://education.gov.scot/improvement/Documents/Frameworks\\_SelfEvaluation/FRWK1\\_NIHeditSelf-evaluationHGIELC/HGIOELC020316Revised.pdf](https://education.gov.scot/improvement/Documents/Frameworks_SelfEvaluation/FRWK1_NIHeditSelf-evaluationHGIELC/HGIOELC020316Revised.pdf)

**Grade:** 2 - weak

## 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

#### Recommendation 1

The service should review the storage and the procedures in place for the administration of medication in line with current best practice guidance.

This would include ensuring all medication has a dispensing label with the child's details on it, signs and symptoms of conditions are recorded, expiry dates of medication checked and recorded and all information for individual children displayed in a confidential manner.

National Care Standards Early Childhood Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing.

**This recommendation was made on 27 January 2016.**

#### Action taken on previous recommendation

A folder containing children's medication details was now kept in the First aid cupboard which was accessible to all staff only.

All parents and staff had been informed that any medication should have a clear dispensing label on it. New forms had been created for registering medication and also for recording when medication has been administered, however medication forms need clearer information and directions.

This recommendation has not yet been met and we have made a new recommendation under Management and Leadership.

#### Recommendation 2

The accident and incident recording system should be reviewed and updated to ensure confidentiality for the individual. Each form should contain all the required information, be signed by staff and parents to assist with the overall health and safety of the children.

National Care Standards Early Childhood Education and Childcare up to the age of 16: Standard 2: A Safe Environment.

**This recommendation was made on 27 January 2016.**

#### Action taken on previous recommendation

New individual accident/incident forms had been created for the staff to complete and share with parents.

#### Recommendation 3

The service should risk assess the possible implications and outcomes of wedging open the main doors to the children's toilets. This is to ensure the health and safety of the children and the infection prevention and control procedures within the service.

National Care Standards Early Childhood Education and Childcare up to the age of 16: Standard 2: A Safe Environment.

**This recommendation was made on 27 January 2016.**

#### Action taken on previous recommendation

The main doors to the children's toilets were no longer kept wedged open.

This recommendation had been met.

#### Recommendation 4

The service should extend the contain all the required e to include the monitoring of accidents, incidents and medication held within the nursery. This would assist with the overall health and safety procedures within the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13: Improving the Service.

**This recommendation was made on 27 January 2016.**

#### Action taken on previous recommendation

An overview table of accidents/incidents had been created and had been updates monthly, however the information collated from these had not been used to its full potential.

We also found inconsistencies between information in Medication plans and Care plans.

This recommendation has not been met and we have made a new recommendation under Management and leadership.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
11 Nov 2015	Unannounced	Care and support
		Environment
		Staffing
		5 - Very good
		4 - Good
		5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good
15 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Mar 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
2 Mar 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
28 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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