

Little Panda's Day Care of Children

53 Kilpatrick Drive
Erskine
PA8 7AF

Telephone: 0141 812 4002

Type of inspection:

Unannounced

Completed on:

21 August 2019

Service provided by:

Kilpatrick Leisure Ltd

Service provider number:

SP2013012166

Service no:

CS2013320721

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The service operates from a purpose-built building within the Erskine area of Renfrewshire. It registered with the Care Inspectorate on 15 April 2014. The service is currently registered to provide early learning and childcare to a maximum of 81 children:

- 0 to 2 years - 26 children.
- 2 to those not yet attending primary school - 55 children.

The aims of the service include the following:

At Little Panda's Nursery our aim is;

- To create warm and caring relationships with each child, allowing them to develop and grow in a comfortable and safe environment.
- To be committed to offering quality Early learning and childcare to every child that attends our nursery.
- To provide a high-quality service in a safe, welcoming, flexible and stimulating environment, supporting care and development of young children aged from birth to five years.
- To develop children's potential, enabling them to become independent and to develop positive attitudes towards family, community and learning.

A full copy of the service's vision and aims can be accessed through the service.

The Care Inspectorate check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

We compiled this report following an unannounced inspection carried out on Tuesday 20 and Wednesday 21 August 2019 by two early learning and childcare inspectors.

What people told us

Prior to inspection we sent out 32 care standards questionnaires to the manager to distribute to parents using the service. We received 11 completed questionnaires prior to this inspection. The respondents to our questionnaire 4 strongly agreed and 7 agreed that they were happy with the quality of care provided by the service. Comments included:

- "All staff at Little Panda's have been very accommodating, friendly, enthusiastic and knowledgeable. Our daughter has settled into the nursery very well and has developed extremely well since she started"

- "Our daughter has come on leaps and bounds and part of that is definitely to do with the nursery"
- "My child has a great relationship with all the staff including management"
- "Staff know all the children within the nursery and likewise with the children"
- "My child has attended Little Panda's nursery since he was a baby and I would recommend this nursery to others"
- "The nursery ladies are exceptional, they care for my son at a very high level"
- "My daughter has been attending the nursery since her first birthday and I have always felt happy with the service provided"
- "Since my son started in Little Panda's he has grown in confidence and with his learning"
- "I have every confidence in leaving my son in the nursery as the girls always keep all the children involved in all activities"

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

From this inspection we graded this service as:

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

What the service does well

We found most of the children appeared happy and relaxed for the majority of the inspection. We observed most children to be active in their play exploring resources on offer indoors and out. Children were being supported in the garden to play cooperatively. Children in the 3 - 5 rooms were accessing outdoor play most days promoting their physical health and wellbeing. Throughout the service rooms were bright and well set up for children to play, this included the use of natural resources promoting children's curiosity.

Staff welcomed children and parents into the nursery and provided opportunities for parents to share any relevant information. Most staff knew the care needs of the children and were warm and friendly in their interactions, responding to children's immediate needs. We found staff were observing children on a regular basis with some observations being used meaningfully to support planning.

During the inspection we found staff to be welcoming, approachable and keen to talk to the inspectors. Most of the staff presented as being confident and happy within their role. Some of the staff had recently started within the service, resulting in a new team being established. We found staff were at the stage of forming positive working relationships and beginning to make plans to further develop children's experiences. Children were approaching staff throughout the inspection, seeking help and support when required, we observed most staff responding appropriately. As a result of this, we found children to be developing positive attachments.

During the inspection we sampled personal plans. We found these were in place for all children sampled and had been reviewed with parents, they included some relevant information to enable staff to meet most children's health and safety needs. Transitions between rooms were well planned, taking into consideration children's individual needs supporting them to settle quickly.

We spoke to some of the staff about training opportunities and they told us they were happy with the training offered. Some staff had attended relevant training in relation to their role. Staff were beginning to make changes to the environment in response to learning undertaken. We signposted staff to online training through SSSC open badges and the SSSC learning zone. We discussed the importance of training and sharing good practice to support staff further in providing a higher quality of care and support.

We found accident and incidents were recorded and shared with parents, records sampled confirmed that appropriate treatment was given to children when required.

We found the newly appointed Depute Manager had recently been promoted within the service. She was warm, welcoming and open throughout the inspection process and was honest in relation to the challenges she had faced since taking up the post.

The depute manager was supporting staff through a period of transition and change and was visible assisting staff throughout the inspection. This resulted in staff being offered guidance and help throughout the day, supporting more reflection.

We recognised that there had been significant changes in the whole staff team while the manager has been on maternity leave. During feedback which the manager attended she discussed at length the challenges the provider had faced in recruiting staff and a new Depute Manager in her absence. We discussed the areas of improvement that must be actioned as a matter of priority to ensure best outcomes for children within the service moving forward.

Following on from the inspection the service was issued with a serious concern letter in relation to areas requiring immediate improvement.

What the service could do better

During the inspection we found staff were often task orientated and observed some staff practice which was not responsive to children's needs. We discussed these observations with the management team, who agreed this practice would be addressed as a matter of priority.

Significant staff changes had impacted on the quality of care and experiences children received. Staff should access further training and self-learning to support their ongoing practice with a focus on improving outcomes for children; this should include increasing their knowledge with regards to current best practice guidance, 'Building the Ambition', 'My World Outdoors', 'Pre-birth to Three' and 'Loose Parts Play' staff should use there SSSC Post registration training and learning to record courses undertaken and impact. This will support staff further in their development, to provide a better quality of care and support resulting in improved outcomes for children. (see recommendation 1)

Through discussions we found most staff demonstrated a basic awareness of their responsibilities in relation to child protection. Some staff had accessed recent training and had an understanding of current protection issues but were not clear on procedures for reporting these concerns in the absence of management. We have asked management to review child protection procedures regularly with a focus on reporting concerns in the absence of management team.

During the inspection we found staff were not always adhering to good infection control practice, particularly during mealtimes. We observed some staff not wearing aprons or protective gloves when serving or preparing snack and lunch. Snack in the 0-2-year old room was served without plates directly onto the table. We noted that some children did not wash their hands before lunch, snack and after returning from outdoors. We were assured by the management team that action would be taken to address the issues identified. Such improvements will help reduce the potential risk of any cross infection. We have requested as a matter of priority that management carry out a detailed audit, reviewing processes across the service to ensure procedures in place in relation to infection control comply with current best practice guidance, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) (see recommendation 2). Training should be prioritised where required.

We discussed with management our concerns in relation to the food provided to children at snack and mealtimes and from our observations have requested menu's and consistency of food to be reviewed and improved as a matter of priority with a focus on the 0-2 and 2-3 rooms. During the inspection we observed staff attempting to mash sausages and potatoes with plastic forks to gain an appropriate consistency to serve to young babies. We raised concerns surrounding the consistency of the food and children's ability to eat it without choking. Preparation and transportation of food between rooms also needs to be reviewed. Staff must also adhere to guidelines from environmental health in relation to the temperature food should be served at. Any food being held for a period should be rechecked prior to serving. (see recommendation 3)

Management should also monitor and improve snack and meal times in the 0-2 and 2-3 rooms with a focus on providing a more nurturing experience. Opportunities for children to be independent within the 2-3 room should also be promoted. Snack menus should be reviewed and improved to provide children with healthy and nutritious snacks every day. We have sign posted management to best practice documents 'Setting the table' and 'Food Matters'.

We made suggestions to management in relation to developing personal plans further to ensure staff are clearly outlining how they will meet children's health, wellbeing and safety needs. Consideration of children's next steps should be identified more regularly to allow staff to meet children's ongoing learning needs. Staff should consider making next steps more specific to support the development of key skills and support plans should be dated and strategies fully implemented.

Planning to be reviewed more regularly to enable staff to identify children's next steps more consistently within their learning stories. This will support them in providing ongoing support and challenge. Staff should then use next steps identified as well as free play planning observations to influence room planning. Management should continue to monitor planning to ensure it is based on children's interests, needs and observations.

We have asked management to review accident and incident records in relation to the environment, resources and individual children to identify any common patterns, appropriate action should be taken where required.

We sampled medication formats and asked management to expand these to include a record of when medication is returned to parent. Medication not in use should be returned to parents and not held along with long term medication. We also discussed storage of medication and requested a suitable storage area is implemented for staff within the 3-5 room to enable them to obtain children's medication timelessly.

Management should ensure that risk assessments are updated following any significant events and on a regular basis to support staff in keeping children safe.

Management should review roles and responsibilities in relation to all aspects of the service, supporting a smoother operation. Management should ensure that guidance in relation to notifications that need to be submitted to the Care Inspectorate is fully implemented at all times (See recommendation 4).

Most staff in the service were recruited safely, and appropriate references and checks had been carried out. However, two staff members were not registered with the Scottish Social Services Council (SSSC) (see requirement 1).

Requirements

Number of requirements: 1

1. 1. In order to ensure that staff required to register with the Scottish Social Services Council complete registration within six months of commencing in post. The provider and management must ensure that staff make an application to do so as soon as possible following appointment, so that they are registered by the required date of registration.

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 and care for me have been appropriately recruited (HSCS 4.24),

and in order to comply with Regulation:

- Fitness of employees of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 4

1. To enable staff to reflect on and improve own practice and to support positive outcomes for children, staff should access further training and self-learning; this should include increasing their knowledge with regards to current best practice guidance. This is to ensure staffing 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).

2. Management must demonstrate to the Care Inspectorate that staff have accessed appropriate training in relation to Infection Prevention and Control. Management should also review auditing processes across the service to ensure that procedures comply with current guidance with regards to "Infection Prevention and Control in Childcare Settings" In order to achieve this they should;

(a) ensure that staff are knowledgeable, competent, suitably trained and monitored effectively in relation to the Infection Prevention and Control.

This is to ensure the environment and care and support is consistent with the Health and Social Care Standards which state;

- I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment" (HSCS.5.22)

- 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)

- I experience high quality care and support because people have the necessary information and resources (HSCS 4.27)

3. As a matter of priority management must review food provided to children at snack and mealtimes. The consistency of food should be assessed in relation to children's age and stage, minimising any risk of children choking on foods provided. Staff need to adhere to guidelines from environmental health in relation to the temperature food should be served at. This is to ensure that care and support is consistent with the Health and Social Care Standards which states;

- I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning (HSCS 1.33)

- 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)

- I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11)

4. Management and the provider should review roles and responsibilities in relation to ensuring robust systems are in place with a focus on following guidance in relation to notifications to be submitted to regulatory bodies Care Inspectorate and SSSC. This is to ensure management and leadership 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)
- I experience high quality care and support because people have the necessary information and resources (HSCS 4.27)

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	
1 Nov 2017	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
16 Nov 2017	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
4 Aug 2017	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed 2 - Weak
31 May 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
9 Apr 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 5 - Very good 3 - Adequate 3 - Adequate

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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