

Auchterellon Under Fives Day Care of Children

Brentfield Circle
Ellon
AB41 9DB

Telephone: 01358 720740

Type of inspection:
Unannounced

Completed on:
18 June 2019

Service provided by:
Auchterellon Under Fives

Service provider number:
SP2003000474

Service no:
CS2003002601

About the service

Auchterellon Under Fives transferred its registration to the Care Inspectorate when it was formed in 2011. The service is provided by a voluntary committee of parents. It is registered as a day care of children service to provide a care service to a maximum of 12 children 2 - under 3 years and 16 children 3-5 years.

The service is provided from a self-contained unit within a residential area of Ellon, Aberdeenshire. There is a playroom, kitchen and toilet areas. The building benefits from having a fully enclosed garden area. The playroom leads directly into the garden.

Aims of the service include being committed to, "provide high quality care, play and learning to children 2 to 3 years in a safe secure and stimulating environment, respecting the rights and needs of all children and parents/ carers."

We 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.

What people told us

For this inspection we received two completed care standard questionnaires (CSQs) and we spoke to four parents and carers.

Responses indicated that parents were overall happy with the service, commenting positively about the care and support their child was given. Parents told us staff were very friendly and approachable. However, some parents felt they were not fully informed about their child's learning and development. This is addressed in the body of the report.

Parents' comments included:

"My child goes to different groups and enjoys them all, but always asks to go back to this one."

"The service is fine, and I have no issues. The new staff team are more genuine with the children and are more welcoming."

"The service is better now as the last team were not very welcoming. There have been no chats about my child's learning and development yet, but their personal information has been updated recently."

"I really like the home visits which have been introduced. It really helped my child settle."

There were approximately eight children present during inspection. The children appeared settled and confident with staff.

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 were not sufficient to demonstrate 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	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Staff had developed positive relationships with the children and the families in their care. Home visits prior to starting at the service supported children to form attachments with staff, helping them settle, feel safe and secure. Photographs of the children at play and information about any events were shared with parents using a software application and private social media. This contributed to families' sense of belonging and inclusion within the nursery.

Children's personal plans included a range of information to support children's health and well-being needs. These were regularly updated with parents to ensure the information remained current and up to date. However, some plans were missing important information to support children's health and well-being (see Recommendation 1).

Procedures and systems did not support the safe administration of medication. Lifesaving medication brought in with the child was not checked by staff. This meant children were at risk if the medication was forgotten or had expired. Medication was not stored safely and could easily be accessed by children. Staff were not trained and competent in administering lifesaving medication (see Requirement 1).

Staff had attended child protection training and had a basic understanding of safeguarding and protecting children. A policy had been developed to help staff follow procedures if concerned about the welfare of a child. However, the child protection officer had not undertaken further training to develop their confidence, knowledge and understanding of protecting children (see Requirement 2).

The children were offered a healthy snack including fruit. However, the snack experience was not relaxed and did not promote children's independence. Staff served the children and the children grew easily bored sitting and waiting. Some parents brought in juice bottles for the children which did not promote good dental health (see Recommendation 2).

Staff were at the very early stages of observing children and planning activities and resources to meet their individual needs. They were beginning to use interactive learning journals to record the children at play but, as

yet, this was not used to inform planning. We discussed ensuring they plan for the learning needs of the children and not the activity.

Requirements

Number of requirements: 2

1. To ensure children's health needs are met, the provider must ensure by 24 June 2019:
 - staff are competent in relation to safe and effective medication practices and procedures,
 - medication is safely stored out of children's reach
 - appropriate plans are in place in case of an emergency and
 - staff are appropriately trained and competent in administering life-saving medication.

This ensures that care and support is consistent with the Health and Social Care Standards which state "I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me." (HSCS 3.4).

"My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event". (HSCS 4.14).

It also complies with Regulation 4.1a (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

The guidance Management of Medication in Day care and Childminding Services should be used to support this. This can be found at:

<http://www.careinspectorate.com/images/documents/1427/Childrens service medication guidance.pdf>

2. To ensure children are protected from harm and neglect and that their wellbeing needs are met, the provider must ensure by 24 August 2019:
 - the child protection officer is knowledgeable and fully undertakes their responsibilities.

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

"I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing that I may be unhappy or may be at risk of harm." (HSCS 3.21).

It also complies with Regulation 4.1a (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

Recommendations

Number of recommendations: 2

1. To ensure children's care and support meet their needs and is right for them, personal plans must be consistent for all children and provide comprehensive and effective information to help ensure staff meet children's needs.

This ensures that care and support is consistent with the Health and Social Care Standards which state that "My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

2. To support children's health and well-being, the provider should ensure children are able to enjoy snack in a relaxed and calm atmosphere and are provided with opportunities to be independent according to their stage of development.

This ensures that care and support is consistent with the Health and Social Care Standards which state, "I can enjoy unhurried snacks and mealtimes in as relaxed atmosphere as possible" (HSCS 1.35)

"I am empowered and enabled to be as independent and as in control of my life as I want and can be." (HSCS 2.2)

The guidance Setting the Table and Food Matters should be used to support this.

These can be found at: www.hubcareinspectorate.com

Grade: 2 - weak

Quality of environment

Findings from the inspection

The nursery cloakroom was small but welcoming. Parents were able to access a variety of information displayed on the walls, helping to keep them informed of any changes. The door was locked during the session to keep children safe and secure within the premises.

We were unable to access maintenance records for the premises. This meant we were unable to ascertain the safety of the building. We asked the service manager to contact the fire service to ensure all fire safety regulations were adhered to.

To support children's dignity and privacy during nappy changing, the service had installed a nappy changing table above the toilet. However, this had been made by a local joiner and was not a regulated piece of equipment. The provider must ensure the table is safe for use and does not put children at risk (see Recommendation 1).

Daily risk assessments were not effective to ensure the garden and outdoor play equipment was clean and safe. There were numerous thistles growing, stagnant water and some broken resources. This put children at risk of harm when playing outdoors (see Requirement 1).

The kitchen area was not clean and tidy to support the safe preparation of food. The fridge was dirty, and the work surfaces were cluttered, meaning staff were unable to clean them effectively (see Requirement 1).

The nursery layout supported children's choice and a variety of toys and games were stored in easily accessible boxes. The role play corner was resourced with some plastic food, plates and cups and a till. The children would benefit from more real-life resources for them to learn through familiar play, develop their ideas and explore their emotions. The story corner was not visited by the children for extended periods. Staff should now consider how to further engage children with stories and rhymes to help develop their literacy and language skills.

There were limited natural and sensory resources freely available for children to choose. We suggested the nursery develop the range of these types of resources and experiences. This would support children to explore using all their senses and develop their creativity and imagination. Further information can be found in: My World Outdoors

My Creative Journey

www.thehub.careinspectorate.com

The Loose Parts Toolkit

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

Requirements

Number of requirements: 1

1. To ensure children are kept safe, the provider must ensure the premises, including the kitchen area and garden, is clean, safe and effectively maintained by 24 June 2019.

This ensures 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).

It also complies with Regulation 10 2 (b) (Fitness of Premises) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Further information can be found in the guidance, Infection Prevention and Control in Childcare Settings. This can be found at:

www.hub.careinspectorate.com

Recommendations

Number of recommendations: 1

1. To ensure children are kept safe, the provider must ensure nappy changing facilities and equipment supports children's safety 24 June 2019.

This ensures care and support is consistent with the Health and Social Care Standards which state "My environment is safe and secure." (HSCS 5.17).

Grade: 2 - weak

Quality of staffing

Findings from the inspection

The manager and staff were very new to the service. They worked well together and had developed roles and responsibilities they were happy to undertake. As a result, they enjoyed their jobs and children's care needs were met.

Staff interactions with children were loving and caring. Children new to the setting were comforted with cuddles and kind words, helping them feel safe and secure. Parents told us staff were very approachable and genuinely cared for their children. This meant they felt confident their child was well looked after.

Not all staff had a childcare qualification. They were not all familiar with good practice guidance such as Building the Ambition, the GIRFEC (Getting it Right for Every Child) agenda and Pre-Birth to 3 to help meet children's needs. If staff were absent, parents were used as relief staff. This meant children were not supported by skilled, competent and trained staff (see Requirement 1).

Not all staff were trained in first aid. This put children at risk in the event of an accident or minor injury. Some staff had only recently undertaken online infection control training but as yet were not familiar with best practice guidance. As a result, the kitchen area was not clean and tidy for preparing food. This meant children were at risk of harm (see Requirement 1).

Daily routines in the nursery did not support children's learning and development. Children's play was interrupted by staff to undertake tasks such as snack and nappy changing. This meant children were not sufficiently challenged or encouraged to participate in sustained play. Staff should consider how best to limit the disruption to children's play.

Requirements

Number of requirements: 1

1. To ensure children receive high quality early learning and childcare, are kept safe and their wellbeing needs are met, the provider must ensure they are cared for by trained, competent and skilled management and staff by 30 August 2019.

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).

It also complies with Regulation 9.2 (b) (Fitness of Employees) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

The service was provided by a committee of parents to benefit the local community. However, we found it difficult to establish the committee office bearers. We were unable to speak to the current chairperson at the time of inspection. We asked the manager of the service to complete a notification of change of committee members and to complete a change of relevant individual forms for office bearers (see Requirement 1).

The provider of the service had not followed safe recruitment procedures. Staff had been employed before PVG (protecting vulnerable groups) checks had been made. This put children at risk of harm, abuse and exploitation (see Requirement 2).

The service was unable to provide evidence of current public liability insurance. This meant the service was not protected in the event of serious injury or death. Immediately after inspection the certificate was located and displayed.

The manager of the service did not have recent experience in managing a childcare service and did not hold an appropriate qualification. This meant they did not have the skills to ensure the safety of the children and to ensure the smooth running of the group. They were not confident in staff monitoring and staff appraisals had not been undertaken. Therefore, staff were not equipped to effectively support children and children's needs were not being met. This resulted in poor outcomes for children. (see Requirement 3).

Quality assurance systems were not in place to ensure children's health and wellbeing, safety and to support improvement to the service. For example, procedures to ensure the safe administration of medication had not been followed, infection control procedures were not satisfactory, children's personal plans were not checked to ensure they contained necessary information and the outdoor area was not safe for children to play in (see Requirement 4).

The manager and staff had not undertaken any self-evaluation to support improvement to the service. The improvement plan had been developed prior to the previous inspection and was no longer relevant to the needs of the group. Staff were unaware of the priorities on the plan. We discussed developing an improvement plan based on the requirements and recommendations from the inspection to help the service move forward.

Requirements

Number of requirements: 3

1. The provider must submit to the Care Inspectorate the required application forms for Change of relevant individuals for office bearers and ensure that the provider has a clear understanding of their roles and responsibilities by 24 June 2019.

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

It also complies with Regulation 3 (Principals) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

2. To ensure children receive high quality early learning and childcare, are kept safe and their wellbeing needs are met, the provider must ensure staff are safely recruited by 30 August 2019.

This ensures that care and support is consistent with the Health and Social Care Standards which state "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24).

It also complies with Regulation 15 (a) (Staffing) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

3. To ensure children receive high quality early learning and childcare, are kept safe and their wellbeing needs are met, the provider must ensure the manager has the required knowledge, skills and experience to effectively manage the service by 30 August 2019.

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

It also complies with Regulation 7 (2) (c) (Fitness of Managers) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

To ensure children are kept safe, the provider must ensure the premises are safe and secure by 24 September 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My environment is secure and safe" (HSCS 5.17) and in order to comply with Regulation 10 2 (b) (Fitness of Premises) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 10 December 2018.

Action taken on previous requirement

The door was locked during the session to keep children safe and secure within the premises.

Met - within timescales

Requirement 2

To ensure children receive high quality early learning and childcare, are kept safe and their wellbeing needs are met, the provider must ensure they are cared for by trained, competent and skilled management and staff.

By 7 January 2019.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "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) and in order to

comply with Regulation 9.2 (b) (Fitness of Employees) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 10 December 2018.

Action taken on previous requirement

Not all staff had a childcare qualification. They were not all familiar with good practice guidance such as Building the Ambition, the GIRFEC (Getting it Right for Every Child) agenda and Pre-Birth to 3 to help meet children's needs. If staff were absent, parents were used as relief staff. This meant children were not supported by skilled, competent and trained staff. This requirement had not been met and is restated.

Not met

Requirement 3

To ensure children are protected from harm and neglect and that their wellbeing needs are met, the provider must ensure:

- The manager and staff are knowledgeable and competent in their understanding of protecting children
- A clear policy and procedure referencing current guidance is in place and that staff understand and follow this
- The child protection officer is knowledgeable and fully undertakes their responsibilities.

By 2 November 2018.

This is to ensure 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) and "I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing that I may be unhappy or may be at risk of harm" (HSCS 3.21) and in order to comply with Regulation 4.1 (a) (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 10 December 2018.

Action taken on previous requirement

The manager and staff had both attended basic awareness of child protection training and a clear child protection policy was in place to support staff if concerned about the welfare of a child. However, the child protection officer had not undertaken advanced training to ensure they were fully knowledgeable to fully undertake their responsibilities. This requirement has been partially met.

Not met

Requirement 4

To ensure children receive high quality early learning and childcare, are kept safe and their wellbeing needs are met, the provider must:

- Implement a robust and effective quality assurance process
- Promote a culture of continuous improvement.

By 7 January 2019.

This is to ensure 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) and in order to comply with Regulation 3 (Principals) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 10 December 2018.

Action taken on previous requirement

Quality assurance systems were not in place to ensure children's health and wellbeing, safety and to support improvement to the service. For example, procedures to ensure the safe administration of medication had not been followed, infection control procedures were not satisfactory, children's personal plans were not checked to ensure they contained necessary information and the outdoor area was not safe for children to play in. The manager and staff had not undertaken any self-evaluation to support improvement to the service. Therefore, this requirement had not been met.

Not met

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

To ensure children's care and support meet their needs and is right for them, personal plans must be further developed to provide comprehensive and effective information to help ensure staff meet children's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

This recommendation was made on 10 December 2018.

Action taken on previous recommendation

Children's personal plans included a range of information to support children's health and well-being needs. These were regularly updated with parents to ensure the information remained current and up to date. However, some plans were missing important information to support children's health and well-being. This recommendation had not been fully met and is restated.

Recommendation 2

To ensure children's dignity and privacy is respected, the manager and staff must ensure children are supported with their intimate care in a dignified way at all times.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "If I require intimate personal care, this is carried out in a dignified manner with my privacy and personal preferences protected" (HSCS 1.4).

This recommendation was made on 10 December 2018.

Action taken on previous recommendation

All children were changed in the toilet area and staff were very respectful of children's privacy and dignity at all times. Therefore this recommendation had been met.

Recommendation 3

To ensure children are kept safe and can understand the impact of risky play, staff must:

- ensure the outdoor area is secure and safe
- children are involved in assessing the risks before playing outdoors.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My environment is safe and secure" (HSCS 5.17) and "I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions" (HSCS 2.24).

This recommendation was made on 10 December 2018.

Action taken on previous recommendation

Daily risk assessments were not effective to ensure the garden and outdoor play equipment was clean and safe. There were numerous thistles growing, stagnant water and some broken resources. Therefore, this recommendation had not been met and is restated.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
20 Sep 2018	Announced (short notice)	Care and support
		Environment
		Staffing
		Management and leadership
		2 - Weak
		2 - Weak
		2 - Weak
		2 - Weak

Date	Type	Gradings
19 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
27 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 5 - Very good 4 - Good 4 - Good
30 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
6 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed Not assessed 4 - Good
10 May 2011	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good Not assessed 3 - Adequate
14 May 2010	Unannounced	Care and support Environment Staffing Management and leadership 2 - Weak 4 - Good 4 - Good 3 - Adequate
24 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership 2 - Weak 4 - Good 4 - Good 3 - Adequate
27 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good 2 - Weak 2 - Weak

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