

Highway Day Nursery Day Care of Children

Northburn Road
Eyemouth
TD14 5AU

Telephone: 018907 51768

Type of inspection:

Unannounced

Completed on:

22 August 2019

Service provided by:

The Highway Day Nursery

Service provider number:

SP2003002006

Service no:

CS2003009309

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.

Highway Day Nursery is registered with the Care Inspectorate to provide a care service to a maximum of 40 children aged 18 months and over of whom no more than one may be under 2 years. The service may operate between 8:00am and 6:00pm Monday to Friday.

The nursery is a partner provider with Scottish Borders Council to provide funded places.

We undertook two visits to the service. The first was during the summer holiday period where a small number of children attended. We agreed to return to the nursery when there were more children present.

The nursery is provided from a church hall premises in the town of Eyemouth in the Scottish Borders. The premises includes a large playroom, smaller playroom for older children to take part in more targeted learning, toilets, kitchen facilities and outdoor play areas.

The nursery had developed a statement to outline their vision, values and aims. These included: 'We want children to grow and develop as young competent learners through play and experimentation - it's ok to make mistakes, we'll try again and learn new things.'

We 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

There were 33 children present during our second visit. Older children in the nursery could tell us about their nursery and show us round. Children we talked with said they enjoyed nursery and the majority of children were settled and happy in the care of staff.

We issued 17 care standard questionnaires to parents using the nursery as part of the inspection process. Eight parents responded to the questionnaire. All strongly agreed that overall, they were happy with the quality of care their child received in the nursery. Parents commented positively about the progress their child had made while at nursery and the approachable and professional staff group.

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 paperwork. 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	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

A good range of information had been collected to help staff meet the needs of children. To help children who needed additional support the manager of the service was familiar with local guidelines and proactive about accessing input from external professionals. Staff met regularly to discuss children's progress and identify if there were areas where individual children could benefit from more targeted support.

Staff were respectful towards children and good at taking account of needs in mixed age group of children. Some children who were returning to nursery had formed strong friendships with each other. Older children were encouraged to be thoughtful and kind when interacting with the youngest children resulting in a group of children who were supported to play and learn well together.

The majority of children were engaged in the range of play opportunities. The outdoor area was very popular and open for the majority of the sessions offering children a good range of play environments. Planning for play activities now focussed more on responsiveness to children's ideas and interests, which helped them be included in their learning. Staff gave a good account of how the play provision would develop to reflect the interests and choices of children.

The procedures for staff recruitment were carried out consistently and ensured that only those who were deemed fit to work with children and held the capacity to develop childcare skills were employed in the service. The recruitment procedure followed good practice guidance and recruitment checks including membership of the Protection of Vulnerable Groups Scheme were well documented and completed before staff started work in the nursery.

The service had further developed the procedure for the appraisal of staff. This was linked to a 1:1 support and supervision meeting which took place regularly. This meeting was used to monitor staff progress to meet the development targets agreed at appraisal. The staff group now included a number of apprentices who were beginning their formal childcare qualification. The manager had allocated senior staff to these less experienced staff to act as mentors to support them through their qualification and work with children.

What the service could do better

Many children stayed in the nursery over the lunch period. We visited the nursery on the second day of term and as such many children were not yet used to the routine of lunch time. We have asked the manager and staff to

fully evaluate how the lunch period is organised to make sure it is a time where children are supported to have a social and meaningful experience. (See recommendation one.)

Some children were new to the nursery and needed additional support with the experience of group care. We asked the manager to look closely at the settling in procedure to ensure that it fully takes account of the child's needs at this important transition time. Having clear guidance for parents and staff on how children will be settled into nursery will help to ensure that the settling in procedure is more child focussed.

Information gathered about children was good. To enhance this the nursery needed to ensure that children's plans included targets and outcomes of the support offered to children.

Staff were well-trained with a good level of staff qualified to SVQ III and IV. Staff now needed to ensure that they undertook a broad range of training to further their childcare knowledge. Some of this will be addressed in the new team meeting procedure where training will be included but this should not replace staff attending courses where discussion with other childcare professionals can take place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure that children have a meaningful and enjoyable experience at meal times the manager and staff should assess the current routine and make significant changes to ensure that children receive an experience which takes account of the good practice guide Food Matters, nurturing happy healthy children. Care Inspectorate 2018. This is consistent with the Health and Social Care Standards 1.33, 1.34, 1.35, 1.36, 1.37.

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

Recommendation 1

It is recommended that the manager continues to monitor children's folders in order to ensure that all staff are recording significant moments in children's development and identifying relevant next steps. The manager should also ensure that where next steps are identified they are followed up.

National Care Standards Early Education and Childcare up to the age of 16. (NCS)

Standard 6 Support and Development.

Standard 13 Improving the Service.

This recommendation was made on 25 October 2017.

Action taken on previous recommendation

Improvements had been made to the recording of children's development. Files gave a good level of information to parents and staff about a child's learning and development. This recommendation was met.

Recommendation 2

It is recommended that the provider/manager considers carefully the reasons why they want to close off parts of the play room. This has the effect of limiting children's choices. If they do close off part of the room they must take appropriate action to ensure that children are not able to go into the closed off area without staff's notice.

NCS Standard 2 A Safe Environment.

Standard 5 Quality of Experience.

This recommendation was made on 25 October 2017.

Action taken on previous recommendation

The room was sectioned off at the time when parents collected children before lunch. This process was not used excessively nor did it limit children's play on the day of our visit. Staff should continue to monitor the practice to ensure that it does not replace effective staffing and supervision of children. This recommendation was met.

Recommendation 3

It is recommended that in order to prevent environmental contamination of disposable nappies the provider/manager follows the guidance on the safe storage of nappies contained in the document 'Infection Prevention and Control in Daycare of Children and Childminding Settings' which can be obtained on the HUB which is part of our website where information on areas including best practice guidance can be found at

www.careinspectorate.com follow link to HUB.

NCS Standard 2 A Safe Environment.

This recommendation was made on 25 October 2017.

Action taken on previous recommendation

Nappies were kept in an appropriate manner. This recommendation was met.

Recommendation 4

It is recommended that more staff attend formal training opportunities provided by the local authority and through other relevant sources. This would allow them to get information first hand, benefit from the professional discussion that takes place during training sessions and to ask any questions of the staff delivering the services.

NCS Standard 12 Confidence in Staff.

This recommendation was made on 25 October 2017.

Action taken on previous recommendation

Staff had attended core training events. Some had taken part in additional training and some training had been offered as part of the team meeting procedure. We comment on training in this report but have deemed this recommendation to be met.

Recommendation 5

It is recommended that the provider/manager develops a formal system of 1-1 support meetings with staff. This will help ensure that discussions relevant to the general wellbeing of children and relevant to the quality of service delivery are formally recorded. This will make it easier to identify progress.

Standard 13 Well Managed Service.

This recommendation was made on 25 October 2017.

Action taken on previous recommendation

An appraisal process and staff 1:1 procedure was in place. Although the 1:1 procedure was a new process it linked clearly to tracking development of staff to meet the priorities identified in their appraisal. This recommendation was met.

Recommendation 6

The provider/manager should use the areas for development identified in the body of the report to support and strengthen the existing development plan and help the service move forward with its improvement agenda.

NCS Standard 14 Well Managed Service.

This recommendation was made on 25 October 2017.

Action taken on previous recommendation

The action plan for the inspection was submitted very late to the Care Inspectorate. However the service had developed an improvement plan for the service which included targets and further developments. This recommendation was met.

Inspection and grading history

Date	Type	Gradings
18 Aug 2017	Unannounced	Care and support
		Environment
		Staffing
		4 - Good
		4 - Good
		4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
31 May 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
23 Apr 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Oct 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
27 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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