

# First Steps Nursery Day Care of Children

Heathhall  
Dumfries  
DG1 3NT

Telephone: 01387 255345

**Type of inspection:**

Unannounced

**Completed on:**

29 August 2019

**Service provided by:**

Chloe Cullen trading as First Steps  
Nursery

**Service provider number:**

SP2009010275

**Service no:**

CS2010248991

## 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](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 25 August 2011.

First Steps Nursery is based in the Heathhall area of Dumfries. The nursery operates in partnership with Dumfries and Galloway Council.

At the time of inspection the service was registered to provide a care service to maximum of 44 children at any one time, of whom no more than:

10 are under the age of 2 years

10 are aged from 2 years to under 3 years

24 are aged from 3 years to under 12 years, of whom a maximum of 8 children may be attending primary school.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of 'Getting It Right For Every Child'. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

## What people told us

The children present were all observed to be happy and relaxed in the care of the staff. They all enjoyed taking part in a range of activities. It was clear that children had developed positive relationships with each other and with staff. We saw that they were happy, settled and confident in the service.

Prior to the inspection, we sent 15 Care Standard Questionnaires for parents to complete. We received 10 completed questionnaires. All respondents confirmed that overall they were happy with the service and felt confident that staff would protect their child from harm, abuse, bullying and neglect.

Additional comments received from parents/carers included praise for the staff team who were described as being 'brilliant', 'warm, caring and nurturing', 'encouraging and supportive' and 'friendly and approachable'.

Parents/carers also told us about the positive changes that staff have made to the environment after introducing 'The curiosity Approach'. They described the environment as being 'attractive with an excellent ethos', 'a home from home' and 'continually evolving.'

## 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 of the quality of the provision within the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The staff team had worked hard to create a calm, caring, nurturing ethos within the nursery. They were knowledgeable of the children in their care and responded to their needs providing reassurance, encouragement and praise at appropriate times. As a result, we observed happy and relaxed children who were familiar with the service routines. We saw that staff were respectful of children, caring and nurturing in their approach. It was evident that strong attachments had been developed between staff and children, with children relaxed and confident around all staff.

Children's transitions when joining the nursery, transitioning between playrooms and moving onto school, were carefully planned to support children's emotional wellbeing. Staff offered a home visit before children started nursery, which helped children and families begin to build relationships with the child's keyworker and feel more at ease when they came to nursery.

Children were confident, happy and nurtured by an enthusiastic staff team, who encouraged children's health and wellbeing through active play, fresh air and nutritious snacks and lunches. Children also took part in regular yoga sessions. Good interactions were observed between staff and children, with language and vocabulary extended where appropriate.

A New planning systems had been introduced to assist staff in supporting children's learning and tracking their progress. . Although at an early stage staff spoke positively about this change and were committed to improving experiences for children. The impact of this system had not been evaluated as it was not yet fully embedded.

Children led on their own learning throughout their session, with staff extending this through discussion building on children's verbal and non verbal communication. Children's imagination and creativity was strong, enhanced by an excellent indoor environment. Staff had worked hard at familiarising themselves with and adopting 'The Curiosity Approach'. An aspect of this approach is creating an environment reflective of the home environment but which offers children opportunities to explore, problem solve and investigate.

We saw a variety of high quality resources and equipment which provided children with opportunities to create, explore, use their imagination and which stimulated curiosity and independent thinking. Children were supported by staff to develop skills in understanding, thinking, investigation and problem solving through independent play.

## What the service could do better

During the inspection we sampled medication records and how medication was stored. As a result we advised the management team of improvements that should be made. This included ensuring medication was stored in the original container with the prescription label attached. Staff should ensure medication is reviewed inline with the services own policies and procedures which reflect best practice guidance.

We also suggested fitting finger guards to the main front doors to protect children's fingers from harm.

During the inspection the management team informed us of the planned refurbishment of the toilet areas.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## 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 Jul 2017	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
8 May 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
9 May 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
1 Jun 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 3 - Adequate Management and leadership 4 - Good

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