Crossroads Nursery - Banchory
Day Care of Children

Crossroads of Durris
Banchory
AB31 6BX

Telephone: 01330 844685

Type of inspection:
Unannounced

Completed on:
2 September 2019

Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Service no:
CS2003015747
About the service

Crossroads nursery has been registered since 2002.

This day care of children service operates from a single storey building in Aberdeenshire. The nursery is part of Durris Primary School.

The service is registered to provide a care service to a maximum of 20 children at any one time. The age range of the children will be from three years to those not yet attending primary school.

The service is currently providing a care service to no more that 16 children at any one time.

The service aims include:

- Creativity is at the heart of our learning.
- Rights respecting learners, empowering all.
- Equality for all, with everyone supported to achieve in their learning journey.
- Achievement for all, at our highest level.
- Technology at the centre, enhancing and empowering our learning.
- Environmentally aware through exploration, engagement and responsible actions.

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

During this inspection there were up to 16 children attending the service, the children ranged in age from three years to pre-school. The children were comfortable in their surroundings and fully engaged with their activities.

Children enjoyed supervised access to a secure outdoor play area with a good selection of resources. The group also explored the local woods each Wednesday during their nursery session.
Eight parents returned Care Standard Questionnaires. We had the opportunity to speak with a further four parents during our inspection. Parents told us that they found the staff welcoming and that their children really enjoyed attending.

Parent comment included:

- “We are very lucky to have such a perfect early years setting and such experienced qualified staff.”
- “Excellent nursery. Staff do a fantastic job. A very friendly and stimulating environment for the children.”
- “I would prefer more free flow play to the outdoor area, but this is not possible due to current staffing/shire council ratios.”
- “We can approach staff at any time to discuss or raise concerns. I would have preferred a 1:1 meeting before my child started to discuss any concerns.”
- “I love the different cultural celebrations they have been learning about and also the weekly baking and forest schools.”
- “Snacks have become more balanced and now promote healthy eating. Amazing progress in learning and confidence with my child. I am very grateful to staff who put in a great deal of effort.”

Self assessment

The Care Inspectorate did not request a self assessment document from the service for the year 2019/20. Please refer to the body of the report for details of the service’s quality assurance strategies and how these have been implemented.

From this inspection we graded this service as:

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

What the service does well

Staff were caring and supportive of children and their families and knew children very well.

Staff were aware of the changing needs of children and families and provided responsive care and support, continuing to meet individual children’s needs. Each child had a personal plan which contained information relevant to their individual needs and which supported staff to provide consistent care and support.

Staff understood what made children more vulnerable and had appropriate child protection knowledge and understanding of the process should they have a child protection concern.

The service had good relationships with other early years professionals, for example, speech and language
therapist. Staff understood the importance of discussion with parents and other professionals, should they assess that a child may benefit from further professional support.

Children and families were supported sensitively by staff who effectively intervened where this was appropriate for the care and support of the child.

Staff undertook regular observation and assessment which supported children’s individual next steps in learning and development. Children received quality care and support based on relevant evidence, guidance and best practice.

Staff were well qualified for the roles they held and had wide-ranging experience in early years support and education. They undertook regular comprehensive training and development, which promoted best practise and influenced good outcomes for the children in their care.

Children and families were involved and influenced improvement within the service. Parents and staff had good relationships and parents regularly came into the nursery to share their skills and knowledge, for example during Chinese New Year, to share thoughts on a healthy mind and body and storytelling in multiple languages.

The nursery was part of Durris Primary School and staff found the head teacher to be available and supportive. The team worked very well together to support the children and families using the service.

**What the service could do better**

We identified an improvement which the service had also recognised - whilst the children’s individual files contained relevant information regarding their care, the files required to be arranged in a more orderly fashion. Information about a child’s current care and support should be easy to find and any changes easily identified.

The lead practitioner confirmed that the order of the information in the files would be reviewed and perhaps an index would be added at the front of each folder to ensure everyone using the file would be aware of the order of information.

We discussed maintaining a record in individual chronologies of any changes to a child’s care and support, any relevant discussion with a child’s parent(s) and how this can promote consistent care.

Following inspection it was confirmed that the chronology documents were held electronically on the school database system, allowing all staff access to them, as and when needed.

Children may ask for a drink of water at any time during the nursery session, however in order to better support children’s hydration it would be beneficial to have water more readily available in the classroom.

The service should continue to develop strategies which encouraged the participation of all those with an interest in the service in influencing service improvements.

Best practice document references, this list is not exhaustive:

Think 2 Drink campaign -
https://www.hps.scot.nhs.uk/web-resources-container/children-s-think2drinkh2o-hydration-campaign-materials/
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.

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The provider, manager and staff are to ensure that all staff undertakes comprehensive, continuous professional development which is recorded in a manner that allows effective identification and monitoring of staff development needs. Records to indicate how training is influencing staff practice and promoting good outcomes for children. Information to be recorded in a manner which meets the criteria of the organisation with which they are registered.

National Care Standards early education and childcare up to the age of 16. Standard 12: confidence in staff and standard 14, well-managed service.

This recommendation was made on 2 September 2015.
Action taken on previous recommendation
All staff completed regular training and development and maintained records of training undertaken. Staff discussed their training and how this influenced their knowledge and practise. This recommendation has been actioned.

Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>Unannounced</td>
<td>Care and support</td>
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<td>9 Dec 2009</td>
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عکس

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شده

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