

First Class Early Learning and Childcare Day Care of Children

Cunningham Building
Macaulay Drive
Craigiebuckler
Aberdeen
AB15 8QH

Telephone: 01224 321199

Type of inspection:

Unannounced

Completed on:

13 September 2019

Service provided by:

Bright Horizons Family Solutions Ltd

Service provider number:

SP2003000319

Service no:

CS2015334855

About the service

First Class Early Learning and Childcare registered with the care inspectorate in March 2015. The service is provided by Bright Horizons Family Solutions Ltd. It provides a day care of children service for a maximum of 67 children at any one time aged from birth to those not yet attending primary school full-time, with a maximum of 21 children not yet two years of age in the baby room. The care service will operate between the times of 7:30am to 6:00pm. The manager's contracted time will be supernumerary to staffing ratios.

The service operates from a modern purpose-built nursery in the Craigiebuckler area of Aberdeen. The service is within easy access to the local schools and amenities such as library, local shops, walks and outdoor areas. Play areas for the children consist of two large playrooms and an outdoor garden. Children can access suitable toilet facilities with nappy changing areas of younger children. The garden provides a flexible space for children to explore within a safe and natural environment.

The aims of the service included:

- * Nurture each child's unique qualities and potential
- * Support families through strong partnerships.

The Care Inspectorate 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 services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe; healthy; achieving; nurtured; active; respected; responsible; and included.

What people told us

There were approximately 41 children present at the time of the inspection throughout three rooms: babies, two's and pre-school. We observed the children and saw that over all they were happy in their time at nursery. Children of all ages enjoyed time outdoors in the garden and the local community.

We talked to children about their experiences and they told us that they had fun at nursery. A group of children enjoyed talking to us about some planting in the garden. "That's potatoes, this (cover) is so they don't get too wet by the rain. We are going to pick them, clean them and eat them". "These are carrots, look they are tiny leaves"

Nine parents returned completed questionnaires to us before the inspection. We also spoke to parents as they dropped off and collected their children. All told us that they were happy or very happy with the overall service provided. Two parents indicated that they disagreed that there was always enough staff in the service to provided good quality care. We looked at this aspect of care as part of the inspection and found there to be enough staff on duty to meet the minimum ratios required. Further information about the quality of care provided is included within the report.

Comments from parents included:

"Recently there has been a large turnover of staff and this can be seen in the amount of attention received by my child and feedback when picking up my child."

"Happy with the service so far. Staff are incredible and an asset to the company they have a lovely manner and the children's best interest"

"Happy child whose development has come on strongly. Friendly supportive energetic staff"

"We could not be happier with the care provided at First Class. The staff are always friendly and welcoming. Our child thoroughly enjoys their time there."

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 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	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children and families were made to feel welcome in the nursery. Staff were respectful and kind in their interactions which helped children build positive relationships and feel secure.

Lead staff had built positive connections with other professionals involved in the care of children. They sought and provided information when needed and took the time to support families

We sampled children's personal plans and learning journeys and found that they did not always contain enough information about children's needs and progress. Potentially this meant that staff did not have enough information to know children's needs and ensure they were met. **(see recommendation 1)**

Staff made observations of children's learning progress. At times these did not hold enough detail to support the planning of meaningful activities to meet children learning needs. Observations should be significant to each child and where next steps are in place these should be appropriate and linked to children's development. **(see recommendation 2)**

Activities for children were at times adult led and did not allow children to fully explore and direct their own play. We discussed and observed examples of this with the manager. Staff should now use information gained through observations and children's ideas to provide children with experiences that explore and reach their potential.

Meal time experiences for each group and sitting were varied. Children were encouraged to be independent during meal times by serving their own food. This helped children learn life skills and gain confidence to achieve. We observed lunch time routines that at times were hectic and not well managed to meet the immediate and

changing needs and circumstance of the children. This meant that there were times where children did not benefit from a calm, relaxing atmosphere.

Reviews of medication had been carried out by senior staff however these had not been effective in identifying where changes were needed. This meant that staff did not always hold the correct level of information needed to ensure that children received the right care. The service must ensure that all medication permissions are present, up to date and provide clear information. **(see recommendation 3)**

We spoke with staff about safeguarding children. We were satisfied that they had working knowledge of their responsibilities and the procedures to ensure that children were protected from harm.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To ensure quality care and support for children the manager and staff should ensure that personal plans and learning journeys:

- * are up to date
- * hold enough meaningful information for staff to care for each individual child

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child, my personal plan (sometimes referred to as a 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. In order to ensure children are supported to achieve their potential staff should:

- * undertake meaningful observations that identify children's learning
- * identify suitable, challenging and appropriate possible next steps
- * plan experiences that follow children's interests and enhance their learning

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child, I am supported to reach my potential in education and employment if this is right for me (HSCS 1.27)

Support guidance can be found here:

<https://education.gov.scot/improvement/learning-resources/Effective-observation-leading-to-effective-assessment>

3. To ensure that children receive the right care, systems in place to record, store and administer medication:

- * need to follow guidance
- * need to follow the service procedures
- * need to have parental permission

Medication guidance can be found here: <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The outdoor play area provided a range of loose parts and natural play equipment. We saw children were confident to explore the space and use the equipment in a way that suited them. Children experimented digging in the mud and used real vegetables to make "soup" and "cakes". Quiet areas were available such as drawing, reading books and comfy cushions to sit on.

Children within pre school benefited from free flow access to the garden area. This allowed the children to choose how and where they wanted to play. Children from the other classes had regular opportunities to spend time outdoors. Staff ensured children were wearing the right kind of clothing for the weather.

We observed a mixed approach to how staff managed and supported older children in their risky play and problem solving when outdoors. This meant that some children were stopped in their play. Staff should work together to allow children to achieve in a safe way.

Children took pride in telling us about some growing that they had been involved with in the garden. Children told us about the potatoes they grew, harvested and ate. They had a good understating of the process of growing and how to look after their vegetables and flowers.

Since the last inspection the use of the 'secret garden' had been developed. This was an area in the community that allowed children to explore a natural environment. Children and parents were very used to this being part of the nursery routine. Children had regular opportunities to use areas of the local community. This helped give children a sense of belonging.

Resources throughout provided variety and choice for children. However, we observed that staff did not always identify where children would benefit from staff intervention in order to extend their play. At times staff stopped children's play and were not confident in how to extend play in the moment to benefit the children.

We noted that the nursery was tired and in the need of a refresh. We were told of plans to paint, refresh and refurbish the premises.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

There had recently been a number of staff changes within the nursery. This had meant that some of the class teams were new and some of those in leadership roles had not yet had experience. In the most part these new teams communicated well together and were supportive of each other to care of children. We discussed examples with the manager of where more support was needed.

New staff discussed with us a varied induction process that was individualised to meet the experience and background of each staff member. They spoke about a good support network and introduction to the service. This helped staff get to know the children, each other and the service.

A small number of staff spoke to us about frustrations when following company policies and possible barriers this caused to carrying out activities with children. We discussed this with the manager who recognised that there was potential for staff to feel this way. Staff at all levels should be supported in how to discuss and use policies in a positive way to meet the needs of children.

In some cases staff used natural play prompts from children to explore activities and spontaneous learning. They demonstrated an understanding of children's needs and adjusted their interactions and expectations accordingly. However we found that this was not the case for all staff. Ongoing support and learning would provide staff opportunities to continue to develop their skills in this area, improving the quality of their interactions and interventions with children to provide high quality experiences. A previous recommendation had not been met surrounding staff practice and has been reinstated. **(see recommendation 1)**

We saw some evidence of training having a positive impact on outcomes for children. However staff would benefit from additional training to support them in understanding the needs of children, how to support child led planning and enhance the quality of experiences for children.

We carried out a safe recruitment audit and found that staff had been recruited in a safe manner. Staff held appropriate qualifications and were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social service and regulating their education and training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff should be supported to use best practice guidance to critically evaluate their own practice and that of the nursery. This should be used to reflect on and make improvements to their practice to support them in providing consistently high quality experience for children.

This ensures care and support is consistent with the Health and Social Care Standards which states that, as a child I experienced high quality care and support based on relevant evidence, guidance and best practice . (HSCS 4.11)

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

A variety of opportunities for parents and staff to build positive relationships were available. Parents received verbal feedback on their child's day. The management team had developed ways of keeping parents informed. A parent forum allowed parents regular opportunities to meet, suggested areas of improvement and be involved in the progress of the service.

Since the last inspection the self-evaluation processes had been improved and simplified. This had allowed for clear priority areas of development to be identified with the nursery making some progress

A quality monitoring and self-evaluation calendar was in place. Some monitoring of staff practice had taken place however this was not robust enough to secure progress. This meant that children's experiences and staff

practice were not effectively monitored to ensure children were fully supported to reach their potential. A clearer focus on children's learning and the progress they are making will enable the service to make further improvements. **(see recommendation 1)**

Regular staff meetings were in place. This gave staff opportunities to identify and discuss progress and take part in the self-evaluation of the service. Individual support meeting with staff were also available. This gave staff opportunities to discuss with their manager individual areas of practice identified for improvement. Staff would benefit from this continuing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider and manager should ensure that quality assurance and monitoring of staff practice is robust enough to have a positive impact on the experiences of children.

This ensures that high quality care is consistent with the Health and Social Care Standards which state that as a child I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS4.11)

Grade: 3 - adequate

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

Staff should be supported to use best practice guidance to critically evaluate their own practice and that of the nursery. This should be used to reflect and make improvements to their practice to support them in providing consistently high quality experiences for children.

This ensures care and support is consistent with the Health and Social Care Standards, which states that I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

This recommendation was made on 7 August 2018.

Action taken on previous recommendation

This recommendation has not been fully met. Details are within the report. There for this recommendation has been brought forward.

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
7 Aug 2018	Unannounced	Care and support
		Environment
		Staffing
		Management and leadership
		4 - Good
		Not assessed
		Not assessed
		3 - Adequate

Date	Type	Gradings	
2 Mar 2017	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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