

Clever Clogs Nursery Day Care of Children

Stobhill General Hospital
133 Balornock Road
Glasgow
G21 3UW

Telephone: 0141 558 8188

Type of inspection:

Unannounced

Completed on:

26 November 2019

Service provided by:

Clever Clogs Nursery Ltd

Service provider number:

SP2003001294

Service no:

CS2003005962

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Clever Clogs Nursery provides a day care service for 58 children with numbers of children admitted in each age category as follows: 0-2 years: 18 children; 2-3 years: 18 children; 3-5 years: 22 children.

The service is in partnership with Glasgow City Council to provide commissioned places for children aged between three and five years. It operates from purpose-built, single storey modular building located within the grounds of Stobhill Hospital in the north area of Glasgow City. The nursery had designated playrooms for children in each of the age groups, a quiet room, staff room, toilet and kitchen facilities. Children used the outdoor areas as an integral part of their learning environment.

The service aims, vision and values include the following information: "To work closely with parents and carers, to ensure that each child achieves the very best they can."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI'.

What people told us

We provided the service with 15 care standards questionnaires to distribute to parents prior to the inspection visit taking place. We received three completed questionnaire from parents. We spoke with two parents over the course of the inspection. All responses and comments were very positive and commended staff in the service and the care and support their children received.

Comments included:

"In the last year there has been a high turnover of staff. I understand this is outwith the control of management whom I believe have the best intentions and want the best for the nursery. My child struggled a little with the transition of new staff and for a period was unsettled. However, with an introduction of a new 2-3 room, my child has settled well and seems to enjoy nursery again as she had previously".

We spoke with one parent who told us that they were happy with the service provided. The service had an open door policy and when she raised issues with the provider and manager they were quickly addressed.

Self assessment

We did not request a self assessment from the service prior to this inspection. We looked at the service's improvement plan and talked to the provider and staff about progress from the last inspection and future plans for improvement.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Staff were kind and caring towards children. Children were happy, comfortable and confident with the staff who cared for them. We saw that staff treated children fairly and with respect. At the start of the inspection two staff from the baby room were taking three children out in buggies for a walk around the local area. We briefly chatted with staff who engaged very well with the children.

Since the last inspection the Care Inspectorate had granted a variation to conditions of registration allowing the service to change the way children aged 2-3 years and 3-5 years were accommodated. This meant that children in these age bands now had their own designated playrooms. This had improved outcomes for children, enabling staff to provide more individualised care and support and improved health and wellbeing for children.

There was more of a focus on child initiated play. We saw staff engaging with children, offering choices and supporting children's play. Children were more actively involved in learning through spontaneous play opportunities. Staff were responsive and nurturing and this impacted positively on children's experiences. We asked the provider and manager to support playroom practice as planned to further develop the quality of children's play and learning.

We observed children's personal plans and found that the content of plans for babies and children aged 2-3 years needed immediate improvement. A range of important information was missing and plans had not recently been updated or reviewed. (See requirement 1).

Daily diaries had been re instated for babies and this improved how staff communicated and shared information with parents.

Practitioners in the 3-5 room were receiving support from the local authority leader of learning, to ensure that meaningful information about children's learning and development was recorded in children's learning journals.

We noted some improvement in this area and asked the provider and manager to continue to support staff with this task.

We spoke to staff about homelinks and children's transitions and asked them to further develop these areas to support children and families. (See recommendation 1).

All age groups of children were taken outside during our inspection visit. Babies were taken for a walk. Children aged 2-3 years played outside in the afternoon. Children aged 3-5 years enjoyed outdoor play in the morning. We asked the provider and manager to continue to monitor the structure of the day for children to ensure that a full range of experiences that provide challenge and stimulation for children are provided.

Lunchtime was a calm, pleasant experience for children. Staff were aware of children's dietary requirements and information was shared with external catering staff to ensure that appropriate alternatives were made available. Food was plentiful and children enjoyed second helpings. Water was served with lunch. We asked the manager to monitor the time children waited for lunch to ensure that this was not extended. We also highlighted that children's independence during lunch could be promoted by encouraging self service of food.

The system of medication in the service had improved. We were satisfied that the service was implementing best practice guidance, Management of medication in daycare of children and childminding services. They had an effective system in place for the safe storage, recording and administration of medication.

Staff were aware of the child protection policy and procedure in the service. All staff had completed training. Staff with lead responsibilities in child protection had completed advanced training to maintain their knowledge of best practice and the skills to act confidently in their role.

Requirements

Number of requirements: 1

1. By 31 March 2020, management and staff's observations must reflect children's learning, with clearly identified individual next steps in children's learning. Next steps should be tracked to reflect children's progress.

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 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), and in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 1

1. The manager should support staff to improve and further develop homelinks and transitions for children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Improvements had been made to the environment since the last inspection.

All children accessed the outdoor environment at some point during the day. The outdoor area for children aged 2-5 had been further developed with additional natural materials and loose parts. Resources included a mud kitchen, pallets, bottles of different shapes and sizes for measuring, planting, crates and piping. The provider and manager told us of their plans to improve outdoor learning opportunities including the purchase of an outdoor classroom. This was facilitated by funding from Glasgow City Council. We asked them to continue to support staff with continuous professional development in this area. We also asked them to continue with their plans to develop the baby outdoor area.

We noted that improvements had been made with regards to maintenance of the building. The provider and manager had reviewed infection control, nappy changing procedures and ventilation in the service. This was a previous requirement. A wall had been built to separate the kitchen and changing area in the baby room. This provided privacy and dignity for children, reduced the risk of cross contamination and reduced the potential for the spread of infection.

Toilets for children aged 2-3 years and 3-5 years were brighter and cleaner. We discussed the use of the shower curtain to provide privacy in the nappy changing area in these toilets and asked the provider to review and comply with Care Inspectorate Nappy Changing Guidance. With regard to infection control, in particular, hand and face washing for children, we observed that a communal basin of water was used to soak face cloths for children after lunch. (See recommendation 1).

Playrooms were presented well with more loose parts and natural materials available throughout. The home corners contained real materials and block play was more prominent. Children in both the 2-3 and 3-5 rooms had increased opportunities for curiosity and creativity. Staff facilitated this well, providing children with easily accessible resources such as sand, water and playdough which were of interest to them and which promoted language and imagination.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management and staff should review and amend their practice on nappy changing and infection control in accordance with Care Inspectorate Nappy changing guidance for early learning and childcare services and Health Prevention Scotland guidance on Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings).

This is in order to ensure that the environment is consistent with the Health and Social Care Standards which states that: 'My environment is secure and safe'. (HSCS 5.17)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff were caring and friendly. The relatively new team were building relationships with parents and families.

The service followed clear procedures to ensure safe recruitment of new staff. Checking of the Scottish Social Services Council (SSSC) register was included as part of the recruitment process. Personal references and Protection of Vulnerable Group (PVG) checks had been completed for successful applicants. This contributed to children being cared for by staff who were suitably qualified and fit for the role in which they were working.

We found that two of the recommendations recorded at the last inspection in relation to quality of staffing for example, provision of staff leadership roles and team building opportunities had not yet been met. However, we acknowledged that a new staff team was in place and there was a commitment by the provider and manager to address these areas. We found that the manager had started some staff appraisals and had recorded staff progress and review notes. (See recommendations 1 and 2).

The manager had recently held staff meetings which allowed staff to voice their views and opinions, be involved in service development and begin to have ownership of the service. Staff had also participated in a range of training including First Aid, Child Protection, Food Hygiene, Smile Too, Observation and Effective Interaction, Experiential Play - Schemas, Safe Sleep, Breastfeeding Awareness, Tinkering and Tampering, Allergy Epipen and Customer Service. Planned training included Literacy Across Learning, Developing Language Through Roleplay, Messy Manipulations, Playfulness to Promote Literacy and Asking Fabulous? Hot Questions. We asked the manager to encourage staff to assess the impact of training on their own personal development and on outcomes for children and families.

Staff spoke positively about how they were welcomed and supported in the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider and manager should provide more opportunities for staff to undertake leadership roles for identified areas within the service. These opportunities should be linked to the service annual improvement plan and staff development and review records and agreements.

This is to ensure staffing 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).

2. Staff should have opportunities to continue to build the new team, and to have professional dialogue to share best practice to promote positive outcomes for children. They should be able to access external training and networking opportunities. It would be helpful if staff roles and responsibilities in relation to their SSSC registration Codes of Practice were discussed during this process.

This is to ensure staffing 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).

Grade: 3 – adequate

Quality of management and leadership

Findings from the inspection

In relation to management and leadership the service had met the requirements and recommendations recorded at the last inspection with the exception of the requirement recorded below. In discussion with the provider and manager we found that they had both supported improvements in the service in relation to monitoring medication, resources and nappy changing/infection control. It was obvious in discussion that they were keen to continue to move forward and further improve outcomes for children.

Floorbooks were used to record and demonstrate evidence of the types of activities children had been involved in. These included a range of children's comments and evaluations. However, they were not consistent throughout the playrooms with the book from the 2-3 room needing updated.

We saw that the provider and manager had begun to conduct monitoring of the nursery in general and monitoring of accidents and incidents.

The service improvement plan had only been developed in September 2019 and the manager and staff were being supported by the local authority to implement this. We asked the provider to continue to use the plan for monitoring and evaluation purposes. This should include the quality of staff work, quality of children's learning and the quality of service as a whole. (See requirement 1).

Information displayed in the service was current. The manager told us that the service website had been temporarily removed with a view to reinstating this in the future.

The service had a complaints policy which parents were aware of. Since the last inspection the Care Inspectorate had received two complaints, one of which had been referred to the service for resolution. The service had complied with the requirement attached to the complaint investigated by the Care Inspectorate. When we considered the complaint investigated by the service itself, we recommended that the service should formalise their system for investigating and recording complaints. The provider and manager agreed to do this.

Requirements

Number of requirements: 1

1. By 31 March 2020, the provider and manager must develop robust systematic systems to monitor the quality of work of staff members and the service as a whole. Everyone should have clear focus on monitoring and evaluating the quality of children's learning and on tracking their progress and achievements. They should work effectively as a team.

This is to ensure management and leadership is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice'.(HSCS 4.11) and '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 4 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The management team and staff should monitor and review how children's learning is taken forward in all playrooms. Children should be actively involved in their learning through spontaneous play opportunities and well planned purposeful play. Learning experiences should extend and sustain children's interest.

This is to ensure care and support is consistent with the Health and Social Care Standards 1.19 which state that:

'My care and support meets my needs and is right for me' and in order to comply with Regulation 5 of The Social Care and Social Work Improvement (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale for meeting this requirement: 31 March 2019.

This requirement was made on 6 February 2019.

Action taken on previous requirement

The manager, with support from Glasgow City Council Leader of Learning, had made some advances in meeting this requirement. We acknowledged that it was work in progress but were satisfied that there was clear direction in moving forward.

Met - outwith timescales

Requirement 2

Management and staff's observations should reflect children's learning, with clearly identified individual next steps in children's learning. Next steps should be tracked to reflect children's progress.

This is to ensure care and support is consistent with the Health and Social Care Standards 1.15 which state that:

'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' and in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale for meeting this requirement: 31 March 2019.

This requirement was made on 6 February 2019.

Action taken on previous requirement

Training was planned in January 2020 to fully support staff with this task.

Not met

Requirement 3

The management team and staff should review and monitor structure of the day for children to ensure that a full range of experiences that provide challenge and stimulation for children are provided.

This is to ensure care and support is consistent with the Health and Social Care Standards 1.31 and 1.32 which state that:

'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' and 'As a child, I play outdoors every day and regularly explore a natural environment and in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale for meeting this requirement: 31 March 2019.

This requirement was made on 6 February 2019.

Action taken on previous requirement

The manager, with support from Glasgow City Council Leader of Learning, had made some advances in meeting this requirement. We acknowledged that it was work in progress but were satisfied that there was clear direction in moving forward.

Met - outwith timescales

Requirement 4

The management and staff should review infection control, nappy changing procedures and ventilation in the service.

This is in order to ensure that the environment is consistent with the Health and Social Care Standards 5.18, 5.19, 5.22 which state that:

'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells.

'My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes'.

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and fittings'

and in order to comply with Regulation 10 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale for meeting this requirement: 31 March 2019.

This requirement was made on 6 February 2019.

Action taken on previous requirement

This requirement was partially met and has been recorded as a recommendation in this report.

Met - outwith timescales

Requirement 5

The management and staff should review Care Inspectorate guidance, 'Management of medication in daycare of children and childminding services' and ensure that the service policy and procedure and staff practice is in accordance with this.

This is in order to ensure that the environment is consistent with the Health and Social Care Standards 5.17 which state that: 'My environment is secure and safe' and in order to comply with Regulation 4 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale for meeting this requirement: 31 March 2019.

This requirement was made on 6 February 2019.

Action taken on previous requirement

We assessed that management of medication in the setting was satisfactory.

Met - within timescales

Requirement 6

The provider and manager should develop robust systematic systems to monitor the quality of work of staff members and the service as a whole. Everyone should have clear focus on monitoring and evaluating the quality of children's learning and on tracking their progress and achievements. They should work effectively as a team.

This is to ensure management and leadership is consistent with the Health and Social Care Standards 4.11 and 4.19 which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice'.

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes', and in order to comply with Regulation 4 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale for meeting this requirement: 31 March 2019.

This requirement was made on 6 February 2019.

Action taken on previous requirement

The manager, with support from Glasgow City Council Leader of Learning, had made some advances in meeting this requirement. We acknowledged that it was work in progress but were satisfied that there was clear direction in moving forward.

Not met

Requirement 7

The provider should make notifications to the Care Inspectorate as required by guidance "Records that all care services (except childminding) must keep and guidance on notification reporting".

This is to ensure management and leadership is consistent with the Health and Social Care Standard 4.11 which states that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' and in order to comply with Regulation 4 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale for meeting this requirement: 31 March 2019.

This requirement was made on 6 February 2019.

Action taken on previous requirement

This requirement had been met.

Met - within timescales

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

Previous recommendations

Recommendation 1

The provider and manager should ensure that designated staff with lead responsibilities in child protection undertake advanced training to maintain their knowledge of best practice and the skills to act confidently in their role.

This is to ensure staffing is consistent with the Health and Social Care Standards 3.14 and 3.20 which states 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'.

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'.

This recommendation was made on 6 February 2019.

Action taken on previous recommendation

This recommendation had been addressed.

Recommendation 2

The provider and manager should provide more opportunities for staff to undertake leadership roles for identified areas within the service. These opportunities should be linked to the service annual improvement plan and staff development and review records and agreements.

This is to ensure staffing is consistent with the Health and Social Care Standards 3.14 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'.

This recommendation was made on 6 February 2019.

Action taken on previous recommendation

The provider and manager had not yet met this recommendation as a number of new staff were recently recruited. This recommendation is again recorded in this report.

Recommendation 3

Staff should have opportunities to continue to build the new team, and to have professional dialogue to share best practice to promote positive outcomes for children. They should be able to access external training and networking opportunities.

It would be helpful if staff roles and responsibilities in relation to their SSSC registration Codes of Practice were discussed during this process.

This is to ensure staffing is consistent with the Health and Social Care Standards 3.14 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'.

This recommendation was made on 6 February 2019.

Action taken on previous recommendation

This recommendation is again recorded in this report as a number of new staff were recently recruited.

Recommendation 4

The provider and manager should ensure that a system of staff supervision and appraisal is implemented. This should include discussion about staff mentoring and modelling best practice in early learning and childcare.

This is to ensure staffing is consistent with the Health and Social Care Standards 3.14 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.

This recommendation was made on 6 February 2019.

Action taken on previous recommendation

This recommendation is again recorded in this report as a number of new staff were recently recruited.

Recommendation 5

The manager should ensure that service information that is displayed is current and that the service website is updated regularly.

This is to ensure management and leadership is consistent with the Health and Social Care Standard 4.23 which states that: 'I use a service and organisation that are well led and managed'.

This recommendation was made on 6 February 2019.

Action taken on previous recommendation

This recommendation had been addressed.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
13 Dec 2018	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing 3 - Adequate Management and leadership 2 - Weak
30 Nov 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
8 Oct 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
26 Feb 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Jun 2011	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Aug 2009	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 2 - Weak Management and leadership 4 - Good
13 Oct 2008	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

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