

Kidlywinks Nursery Day Care of Children

Old Bank Building
Shore Road
Clynder
G84 0QD

Telephone: 01436 831 242

Type of inspection:

Unannounced

Completed on:

15 November 2019

Service provided by:

Anne Louise King

Service provider number:

SP2010011032

Service no:

CS2008181975

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

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

Kidlywinks Nursery is registered to provide a care service to a maximum of 15 children aged 2 and a half years to those not yet attending primary school. The service works in partnership with Argyll and Bute Council to provide early learning and childcare. At the time of inspection, the service had begun offering 1140 hours funded early learning and childcare. Thirteen children attended for the full day and remained at the nursery for lunch.

The service is based in Clynder, a semi-rural area located on the Helensburgh peninsula. The premises consist of a small one-storey building comprising of a large playroom, smaller adjoining playroom and kitchen and toilet facilities. There is a small outdoor play area located at the front of the building to offer children opportunities for outdoor play and learning.

Kidlywinks Nursery aims to "provide a safe and stimulating environment where children can feel happy and secure; and to encourage the emotional, social, physical, creative and intellectual development of children."

What people told us

During the inspection, there were 13 children present. We observed the children enjoying play indoors and outdoors. Children chatted to us about the activities they were doing and told us they enjoyed coming to nursery.

We received three completed care standards questionnaire from parents/carers using the service. Parents/carers indicated a high level of satisfaction with the care their children received. Parents commented:

"My child has attended for two years. There has never been a day when my child has refused to go. My child loves all their friends and the staff. They have been supportive through toilet training and general health. I can't praise them enough as a happy child is a happy mummy! My child is given the opportunity to make choices, enjoys going for walks and loves learning about safety and being responsible. Well done ladies."

"I think the nursery provides a great service. The staff are very friendly and very welcoming. My child always comes home happy and excited to tell me what has been learned from the nursery teachers."

"This is our third child to attend Kidlywinks. The job that the new staff are doing is outstanding. The level of care, learning and outdoor experiences has improved so much. My child thoroughly enjoys their time at nursery."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service quality improvement plan and quality assurance processes. These demonstrated the priorities for development and how the quality of the service provision was being monitored.

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

Kidlywinks Nursery continued to provide a valuable service to parents/carers within the local community. In the Care Inspectorate questionnaires, parents/carers indicated that they were happy with the service provided to their children.

We found that most children were content and settled in the setting. During our visit, most were engaged in play, although at times staff interventions were limited in extending play and learning opportunities. Outdoors staff supervised children during our observations but did not extend play and learning.

Staff were encouraging children to develop independence skills through helping to prepare snack, washing their own hands, dressing for outdoor play and choosing activities and resources.

Children were learning about being healthy. During our visit they enjoyed healthy snacks and appropriate toothbrushing routines.

Each child had a learning journal folder which contained a completed All About Me (personal plan) detailing relevant basic information about the child. This enabled staff to provide care tailored to children's individual needs. Despite raising this last year, we found that not all personal plans had been reviewed in line with regulatory guidance. Plans were done at the start of each year which does not meet the statutory six month requirement.

Staff captured children's progress on observation sheets at the end of a "topic". Those we sampled contained some broad statements about learning but showed limited evidence of child centred learning. We discussed planning with staff and they agreed that they were struggling to do this. It was agreed that more support was required to ensure that staff were planning in a way that was child centred, meaningful and effective. We understood that visits had been arranged to a local authority service to enable staff to observe planning in practice to assist them to build a greater understanding of this.

Staff had participated in child protection training and agreed that they felt confident about their roles and responsibilities for safeguarding children.

At the last two inspections, we highlighted the need for staff to undertake an appropriate food hygiene course. Although one member of staff had completed this since the last inspection, two staff members had not yet completed this. (See recommendation 1)

We were aware that the arrangements for the administration of medication had been revised appropriately since the last inspection. Despite this we found that staff had used an incorrect form to obtain consent to administer medication to one child and this form did not contain the relevant information. (See recommendation 2)

Children attending the service brought a packed lunch. We found that these were not stored in accordance with food safety guidelines. During our visit, staff permitted children to choose when to come to the table for lunch. Although well intentioned this impacted on the other children who did not want to eat at that time and compromised the ability of staff to ensure lunch was sociable and pleasant. Lunch could have been more pleasant if staff had presented children's lunches more appropriately and sat with the children to model good manners and initiate conversations.

Children's experiences could have been improved if staff revisited the flow of the day. Staff should be available to support children at labour intensive times for example when getting ready to go outside. Some children waited too long before going outdoors and at hand washing times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should ensure that staff can access food hygiene training to ensure food preparation is carried out in line with best practice guidance.

This is to ensure that the care and support 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)

2. The provider had reviewed and revised the procedures for the storage and administration of medication but should now ensure that staff are fully aware of these procedures and use them appropriately.

This is to ensure that the care and support 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)

"My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event." (HSCS 4.14)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Overall, we found that the accommodation was clean and well-maintained. Since the last inspection, the playrooms had been decorated and new flooring had been fitted. New lighting had been ordered to offer children a calm and cosy area.

Children were safe and secure within the accommodation and in the outdoor play area. Risk assessments were in place to identify hazards and detail how these hazards could be minimised and managed. The manager needed to ensure that individual risk assessments were put in place for children where issues were identified. At times, we noted that staff could have been more vigilant when outdoors to ensure children were safe, particularly on the climbing frame.

Staff had continued to experiment with the layout of the playrooms to make effective use of the limited space available. New storage units had been bought to replace the previous system and children could now self-select from appropriate height units. During the inspection, we did not see any self-selection, however, staff assured us that this worked well. Staff should continue to monitor these arrangements to confirm that children have opportunities for independence.

The team had spent significant time clearing out the commercial and synthetic play resources and replaced these with high quality natural resources to enhance play and learning. This included the introduction of loose parts indoors and outdoors to promote engagement and stimulate creativity and curiosity. Staff needed to ensure that they continued to introduce resources which would stimulate children's imaginative play and creativity adding richness to their experiences.

Staff needed to ensure that resources were changed regularly, particularly where children did not engage with those displayed. Continuous monitoring, effective presentation of resources and maintaining an enabling environment would offer children enriched experiences and make planning simpler for staff.

Children had good access to outdoor play and fresh air. As raised at the last inspection, staff could continue to monitor the balance between outdoor play and outdoor learning. Children could develop their gross motor skills on the climbing frame which was well loved and much used during the inspection.

Appropriate arrangements had been put in place to record accidents and incidents. These were put into practice effectively during the inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found that staff recruited since the last inspection had been subject to a rigorous and appropriate recruitment procedure. All staff were registered to practice in their roles with the Scottish Social Services Council (SSSC). We noted that one member of staff needed to change the category of their registration.

At the last inspection, the service provider had accepted that the main priority for the service needed to be stabilising the staff team and focusing on staff training and development. We found that all staff had now been in post since the last inspection. Two members of staff had almost completed relevant childcare qualifications, which would undoubtedly enhance the quality of the provision in time. This learning should give staff a theoretical understanding of their roles and underpin their knowledge and practice. We advised that there needed to be a clear programme of staff development aside from formal qualifications to ensure that all staff had the necessary skills and knowledge to develop their practice and remained up-to-date with best practice, local and national guidance and initiatives. While we could see that staff had participated in some additional training, this had not been at the level we would have hoped in one year.

Staff needed to build confidence in using strategies to promote positive behaviour; including setting appropriate boundaries for all children and recording appropriate strategies and plans when needed.

Staff appraisals had been carried out with all staff but these did not offer sufficient depth. Appraisals consisted of grading and comments. Those we viewed offered limited comments and made no mention of children at all. The service provider needed to ensure that the appraisal process was a two way process with staff reflecting on their practice and development needs being an integral part of this. The process should highlight clear strengths and areas for development and set action plans with targets for staff. These should then be used to inform a training plan for the service. (See recommendation 1)

Staff valued the weekly team meetings, although we could only locate notes from three meetings. These notes highlighted discussion about practice issues and children attending the service. We advised that there was scope for more professional dialogue around local and national guidance and initiatives at these meetings.

During the inspection, we could see that staff had developed positive relationships with children and with those parents/carers who came to collect them. Staff interaction with children was positive with staff showing kindness and warmth to the children in their care.

Staff remained keen, enthusiastic and committed, but clearly expressed a need for more support to improve outcomes for children. We felt there was a need for additional support to facilitate interactions that would scaffold and enhance children's play and learning.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should develop a comprehensive approach to supporting staff with their continuous professional development.

This ensures the quality of 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

We found that the situation was more settled overall. The staff team had stabilised and we acknowledged that the service provider was committed to both working with the Care Inspectorate and the local authority and to following local and national best practice guidance to make the necessary improvements. However, there had not been as much progress as we would have expected in one year. We noted that the service had received regular support from the local authority and overall, we could see that this has resulted in some improvements.

The trainee manager needed to be fully supported to take up the role and to face the challenges effectively. We acknowledged that the trainee manager had been required to split the role between two services and this had meant that progress had been slower. We noted that this post would now be permanently based at Kidlywinks Nursery.

Staff needed to be more involved in the systematic evaluation of their practice and looking at appropriate ways of doing this that would meet both the needs of the service and the needs of the staff team. Staff needed to be supported to use *How good is our early learning and childcare?* as a tool for self-evaluation. (See recommendation 1)

Effective monitoring needed to be put in place to ensure that the quality of the provision and practice was assessed by the manager and/or service provider. Clear records must be kept highlighting strengths and areas for development with appropriate action plans.

The service provider must ensure compliance with the Care Inspectorate notifications procedure and other processes timeously. At the time of inspection, a change of manager notification remained outstanding. (This was received following the inspection.)

The issues highlighted at this inspection should be used to form a coherent action plan with appropriate timescales. The service provider should involve all staff in this process, taking them forward to further improve standards within the service and to continue to improve outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should improve the quality assurance processes through:

(i) building staff confidence in using How good is our early learning and childcare guidance as a tool for self-evaluation;

(ii) ensuring all staff are involved in the systematic evaluation and discussion of the effectiveness of their work and the work of the service.

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

"I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

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 provider must review and update recruitment and retention procedures to ensure they comply with current legislation.

This ensures children are safe and protected and the quality of staffing is consistent with the Health and Social Care Standards which state that: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

It also complies with Regulation 9(1)(a) Fitness of employees of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (SSI 2011/210)

Timescale for meeting this requirement: by 31 October 2018.

This requirement was made on 22 October 2018.

Action taken on previous requirement

The service provider had carried out a review of the recruitment and selection procedures in accordance with this requirement.

Met - within timescales**Requirement 2**

The provider must ensure that robust checks are completed for new staff prior to commencement in the service at all times.

This ensures children are safe and protected and the quality of staffing is consistent with the Health and Social Care Standards which state that: "I am confident that people who support and care for me have been appropriately and safely recruited." (HSCS 4.24)

It also complies with Regulation 9(1)(a) Fitness of employees of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (SSI 2011/210)

Timescale for meeting this requirement: by 31 October 2018.

This requirement was made on 22 October 2018.

Action taken on previous requirement

We were able to confirm that staff appointed since the last inspection had been subject to an appropriate recruitment and selection process.

Met - within timescales**Requirement 3**

The provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body, or who are newly recruited and are capable of achieving such registration within six months of commencing in post, may carry out work in the care service in a post for which such registration is required.

This ensures the quality of management and leadership is consistent with the Health and Social Care Standards which state that: "I use a service and organisation that are well led and managed." (HSCS 4.23)

It also complies with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 9(2)(c) Fitness of employees which refers to the provisions of Regulations 6(2)(a) and 7(2)(d) whereby any person, who in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered;

Also, Regulation 15 Staffing and Regulation 19 Offences, in particular Regulation 19(1) which makes it an offence to contravene or fail to comply with regulation 9(1) together with The Regulation of Care (Fitness of Employees in relation to Care Services) SSI 2009/118 (Scotland) (No. 2) Regulations 2009 as amended by SSI 2009/349 and 2010/443).

Timescale for meeting this requirement: by 31 October 2018.

This requirement was made on 22 October 2018.

Action taken on previous requirement

All staff were appropriately registered with the SSSC at the time of inspection.

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 should ensure that all staff have the opportunity to participate in training to underpin their knowledge and practice in safeguarding children.

This is to ensure that the care and support is consistent with the Health and Social Care Standards which state that: "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities." (HSCS 3.20)

This recommendation was made on 22 October 2018.

Action taken on previous recommendation

Staff had participated in relevant training and demonstrated confidence in their responsibilities for safeguarding children. We were satisfied with the progress made on this recommendation.

Recommendation 2

The provider should ensure that staff can access food hygiene training to ensure food preparation is carried out in line with best practice guidance.

This is to ensure that the care and support 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)

This recommendation was made on 22 October 2018.

Action taken on previous recommendation

Only one member had attended food hygiene training. This recommendation has been continued under Quality of care and support.

Recommendation 3

The provider should review and revise the procedures for the storage and administration of medication and ensure that:

- i) staff are made aware of the revised procedures;
- ii) staff receive appropriate instruction to administer an EpiPen;
- iii) staff have sufficient information about children's health conditions and symptoms.

This is to ensure that the care and support 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" and "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event." (HSCS 4.11 and 4.14)

This recommendation was made on 22 October 2018.

Action taken on previous recommendation

The service provider had taken appropriate action to address the issues highlighted in this recommendation. However, we found other issues relating to this at inspection. Therefore, this recommendation has been revised and continued under Quality of care and support.

Recommendation 4

The provider should ensure that the sun safety procedures are reviewed and revised in line with best practice guidance and ensure that staff follow these procedures at all times.

This is to ensure that the care and support 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)

This recommendation was made on 22 October 2018.

Action taken on previous recommendation

We could see that appropriate procedures had been put in place to ensure children were sun safe. We were satisfied with the progress made on this recommendation.

Recommendation 5

The provider should develop a comprehensive approach to supporting staff with their continuous professional development.

This ensures the quality of 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)

This recommendation was made on 22 October 2018.

Action taken on previous recommendation

More work was needed to address staff development. This recommendation has been continued under Quality of staffing.

Recommendation 6

The provider should improve the quality assurance processes through:

(i) building staff confidence in using How good is our early learning and childcare? guidance as a tool for self-evaluation;

(ii) ensuring all staff are involved in the systematic evaluation and discussion of the effectiveness of their work and the work of the service.

This is to ensure that management and leadership is consistent with the Health and Social Care Standards which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." (HSCS 4.19)

This recommendation was made on 22 October 2018.

Action taken on previous recommendation

This recommendation has been continued under Quality of management and leadership.

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
28 Aug 2018	Unannounced	Care and support 2 - Weak Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak
22 Aug 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
4 Nov 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
14 Jan 2013	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Oct 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
23 Nov 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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