

Carousel Nurseries (Alexandria) **Day Care of Children**

Broomley House
26 Luss Road
Alexandria
G83 ORH

Telephone: 01389 750628

Type of inspection:
Unannounced

Completed on:
7 November 2019

Service provided by:
Carousel Nurseries Ltd

Service provider number:
SP2003001161

Service no:
CS2003005583

About the service

Carousel Nurseries (Alexandria) has been registered with the Care Inspectorate since 2011.

The service is registered to provide a care service to a maximum of 73 children in the following age categories: 24 children aged six weeks to under two years; 49 children aged two years to children not yet attending Primary School of whom no more than 15 children are aged two to three years and no more than three children are of school age.

The service operates from a detached villa and annex set in its own grounds in Alexandria. At the time of inspection children had access to four playrooms, along with a large outside play area. The service is on a main bus route and near to local Primary Schools.

The aims of the service include the following statements: "to support children's emotional, personal, social and physical development through play, in a healthy safe and stimulating environment. To provide educational programmes which take full account of national and local curriculum guidelines and meet the needs of all learners."

We 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 the 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

Most children appeared settled and happy in the service. Some children particularly enjoyed playing with sand and water. Some children had fun learning about numbers and using number shapes. Other children enjoyed exploring the playroom using torches. Children clearly enjoyed outdoor learning. We observed children playing together with their friends using wooden blocks, balancing on wooden steps, examining worms, looking for treasure and rolling balls through pipes. Staff took the youngest children for a walk in the local community, to make sure they accessed fresh air.

Parents' comments were mixed. However, all of the parents we consulted confirmed they were overall, satisfied with the quality of care their child receives in the service.

Parents commented:

"My child is always learning new experiences which the staff will feed back to me about."

"The playroom my child is in has recently been refurbished and is great for inspiring their learning."

"The garden is more spacious which is great for the children running around. My child has really settled here and I have seen their confidence grow."

"Whilst many staff changes, they have been to the benefit of the nursery. Much better outdoor garden time. Only aspect is how much educational time children receive."

The manager agreed to give parents more information about the educational experiences children can access in the outdoor learning environment.

Some parents commented about the level of staff changes and inexperienced staff. For example:

"Recently a high turnover of staff I feel completely confident that at least one member of staff knows my child well and is very caring towards my child. However, some new staff can seem inexperienced and nervous which as a parent can be worrying. I am confident this will settle over time. Staff are always professional hard-working and deserve praise and support." The provider acknowledged that there had been a high turnover of staff.

One parent was not sure how much food their child was eating in the service. The manager confirmed staff record what each child has eaten and share this information with parents. The manager confirmed she would be happy to discuss any concerns parents may have about their child.

Some parents commented:

" I would appreciate more feedback from the nursery each day."

"There is an online journal that has no photos or observations and we have also heard nothing about an individual learning plan yet, I am confident however that there will be content to come."

The manager confirmed the online journals now included more information for parents. One of the parents we spoke with commented that they enjoyed reading the information in the online journal.

One of the parents was unsure about the new neutral colours of the playrooms. The manager confirmed she intended to give parents more information about the calming effect neutral colours can have on children.

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 discussed some quality assurance systems. These demonstrated their priorities for development and how staff 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	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

The children engaged well in outdoor play. We observed most children smiling and laughing as they played cooperatively with friends. Most staff were sensitive and nurturing and this contributed to children feeling respected.

Older children had free flow access to the outdoor area and staff made sure younger children were able to play outside regularly. Children were learning about personal care and we observed children washing their hands and brushing their teeth. This helped to promote children's health and wellbeing.

Staff followed safe procedures for administering and storing medication. They recorded accident and incidents and gave management an overview to ensure any issues were addressed.

The provider was working hard to improve care areas. For example, they were redecorating with neutral colours and promoting natural loose parts play. Babies enjoyed nurturing and stimulating experiences and the natural materials throughout the service encouraged children to be curious and creative.

The provider was continuing to improve nappy changing areas and agreed to follow guidance documents to ensure this development is completed in line with best practice. This will help enhance infection control in the service.

The provider had installed a working kitchen and children received breakfast, a hot lunch and an afternoon snack each day. Children told us they liked the food and we noticed almost all of the children ate their lunch well. Children were learning about recycling and made sure any food that they did not eat went into the food bin.

Significant staff and management changes had impacted on the progress of the service. However, management and staff were well supported by the provider and the local authority. The provider had carried out safer recruitment checks and started to introduce national induction systems.

Staff met regularly to discuss the service and new staff were supported by more experienced staff. They told us about recent training they had benefited from. For example, outdoor play training and confirmed they were becoming more familiar with good practice documents and guidance. This will help staff continue to improve outcomes for the children.

What the service could do better

There was scope for improving lunchtime to create a more homely experience. For example, in the room for older children, lunch tables were in a busy area and some children were unsettled by this. There had been a mix up about the timings of food for the second lunch sitting. This could have resulted in the food becoming cold. The provider told us this was not usual practice. Some of the younger children became unsettled due to the length of time waiting for their food and staff changes. Some of the chicken pieces could have been a potential choking hazard for children. It is acknowledged when we brought this to staff's attention they cut the food into smaller pieces. (See recommendation 1).

Play space was limited in the room used for children of two to three years. This resulted in less positive outcomes for some children. The provider agreed to look at ways of creating more space for this age group. It is acknowledged that the overall service was not operating to full capacity. However, we found the provider was not working in line with the conditions of registration in relation to the numbers of children aged two to three years. This had been a misunderstanding and the provider acted promptly and applied for a variation to the conditions of registration. Whilst we observed some positive examples of staff nurturing and responding to children, we noted missed opportunities to do so. This sometimes resulted in some children becoming disengaged and moving between areas without purpose. The inspection highlighted that staff would benefit from accessing further training. (See recommendation 2).

Some of the children's personal plans did not include full information about their health and wellbeing needs and preferences. Management agreed to support staff to ensure full information is included in all plans and to record purposeful observations and next steps that reflect children's development and learning. All of this information should be included as part of the six month review or be updated when needed. This will result in clear detailed information being in place for each child in order to support individual needs and promote positive outcomes.

The provider agreed to notify us of any planned refurbishments.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager and staff should review the lunchtime experience for children. Thought should be given to creating a more relaxed and homely atmosphere where staff can comfortably sit with children. The manager should ensure appropriate cutlery is always available to allow staff to cut up food for children and for older children to cut their own food. Staff should continue with plans to introduce table covers. For further information staff should refer to our good practice guidance Food Matters.

This ensures the care and support is consistent with Health and Social Care Standards which state: 'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.35).

2. To promote a high quality of care for children, staff must ensure they have the necessary knowledge and understanding to support positive outcomes for children. The provider should continue with plans to prioritise training for staff in child protection, working with children under three years and working with children in need of additional support.

This is to ensure staffing is consistent with the Health and Social Care Standards which state: '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 code.' (HSCS 3.14)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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	
30 Nov 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	5 - Very good
11 Aug 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
15 May 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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