

# Seton House Nursery Day Care of Children

3 Seton Terrace  
Dennistoun  
Glasgow  
G31 2HU

Telephone: 0141 550 1587

**Type of inspection:**

Unannounced

**Completed on:**

25 October 2019

**Service provided by:**

Ms Christina Ritchie

**Service provider number:**

SP2003001173

**Service no:**

CS2003005654

## About the service

Seton House Nursery is registered to provide care and education to a maximum of 54 children aged from birth to those not yet attending Primary School. The provider is Christina Ritchie. The nursery is located within a three storey townhouse in the Dennistoun area of Glasgow. Children are cared for in three age groups, those under one, those one to two years and those two to five years. Children are cared for in "departments" according to their age. Their accommodation comprises of playrooms and their own toilets and changing facilities. In addition, there are three outdoor areas for the children, front and rear gardens at the premises and an adjacent communal garden.

We check that services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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

Children present during the inspection were happy and settled in the nursery. They enjoyed varied experiences both indoors and outside. We received six completed questionnaires from parents and carers.

Their responses told us that they were happy with the quality of care their child received at the service: "The staff are always helpful and keep us up to date on our child's progress."

"Always a smile when dropping off and picking up my child. My child adores the staff, talks about them at home. I visited a few nurseries when looking and knew right away this was the one. They have been amazing from my child settling in to potty training and with any issues there have been."

"My two children have attended since babies. Staff have been amazing with assisting myself with every step of my child's development from learning to walk, to independent eating and learning toileting. They are extremely good at keeping myself informed on my children's development within the nursery."

## 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 paperwork. These gave some indication of their priorities for development and how they were monitoring the quality of the provision of the service.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

Children present during the inspection were happy and settled in the nursery. Staff welcomed families warmly on arrival, giving reassurance to parents and children. In discussion we found that staff were familiar with individual children's personality, characteristics and needs. Each of the children had an identified adult called a Key Worker and we learned that their role was to work with families, complete children's plans and record their progress.

Following the last inspection, staff caring for the younger children had trialled a Key Person approach, where staff provided children's entire care. They told us they had found it difficult to maintain. We discussed the benefits of a Key Person approach as a way of supporting children's attachment, and asked that they consider introducing it again. It would be of particular value as there was some movement of staff between rooms. This was being addressed by the provider through ongoing recruitment.

Each of the children had a personal plan which captured some of the information required to meet children's needs. The management team had recently introduced a new format and we asked that they review and develop further to ensure they fully reflected staff's knowledge of the children in their care. (See recommendation 1).

Also, that formal written records are maintained for children who receive support from other agencies.

We viewed a sample of children's online journals and found that staff had recorded meaningful observations. These showed they were working with parents to identify children's next steps. For example, supporting children to become mobile, or more independent.

Children of all ages benefited from regular access to outdoor play. Children over one spent a large part of their day playing in the nursery garden. Younger children were taken on walks in the community and to visit parks. All of the children visited the local library each week. The older children took part in a daily mile and weekly yoga and mindfulness sessions, both of which would support their wellbeing.

Children meals were prepared on the premises by a cook. The manager had carried out a review of the menu and introduced some new choices. We asked that she look again at some of the options for children and refer to best practice guidance documents, such as Setting the Table and Food Matters for further guidance. Also, we asked that they seek guidance on serving snacks to younger children.

We looked at medication procedures within the service. There were systems in place to record parental consent and also written plans in place for children who may require emergency medication.

In discussion we found that staff's knowledge of child protection varied. Some had recently attended training and had a sound understanding of their responsibilities, while others would benefit from refresher training. A course for all staff had been arranged for the near future which should address this.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The provider and manager should ensure that children's personal plans are used effectively to ensure their individual wellbeing needs are met.

This is to demonstrate the Health and Social Care Standards which state:

1.15 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.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The nursery offered children a clean, safe setting. The provider had refurbished several areas of the premises including the baby room, and had installed new toilets and nappy changing facilities throughout the building. We noted that ventilation systems had not been extended to some of the areas and asked the provider to arrange for work to be completed. Also, they had yet to install a partition in the changing areas for children over two, which would ensure children's privacy and dignity. (See recommendation 1).

We saw that children spent a large part of their day playing in the nursery garden and visiting facilities in the community to enhance their experiences. The outdoor area had been developed to include further resources to support children's learning. This included running water to the mud kitchen and a selection of loose parts play. Loose parts had also been extended indoors, promoting children's creativity and imagination. The manager agreed to review how these were stored in some of the rooms to ensure they were fully accessible to younger children.

During our inspection we noticed that two of the windows were more accessible to children following the renovations. Restrictors had been fitted to prevent them opening fully when tilted, which was how they were normally operated. However, they did not always prevent windows opening. The provider agreed to have new restrictors fitted, and in the meantime provide staff with clear instructions on operating the windows safely.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The provider should arrange for further improvement work to be carried out in the toilets and changing areas.

This is to demonstrate the Health and Social Care Standards which state:

5.17 My environment is safe and secure,

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff were committed to their work within the nursery and keen to progress their own professional development. Some had identified areas of the service which they wished to develop and topics they wished to study. These included the nursery garden and staff involved spoke enthusiastically about their involvement and the benefit to children in their care. Others were keen to develop their knowledge of attachment theory and its importance within the nursery setting. They were awaiting formal training but in the meantime were in discussion with the manager and had accessed some training resources.

In discussion, we found that senior staff were very motivated in leading their rooms and developing the provision for children in their care. Through her studies, the manager had obtained materials on topics such as schematic play and Building the Ambition which she had shared with the team. Staff were continuing to use Building the Ambition as a way of auditing the environment and reviewing their role. Their knowledge of schematic play was shown in some of the children's observations we read.

Staff met with the depute manager individually for informal supervision. We asked that they introduce a formal system of supervision which would provide the opportunity for staff to discuss their work and future professional development in a more structured way. These meetings should link directly with plans for training and professional development within the nursery.

In discussion with the managers and staff, we found that formal training had been limited. (See recommendation 1). We asked the manager to develop a training plan which would provide her with an overview of staff training needs and their access to events and development opportunities. This would allow her to monitor staff's professional development more effectively. There was a framework of staff meetings in place. The managers kept written notes of discussion and some to the resulting action. They agreed to keep more formal records of the meeting and to include any agreed action to be undertaken. Also, that minutes are shared with the staff team to remind them of discussions.

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The provider should ensure that the staff team have access to training and professional development opportunities that support both their individual professional development and improved outcomes for children.

This is to demonstrate the Health and Social Care Standards which state:

3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes of conduct.

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

A new manager had been appointed since the last inspection. She was working jointly with the now deputy manager to lead the service. They made different contributions to the management of the service in conjunction with their experience and current studies. At the time of the inspection some managerial responsibilities had been established and they were working to define their roles more clearly.

The management team had introduced an improvement plan using questions based on the documents How Good Is our Early Learning and Childcare to identify their strengths and areas for improvement. They had recently begun to discuss this with the staff group, agree responsibilities and timescales and track their progress. They had not yet measured the impact of this work. In discussion they agreed that it would be beneficial to focus their improvement work by reducing the number of priorities they were working on. This should make their task more manageable.

They also carried out informal monitoring of playrooms and provided staff with information on topics which would support them in their role and enhance outcomes for children. The management team agreed to introduce formal procedures and to establish a Quality Assurance system that would provide them with a clear overview of the service and support them on their journey of improvement. (See requirement 1).

We looked at recruitment procedures within the service, by viewing a sample of staff files. We found that while they requested suitable references for applicants, there was no clear system in place to follow these up if there was no response. This had led to some delays in their recruitment process. We discussed this with the manager who agreed to strengthen their procedures. (See recommendation 1).

## Requirements

### Number of requirements: 1

1. The management team must establish a clear quality assurance procedure within the service that ensures they have a stringent overview of all aspects of the service. The procedure must include a formal improvement plan which identifies targets for improvement, responsibilities and timescales.

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

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

It is also necessary to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) Welfare of users - A provider must - (a) make proper provision for the health, welfare and safety of service users.

Timescale for meeting this requirement; February 2020

## Recommendations

**Number of recommendations:** 1

1. The provider should ensure that they adhere to their recruitment procedures at all times.

This is to demonstrate the Health and Social Care Standards which state:

4.24 I am confident that people who support and care for me have been appropriately and safely recruited.

**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 submit a plan to the Care Inspectorate on how they will improve nappy changing and toilet facilities for children that will ensure the spread of infection is limited and promote children's privacy and dignity.

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

5.4 If I require intimate personal care, there is a suitable area for this, including a sink.

It is also necessary to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 10(2)(a).

Timescale for meeting this requirement: 1 October 2018.

**This requirement was made on 20 July 2018.**

## Action taken on previous requirement

The refurbishment work had been carried out. However, the provider had not submitted a written plan to the Care Inspectorate and as a result, further improvements were identified at the inspection. We have made a recommendation under Quality of the Environment.

**Met - outwith timescales**

## Requirement 2

The management team must establish a clear quality assurance procedure within the service that ensures they have a stringent overview of all aspects of the service. The procedure must include a formal improvement plan which identifies targets for improvement, responsibilities and timescales.

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

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

It is also necessary to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) Welfare of users - A provider must - (a) make proper provision for the health, welfare and safety of service users.

Timescale for meeting this requirement: 1 October 2018.

**This requirement was made on 20 July 2018.**

## Action taken on previous requirement

The management team had introduced an improvement plan but this did not provide the stringent overview required.

**Not met**

**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 children's personal plans are used effectively to ensure their individual wellbeing needs are met.



This is to demonstrate the Health and Social Care Standards which state:

1.15 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.

**This recommendation was made on 20 July 2018.**

## Action taken on previous recommendation

The service had introduced a new document, however these did not constitute a personal plan as described within the Health and Care Standards. The recommendation is continued.

## Recommendation 2

The provider should ensure that the staff team have access to training and professional development opportunities that support both their individual professional development and improved outcomes for children.

This is to demonstrate the Health and Social Care Standards which state:

3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes of conduct.

**This recommendation was made on 20 July 2018.**

## Action taken on previous recommendation

There had been limited training for staff, this recommendation is continued.

## Recommendation 3

The provider should ensure that they adhere to their recruitment procedures at all times.

This is to demonstrate the Health and Social Care Standards which state:

4.24 I am confident that people who support and care for me have been appropriately and safely recruited.

**This recommendation was made on 20 July 2018.**

## Action taken on previous recommendation

The manager had made improvements to their procedures however, we identified some aspects of their systems that needed to be developed further.

We have continued this recommendation 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](http://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
31 May 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
4 May 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
30 Jun 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
13 Aug 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
8 Oct 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
28 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
30 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
30 Sep 2009	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
11 Sep 2008		Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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