

Riverside Cottage Nursery Day Care of Children

Riverside Cottage
9 Riverside Lea
Blackburn
Bathgate
EH47 7EL

Telephone: 01506 650583

Type of inspection:

Unannounced

Completed on:

5 February 2020

Service provided by:

David Addison

Service provider number:

SP2011011751

Service no:

CS2011305706

About the service

Riverside Cottage Nursery is located in two acres of land, in the semi-rural Blackburn area of Bathgate. The day care service for children is operated by a private provider. The building is purpose designed and children have access to an indoor playroom, toilets, cloakroom and kitchen facilities. Children can play and learn in a variety of spaces including a lawn area, courtyard, woodland and allotment. The service is close to local amenities in Blackburn and Bathgate. The service operates between the hours of 07:30 hours to 18:00 hours Monday to Friday, 51 weeks per year.

We wrote this report following an unannounced inspection that was carried out by one Inspectors on 3 and 4 February 2020. Feedback was provided on 5 February 2020.

The aims of the service include:

- "Providing a family atmosphere where staff and children undertake tasks, cultivate the allotment, prepare meals and eat together.
- Enhancing children's awareness of nature and the world around them, giving children the opportunity to learn to use basic tools and learn skills that are traditional. Children will be encouraged to express themselves, their ideas and views on a wide range of issues."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (GIRFEC), Scotland's national approach to improving the outcomes 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 GIRFEC: safe, healthy, achieving, nurtured active, respected, responsible and included.

What people told us

During our inspection visit, approximately, 20 children were present throughout the day. This number is inclusive of the children attending the out of school care provision and the nursery setting. All children had formed relationships with staff and were happy and confident within the service. Some children talked to us about their time at the service and told us what they liked to do there. The children we spoke with told us they enjoyed the trampoline and building trains with the big blocks.

We provided the service with six Care Standards Questionnaires (CSQs) to be distributed to parents/carers during the inspection. We received three completed questionnaires. From the responses, we found that all parents/carers strongly agreed their child regularly got fresh air and opportunities for energetic play and that staff treat children fairly and with respect. Some parents/carers did not agree that staff work with them to develop an individual education and support programme for their child. We discussed this with the manager who highlighted the service's plan to further develop children's 'Personal Plans' to better reflect children's needs.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. During the inspection we looked at the service improvement action plan, created in collaboration with staff from 'West Lothian Local Authority'. This demonstrated some priorities for development and how they plan to monitor the quality of the provision within the service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

During our inspection we observed some issues relating to the procedures for the safe administration of medication. For example, incomplete consent to administer medication forms. We asked the provider to immediately update the consents. We revisited the service on 17 February 2020 and were satisfied by the improvements that had been made. The provider must now make further improvements to their 'Safe Administration of Medication' policy and procedures. See requirement 1, management and leadership.

Staff took a 'person-centred' approach to supporting children during their initial settling in period. One parent told us they were welcomed to stay with their child and then sensitively supported by staff to gradually leave. Another parent told us that staff had linked with their child's other care provider to ensure consistent and stable support. This resulted in children being securely settled and parent's feeling more at ease about leaving.

'Personal Plans' had been improved since the last inspection. Every child now had a plan in place. Staff had gathered details about the children's likes and dislikes and were beginning to observe children in their play. Parents told us they would like to know more about their child's development and staff agreed the plans could be further improved. For example, the plans could more clearly illustrate the needs of children and agreed strategies of support.

All children had opportunities to direct their own play and activities. Staff supported children to lead their play which resulted in children having their natural curiosity stimulated. For example, one child brought a wand into the setting. Staff then provided other children, showing an interest, with natural materials. The children created wands and then engaged in role-play together.

Children had appetising 'home cooked' meals and were involved in the preparation of some foods. This supported them to eat well and to foster a positive relationship with food. Staff told us that lunch times varied between 11:30 and 13:00. We asked the service to establish more consistent meal routines and to ensure children have the option to enjoy snacks between meals, particularly if there is a delay in the meal being served.

Water was available at mealtimes and some systems were in place to encourage children to drink in between; however, these were not being fully utilised by staff or children. We asked the service to further develop their approach to promoting good hydration by ensuring children always have access to drinking water.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of environment

Findings from the inspection

Children had daily opportunities to play outdoors which we could see supported them to be physically active. The mature nursery garden also offered opportunities to learn from and fully experience nature. Children took meaningful risks in their outdoor play. For example, climbing trees. Taking risks in play enhanced children's physical development and helping them to further develop their resilience.

A homely indoor environment had been created. We found the setting to be a calm space for children. Children particularly enjoyed indoor block play; however, indoor experiences still needed to be enhanced to better reflect children's needs, wishes and interests. During our inspection visit we discussed ways the staff team could better use resources to sensitively extend children's learning and development. See recommendation 1, environment.

Risk assessments needed to be updated with control measures put in place for evident dangers within the environment. For example, we found some damaged resources had not been removed from areas accessed by children and the indoor fireguard was not secured to the wall. Staff agreed to ensure that children are supervised when playing near any fire. The provider must now ensure that staff are clear about the service's policy and procedure to assessing and minimising unnecessary risks to children. See requirement 1, management and leadership.

Systems for maintaining the environment were being improved by the service. We agreed this was necessary, after finding some damaged equipment and resources. For example, the 'poly tunnel', once used for outdoor shelter and to change into outdoor clothing, was unused because it was damaged. This meant children more frequently opted to play indoors, resulting in the indoor playroom being muddy. We could see staff swept floors to try to maintain a clean environment and we learnt a 'Handy Man' had recently been employed to manage repairs. The manager assured us that repairs would be completed in a timely fashion, so children benefit from a better maintained and safe environment.

Children's health could have been better supported through improved infection control practice. We observed areas of practice that needed to be improved to reduce infections spreading.

For example, staff should implement more robust hand hygiene practice, remove personal protective equipment after use and use a separate toilet from the children. The provider must make improvements to their 'Control of infection' policy and procedures. See requirement 1, management and leadership.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To maximise children's experience the service should further develop children's indoor learning environment. Consideration should be given to creating an environment that;

- Reflects children interests and needs,
- Better promotes children's independence,
- Enhances learning,
- Promotes choice because resources are invitingly stored.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'The premises have been adapted, equipped and furnished to meet my needs and wishes'. (HSCS 5:15)

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The staff present during our visit engaged positively with the inspection process by asking questions and sharing their experiences. The staff we met were enthusiastic about their roles and told us about areas of practice they would like to further develop.

Staff effectively used a 'Walkie-Talkie' system to communicate. This meant that children had increased freedom of movement, indoors and out, because staff regularly updated one another on children's locations.

Staff knew the children well; however, we observed missed opportunities to more meaningfully involve younger children in play and daily routines. We discussed this with the manager who told us the service intended to implement a 'Key Person' system. We agreed that this would help staff to better meet the needs of children in their care and to respond more sensitively to their feelings, ideas and behaviours.

Children were developing their social and emotional skills because staff encouraged them to resolve conflict. Staff used the service values to facilitate conversations and to ensure that children knew what was expected of them. This resulted in children better managing relationships, problem solving and supporting each other. For example, we observed a group of children sensitively discouraging another child from pushing.

Staff had participated in some essential training and aspirational learning.

For example, they had updated child protection training, visited other early learning and childcare settings and some staff were participating in Froebel courses. Evaluation discussions and individual improvement goals for staff could be implemented to ensure children directly benefit from staff training. These should be monitored as part of a robust support and supervision process. See recommendation 3, management and leadership.

Staff were enthusiastic about taking their current approaches to supporting children's learning and linking it with the experiences and outcomes from within the Curriculum for Excellence. We found that West Lothian Local Authority had been supporting the service to improve their current curricular tools. Although staff were beginning to use the Curriculum for Excellence, they still had limited knowledge about other key national best practice guidance. This included, Building the Ambition and Pre-Birth to Three. See recommendation 3, management and leadership.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

There had been a recent change of manager and new partnership formed with West Lothian Local Authority (WLLA). It was evident these were positive changes. The newly appointed manager was receptive to any advice offered and promptly responded to improvement requests made during our inspection. However, we found that it was not routine practice to induct new staff and the new manager had not been fully inducted into her role. This meant they were, at times, unable to allocate key policies or records. See recommendation 1.

<https://hub.careinspectorate.com/media/3528/early-learning-and-childcare-national-induction-resource.pdf>

The manager was frequently included within the staff-to-children ratios. To provide clearer and more consistent leadership, which drives forward improvements and protects the wellbeing and safety of children, more careful consideration should be given to staff deployment, with clearer defined roles and responsibilities. See recommendation two.

The manager had worked with WLLA to identify key areas of improvement and to set an action plan; however, to ensure children receive high quality care and support, a more robust quality assurance systems should be put in place. See recommendation 2.

During our visit we completed a safer recruitment audit and found recruitment processes, such as obtaining appropriate references, had not been done prior to staff start dates. The Provider must ensure that all staff are safely recruited into the service. See requirement 1, management and leadership.

<http://hub.careinspectorate.com/knowledge/safer-recruitment/>

There was evidence of recent updates to some policies and procedures; however, we identified areas that could be further enhanced to ensure safer care.

For example, improvements are required to 'Safe Administration of Medication' (see care and support), 'Risk Assessments' and 'Controlling Infection' (See environment). See requirement 2, management and leadership.

There had been a recent improvement in the service notifying us of events and situations that prompt formal notification. For example, 'Change of Manager' notification and an up-to-date 'Annual Return' had recently been submitted. Such notifications are important to enable regulatory bodies to monitor best practice, provide appropriate support and guidance, and act should it be necessary to protect the public. We have included guidance, linked below, to support the manager to maintain recent improvements.

<https://hub.careinspectorate.com/media/1601/records-that-all-registered-care-services-except-childminding-must-keep.pdf>

Requirements

Number of requirements: 2

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

The provider must review and update recruitment and retention policies and procedures to ensure that they comply with current legislation by **20 March 2020**.

This is to ensure that children are safe and protected and the quality of staffing is consistent with the Health and Social Care Standards which state: '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 2011/2010)

2. In order to protect the health and wellbeing of all children, the provider must ensure that the service policies and procedures are reviewed and further developed, in line with national best practice guidance and legislation. The provider should ensure that all staff are familiar with policies and procedures. This is to ensure that policies and procedures support staff to provide consistent, stable and a safe care and support.

Priority attention should be given to the following procedures:

- **Safe Administration of Medication,**
- **Infection Control and Prevention,**
- **Assessing and Managing Risks.**

The provider should ensure the above named policies above have been updated and any changes fully implemented by **6 March 2020**.

This is in order to comply with Regulation 4.1(a), welfare of users- a provider must make proper provision for the health welfare and safety of service users, of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'As a child, I use a service and organisation that are well led and managed'. (HSCS 4.23)

and

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

Recommendations

Number of recommendations: 3

1. In order to ensure that children receive care and support, which is in line with national best practice, the service provider should improve staff inductions. The induction should:

- Provide new staff with a named mentor,
- Outline how gaps in knowledge or skill will be addressed,
- Include, where appropriate, observations of practice,
- Evidence staff member's competency within the role.

This is to ensure that care and support is consistent with the Health and Social Care standards which state: 'As a child, I have confidence in people because they are trained, competent and skills, and are able to reflect on their practice and follow their professional and organisational codes'. (HSCS 3.14)

2. In order that children are kept safe and their needs are met, at all times, the provider should review staff roles and responsibilities to ensure that;

- Staff are clear about individual responsibilities,
- Staff are deployed throughout the service based on role, skills, experience and level of responsibility,
- Leadership opportunities are identified to improve practice,
- Expectations are agreed and consistent.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'As a child, my care and support is consistent and stable because people work well together'. (HSCS 3.19)

3. In order to ensure that children receive care and support, which is in line with national best practice, the provide should ensure quality assurance systems are further developed, with clear priorities which are focussed on outcomes for children. This could include:

- A clear and manageable monitoring calendar to look at the quality of provision,
- Direct observations of children's experiences, including interactions with staff,
- Proactive systems to source and research recent guidance and legislation,
- Clear action plans for staff to improve practice in any areas identified,
- Audit recording systems to ensure they support the work of the service and keep children safe. (personal plans, child protection and safeguarding, administration of medicine and risk assessments),
- Continued use of evaluative systems such as 'Building the Ambition' or 'How good is Our Early Learning and Childcare' to benchmark quality,
- Regular involvement of staff, parents and children in evaluating the quality of the service.

Referring to websites such as the Care Inspectorate Hub and Education Scotland National Improvement Hub will support the service to see recent examples of guidance in practice.

<http://hub.careinspectorate.com/>
<https://education.gov.scot/improvement>

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'As a child, I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance systems'. (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 ensure that robust checks are completed for new and returning staff prior to commencement in the service at all times.

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

This is to ensure that children are safe and protected and the quality of staffing is consistent with the Health and Social Care Standards which state: '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 2011/2010)

This requirement was made on 21 February 2019.

Action taken on previous requirement

The policy was updated; however we found, during inspection, that the robust checks had not been followed.

Not met

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

Previous recommendations

There are no outstanding recommendations.

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
21 Feb 2019	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
7 Dec 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
12 Aug 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good

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