

Loretto Nursery Day Care of Children

1 New Street
Musselburgh
EH21 6HY

Telephone: 0131 285 1602

Type of inspection:

Unannounced

Completed on:

28 January 2020

Service provided by:

Bertram Nurseries Limited

Service provider number:

SP2003002955

Service no:

CS2015338420

About the service

Loretto Nursery (referred to as the service throughout this report) is operated by Bertram Nurseries Limited. The service is registered to provide a care service to a maximum 104 children at any one time aged from six weeks to currently attending primary school, of whom no more than 15 are under two years old and no more than 25 are currently attending primary school.

Loretto Nursery is based in Musselburgh, East Lothian. The service has a number of playrooms for children under school age. There is one playroom on the first floor for children attending the after school provision. Children can access a large outdoor play area to the rear of the property and a paved area to the front. Children in the toddler room have direct access to a decking area, which leads to the garden. Older children can access the garden via a door within their main playroom. Babies have their own garden, which is accessed directly from their playroom. Throughout the service, there are toilets and changing facilities. Other areas include offices, kitchen and staff facilities.

The aim of the service is:

- 'At Loretto Nursery we aim to ensure all children develop to their full potential in an environment that makes them feel valued, respected, safe and secure'.

What people told us

Prior to the inspection we sent out 30 Care Standard Questionnaires (CSQs) to the service to distribute to parents. We received 12 completed CSQs back. We spoke with a further 10 parents as part of the inspection process. In the CSQ feedback five parents strongly agreed and seven parents agreed with the statement: 'Overall, I am happy with the care and support my child receives in the service'.

Feedback within the CSQs and further discussions with parents were mixed. For example, feedback from both sources included:

Some parents commented on staff being caring and said their children had formed positive relationships with staff.

Some parents commented that the food was healthy and that their child enjoyed the meals provided.

Some parents felt that children's learning experiences were not good and that children needed more engagement from staff and a wider variety of experiences. A number of parents commented that they do not receive information about their child's learning.

Some parents shared that they felt the learning journals were not regularly updated, one parent commented that their child's learning journal was updated regularly. Within the CSQs five parents disagreed with the statement 'Staff regularly assess my child's learning and development with me, and where appropriate my child'.

A number of parents said that they felt there was a high turnover of staff and this had a challenging impact on outcomes for children. A number of parents said they were not made aware of staffing changes in a timely manner. For some families this included when their child's keyworkers were changed. Some parents raised concerns about children receiving appropriate support when toileting and using the toilet facilities.

A number of parents commented on communication. Some said this had improved recently in the service, however others said communication was inconsistent.

Other comments were:

"A recent change in management caused a period of unrest and slight concern. Staff continued to provide good care which meant there was no disruption to our child. New management in place and nursery seems to be running well."

"The service has experienced staffing issues which has affected the quality of the service and the reliability of communications. They haven't been entirely honest about the reasons for staff departures which didn't inspire confidence. However, I am confident that they are committed to making robust improvements."

"We really feel the setting and the staff are great because our child is very happy at nursery, it's often hard to get them to leave. They have got a really good relationship with several members of staff and they love the outdoor space and mix of activities on offer."

"Online journals not always used/not regularly. Management haven't seemed very proactive in enforcing/encouraging communication with parents. Lovely setting and lovely garden to play in - child seems very happy here."

"High turnover of staff can be unsettling for our child. I was very pleased to see the proactive approach of the new management. Would like to see more relevant information in the learning journals, including photos of my child and any achievements, at the moment the entries seem a little generic."

"Overall my child is happy... More planned activities would be good and children specific plans and outcomes."

"Overall, I feel staff are caring and quickly respond to the needs of my child. I really appreciate that they seem to care about my child and very quickly got to know them. They have great access to outdoor play and various activities which I love. I would prefer if learning journals were updated more frequently."

"Staff do everything they can."

"Communications can be variable but we do get email updates."

"My child settled quickly and has a good attachment with staff."

"General environment is not great, no exciting activities."

"A bit disappointed that the swimming has stopped on a Monday, with no reason given."

We discussed this feedback with the service and considered it as part of our inspection work. The management team shared that they would consider all feedback and work to address the concerns raised by parents, whilst building on the strengths identified.

Self assessment

The service had not been asked to submit a self-assessment prior to the inspection. As part of the inspection we discussed the service improvement work, including the strengths they had identified and any areas of development.

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

Children received a warm, friendly welcome when they came into the service. Staff were aware of their individual preferences and supported them to settle into the day.

Older children were supported to develop their independence and self-help skills with opportunities to serve their own meals and drinks. The service was beginning to introduce some elements of this routine for younger children in the toddler room.

Children were provided with reassurance and responded to in a caring way by staff. Sleep time in the baby room was calm and relaxed meaning children experienced a sense of nurture during this time.

Babies and toddlers enjoyed some messy play and sensory activities. Older children enjoyed taking part in activities which promoted their creativity for example, junk modelling. However, children would benefit from more opportunities to develop their play and extend their learning. At times throughout the inspection, the experiences, resources and activities did not effectively meet the needs and interests of all children. Older children and toddlers often became disengaged in their play as they flitted from one area of the room to the next. To improve children's play and learning opportunities the service should develop the experiences provided so that they offer greater levels of interest, challenge and enjoyment. The management team acknowledged these observations and were clear on the play and learning environment that should be created for children.

Whilst we found most staff knew children well, children's personal plans did not always contain sufficient information to effectively consider children's varying and changing needs. Where children required additional strategies of support, this was not always recorded. Where we saw it was recorded it was not always evident how staff were implementing these. This meant there were some missed opportunities to support and help children make the best progress possible. (Recommendation one).

Children's medical needs were outlined in individual plans that related to specific needs and medications. However, we found that some plans and the corresponding medication had not been reviewed and updated in line with best practice guidance. This had the potential for some medication to be out of date or changes to children's needs not being reflected in their care. To maintain children's health and wellbeing improvements should be made to the management, storage and administration of medication. (Recommendation two). We discussed with the service incidents relating to children's allergies. The manager provided assurances that children's medical plans would be continually reviewed and where situations had arisen then the service would take action to address these.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support children's care, wellbeing, development and learning personal plans should be developed to ensure they contain relevant and meaningful information that supports the service to effectively and sensitively meet

children's needs. Personal plans should outline the strategies of support for children so that these can be implemented and reviewed over time to ensure children get the support that is right for them.

This is to ensure care and support is consistent with 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' and '1.19: My care and support meets my needs and is right for me'.

2. To support children's health care and medical needs in a safe and effective way, the service should review the procedures for the management of medication and embed consistent practices in line with best practice guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I experience high quality care and support because people have the necessary information and resources (HSCS: '4.27).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

During the inspection visits, the environment was safe with a secure entry system that was effectively managed by staff. A parent raised a concern about the entry door to the older children's room at times being left open. The service should continue to monitor this and address any issues. Children were cared for in a clean and bright environment. Children had appropriate equipment to keep them comfortable during meal and sleep times, for example cosy blankets and comfortable seating.

Some resources encouraged children to be creative and curious. For example, the introduction of a play-dough station for older children allowed them to explore different materials. However, on the day of the inspection this was under-resourced meaning children did not benefit from it. Babies explored sensory baskets and musical instruments, which they enjoyed. Across the playrooms the service had introduced some open-ended resources such as spoons, boxes, pebbles and fabrics. Within the toddler room, we observed a child using these resources and engaging in a sustained period of play at the attractively resourced sand tray.

However, the playroom for older children and the spaces used by children from the toddler room would benefit from improvements to the layout and resources available to support play and learning. We discussed supporting staff to consider how provocations can be used with resources and areas to help spark children's interests and support depth in learning.

Within the playrooms staff were beginning to consider how cosy, nurturing spaces might support children's wellbeing and provide opportunities to relax should they wish. During the inspection, one older child became tired and rested in the middle of the playroom floor. This did not provide appropriate levels of comfort. We asked the service to continue to work with staff to develop spaces that support a sense of warmth and nurture.

Whilst the outdoor spaces provided opportunities for children to be active, during the inspection staff did not enable children to make full use of the garden areas. For long periods of the day the garden was not in use. Some areas of the garden required attention to make them more interesting and inviting, for example the mud

kitchen would benefit from additional resources and staff ensuring the area was well maintained. The manager assured us they would work with staff to embed free-flow play and increased opportunities for outdoor play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Most staff knew children and families well. This resulted in them being able to respect their individual needs, requests and personalities. Staff were interested in children's experiences and play. However, during the inspection there were various missed opportunities to develop and support children's experiences. For example, staff missed a child's cue when the child tried to initiate of story.

Staff had been recruited in line with best practice guidance. Staff were also registered with the Scottish Social Services Council, the body who regulate social service workers in Scotland. This supported staff to have an awareness of the regulatory codes of conduct and how they should commit to their professional development. Children were safeguarded because staff were clear on the possible indicators of abuse. They had received training which supported their knowledge of child protection. Staff knew how to report concerns and were confident about the procedures they should follow to keep children safe.

The manager had implemented a calendar of support and supervision. They had met with some staff to support specific practice areas and address identified needs. However, as yet not all staff had been provided with this opportunity. We made a recommendation at the last inspection about staff supervision and appraisal procedures being developed and implemented. We have continued this recommendation within this inspection. (Recommendation one).

Staff told us that communication had improved in the service and this was supporting them to work together. Staff highlighted how recent team meetings had provided them with opportunities to discuss the service, identify strengths and consider areas of improvement. The manager had carried out some playroom observations and was beginning to use these to consider staff practice. The Bertram Early Years team were also working closely with the service to support staff development. These measures were in the early stages and as yet were not having a significant impact on the quality of the service. We made a recommendation at the last inspection about the service developing an effective system to monitor and support staff practice to ensure children experienced care and support that consistently promoted positive outcomes. We have continued this recommendation within this inspection. (Recommendation two).

Recent training opportunities in relation to environments and play had supported the needs of the service and we could see how this would begin to have an impact on the playroom environments. Generally, children would

benefit from staff widening their knowledge of best practice guidance to help promote richer play experiences and support them to confidently meet all children's needs across the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To enable staff to reflect on and improve their own practice and to support positive outcomes for children, staff supervision and appraisal procedures should be developed and implemented by the manager. This is to ensure that care and support is consistent with 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 codes'. (HSCS 3.14).
2. The service should put in place an effective system to monitor and support staff practice to ensure children experience care and support that consistently promotes positive outcomes. This is to ensure that care and support is consistent with Health and Social Care Standards which state '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).

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The new manager had been in post since late October 2019. The manager had a good overview of the service. They had worked closely with the staff team, the Bertram Early Years team and the local authority to establish a robust improvement plan for the service. This was in place at the time of inspection. The plan highlighted the needs and improvement priorities of the service. Whilst it was in the early stages of implementation, the manager showed a commitment to ensuring improvements would be made whilst building on the strengths of service.

Staff shared that they felt well supported by the new manager. They said they could access support and guidance as required. The manager spent time in the playrooms, building relationships with children, parents and staff. As planned, the management team and staff should continue to work on the improvement plan to ensure children and families experience consistently positive outcomes. To support improvement the manager and staff should develop effective quality assurance measures to promote a cycle of continuous improvement.

Some parents expressed concern about high turnover of staff and the communication of this. Other parents said that staffing had been more stable in recent months prior to the inspection. We discussed these concerns with the service and the action taken since the Care Inspectorate had upheld complaints regarding these matters. The service had an action plan in place to address on-going staff recruitment. The management team expressed

a continued commitment to developing communication around staffing and working on ways to maintain stability.

Evidence gathered at inspection showed the manager had begun to address communication with parents. For example, work was underway to establish a parents forum, the aim of which was to provide opportunities for parents to provide feedback and influence the service.

During the inspection, we found the manager had a good understanding and awareness of the Care Inspectorate notification procedures. They made appropriate notifications so we had an overview of various aspects regarding the service.

Requirements

Number of requirements: 0

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

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The service should put in place an effective system to monitor and support staff practice to ensure children experience care and support that consistently promotes positive outcomes. This is to ensure that care and support is consistent with Health and Social Care Standards which state '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).

This recommendation was made on 15 March 2019.

Action taken on previous recommendation

This recommendation was not met and continued within the inspection.

Recommendation 2

To enable staff to reflect on and improve their own practice and to support positive outcomes for children, staff supervision and appraisal procedures should be developed and implemented by the manager. This is to ensure that care and support is consistent with 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 codes'. (HSCS 3.14).

This recommendation was made on 15 March 2019.

Action taken on previous recommendation

This recommendation was not met and continued within the inspection.

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
15 Mar 2019	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>3 - Adequate</div> <div>Management and leadership</div> <div>Not assessed</div>
21 Mar 2017	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>4 - Good</div>

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good

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