

## Kippie Lodge Creche Day Care of Children

Kippie Lodge  
North Deeside Road  
Milltimber  
Aberdeen  
AB13 0AB

Telephone: 01224 734747

**Type of inspection:**  
Unannounced

**Completed on:**  
21 February 2020

**Service provided by:**  
Aberdeen Petroleum Club

**Service provider number:**  
SP2003000362

**Service no:**  
CS2003001683

## About the service

Kippie Lodge Creche is registered to provide a care service to a maximum of 12 children, aged from 0 to 8 years. The service will operate between the times of: Monday - Friday 9am to 5pm, Saturday 9am to 2pm and Sunday 9am to 12.30pm. The creche is delivered from a cottage within the country club. Children have access to two playrooms and an enclosed garden.

The service aims include;

- To provide an active, happy, stimulating, safe and fun filled environment.
- To build positive relationships between adults and children, encouraging mutual understanding and respect for people, the environment and cultural diversity.
- To provide a creche where the ethos is relaxed and friendly but professional.

We check 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 support them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as SHANARRI wellbeing indicators.

## What people told us

We saw that the children and toddlers were happy and content during their time in the service. Some of the older children were confident to tell us about what they were doing, and they seemed engaged in their activities.

"I've made pizza, I'm going to cut it, it's round."

"I've been here hundreds of times, I like the play dough."

We received three completed Care Standards Questionnaires (CSQs) from parents and carers using the service. All strongly agreed that overall they were happy with the service provided. We also spoke to two parents when they arrived to collect their children.

Comments included:

"A wonderfully warm and caring environment. My child enjoys their time with Stacey, Marie and the team. I feel confident they are safe and supported. I thoroughly appreciate the love shown to my child. Great service which I wholeheartedly recommend."

"I'm very happy with the service, staff are very welcoming and know the children really well. They do a wide variety of things with them, often taking what they've made home."

"Same staff for a number of years which has been great, they know my child really well. There was a lovely settling process and staff are very helpful and approachable."

## Self assessment

The service had not been asked to complete a self assessment prior to inspection. We looked at the service's own quality assurance processes. Strengths and areas for development are included in the report.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

Staff knew the children and their families well. Nurturing relationships had been formed with the children, supporting them to feel safe and confident. The well-established staff worked together to form a very strong team. They had built positive relationships with the parents which supported information sharing enabling staff to meet children's needs.

The manager was confident in her role in identifying, recording and reporting any concerns in order to safeguard children. We discussed factors which may impact on a child's well-being and the manager confidently gave examples of how they could support a family at these times.

Parents provided food and drink for their child. Staff provided a relaxed and unhurried atmosphere for children to have snack or lunch. Children were encouraged to develop skills needed for independence such as managing utensils. Staff took the opportunity to talk with the children, supporting their communication and social skills. Discussions around food at this time and during play promoted children's understanding of a healthy diet.

Children's health was supported by the staff's awareness and procedures concerning allergies and dietary requirements. There was an effective system in place should any children require medication which adhered to national guidance. Processes to minimise the risk of cross infection were in place to further support children's health.

Staff were confident in their approaches with children. They used subtle interventions to encourage children to persevere in tasks, supporting them to develop resilience and building their confidence and sense of achievement. There were lots of naturally child-led discussions which supported children's communication and language. These interactions developed children's self esteem by ensuring they felt valued and listened to.

A variety of training had been undertaken since the last inspection and we could see some of the impact this had had, particularly in the environment and in the processes to promote children's health.

The small staff team were enthusiastic and keen to continue to provide quality experiences for the children attending the service. Although there was not a formal development plan the manager was able to discuss areas that had been identified for further development. These included expanding the experiences in the garden and increasing the opportunities for loose part play outdoors. We suggested that it may be helpful if the service developed a written plan with clear success criteria and time scales to reach goals. (See recommendation 1).

## What the service could do better

There was a personal plan in place for each child. These contained the information needed to keep children safe and promote their well being. We suggested they should be extended to include information about children's experiences and achievements. This will support accurate information sharing with parents and other agencies involved in the child's care.

There were a range of policies in place. These were shared with parents supporting them to know what to expect of the service. We suggested that the manager should ensure that these reflected current guidance in order to effectively support staff practice. A very detailed child protection policy was in place which would support staff to react appropriately to any concerns. However, the relief member of staff had not had the opportunity to read this prior to beginning work. Although they were aware of symptoms which would cause a concern reading the policy would ensure that the services procedures were followed to safeguard children. Although there are some lovely natural woodland grounds surrounding the service these are not accessed often due to time constraints. We suggested that staff look to extending the opportunities for children to explore and investigate a natural environment and participate in loose part, open ended play.

The manager was able to discuss with us the areas that had been identified for further development. These centred around developing the opportunities outdoors. We suggested that better awareness and more use of national guidance documents such as; Building the Ambition, My World Outdoors, Our Creative Journey and Loose Parts Tool Kit would support the service in evaluating its provision. This will enable them to ensure that areas are developed which would have the most positive impact on the experiences and outcomes for children. These documents are all available on the care inspectorate hub at <http://hub.careinspectorate.com>. We suggested that some of the children would benefit from more opportunity to explore, investigate and problem solve. The documents will support the staff in extending these opportunities indoors and out.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The service should devise a formal improvement plan to record specific areas for the development of the service, the resources required, timescales, actions taken and the outcome. This would assist with evidencing the ongoing improvement of the service and ensure that care and support is consistent with the

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

## 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).

## 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

We advised that the indoor and outdoor environments could be improved by having more natural resources. Further development of the outdoor area would provide a more natural and inviting space to extend active learning experiences in the fresh air. We signposted the service to 'My World Outdoors', 'Space to Grow', 'Loose Parts Play' and 'Our Creative Journey' for more information.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2: A Safe Environment.

**This recommendation was made on 7 February 2018.**

#### Action taken on previous recommendation

Although there has been some development this is yet to significantly impact on children's experiences. Therefore this recommendation has not been met and is restated in the report as an area for improvement.

## Recommendation 2

The service should devise a formal improvement plan to record specific areas for the development of the service, the resources required, timescales, actions taken and the outcome. This would assist with evidencing the ongoing improvement of the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14: Well Managed Service.

This recommendation was made on 27 March 2018.

### Action taken on previous recommendation

This recommendation has not been met and is restated in the report.

## Inspection and grading history

Date	Type	Gradings
7 Feb 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
28 Nov 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 3 - Adequate
19 Nov 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Jan 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
9 Mar 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
13 Jul 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Aug 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Sep 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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