

# Rainbow Nursery Dalgety Bay Day Care of Children

14 Moss Way  
Hillend Industrial Estate  
Hillend  
Dunfermline  
KY11 9JS

Telephone: 01383 821970

**Type of inspection:**  
Unannounced

**Completed on:**  
20 October 2020

**Service provided by:**  
Rainbow Nursery Ltd

**Service provider number:**  
SP2005007625

**Service no:**  
CS2003015241

## About the service

We carried out an unannounced inspection visit of Rainbow Nursery Dalgety Bay on 08 October 2020. We completed the inspection using Near Me technology and gave feedback on 20 October 2020.

The day care of children service is registered to provide care to a maximum of 89 children of whom:

9 children 0 - under 1 years in the baby room

14 children 1 - under 2 years in the wee stars room

20 children 2 - under 3 years in the middle stars room

46 children 3 up to an age to attend primary school in the big stars room.

The care service will operate between the times of 7.00am to 6.30pm Monday to Friday. During operating times the service will have the exclusive use of the nursery buildings and gardens. The children have direct access to their own gardens from each playroom. The service is located in an industrial estate near to local amenities and public transport routes.

The aims of the service includes the following statement; "To create a happy, secure and stimulating environment where children can discover for themselves that learning is enjoyable."

This was a focussed inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. This inspection was carried out by inspectors from the Care Inspectorate.

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

We observed children at play and spoke with them during our visit. Children were accessing a variety of resources throughout the setting and spent time in their garden areas.

We spoke with two parents during our visit; emailed 15 parents to request feedback and asked the service to post our contact details on their social media sites. Overall, parents were satisfied with the service provided and offered some helpful feedback. We have shared this feedback with the service and have included some comments below which represent parents views:

'My child has struggled to settle, and nursery staff were very supportive, and always working to ensure they are distracted quickly going into nursery at drop offs. We're reviewing the approach to help.'

'My child is always very happy when they get to help the ladies and will comment that they have helped with various things and you can tell that they feel proud when the staff give her the opportunities to be a helper.'

'The staff at Rainbow are fantastic. They are all so friendly and helpful and will go out of their way to help. My child struggled to get back to nursery after lockdown and they have been brilliant supporting us to get my child back to feeling confident going in. I feel like they genuinely care about my child and understand them as an individual.'

'I love the outdoor space that they have and feel like they use it really well getting out as much as possible. They have also made all areas of the nursery much more bright and colourful and fun recently making it a really welcoming environment for the kids to enjoy.'

'The only thing that I think they could improve on is maybe getting out more for walks and things as they don't seem to do this that often. They do have great grounds though so it's less important than it might be in a different location.'

'If I could improve one aspect it would be to hear a little bit more of what they get up to day-to-day, although I appreciate that this is difficult in the current situation which makes end of day discussions at pick ups less detailed.'

'We don't receive much communication about what activities the children participate in, and we have no idea who the other children/friends are other than the limited amount my child can tell me. It's not clear what the daily events looks like and how varied/interactive the day is for our child. I imagine this is partly due to generally less communication since we are no longer allowed in the building and the lack of online portal.'

'One thing I think the nursery could improve on is the amount of time the children spend out with the nursery, i.e. they very rarely go to the park, or for woodland walks - it is very much nursery based. The meals at nursery could do with being more varied, fresh, homemade and healthy and this is where they are lacking compared to other nurseries'.

## Self assessment

We did not request a self assessment from the provider. At this inspection we viewed the services' own improvement plan and discussed this with the staff and management. One example of an identified improvement included enhancing the observation, planning and assessment of children's learning.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	not assessed

## Quality of care and support

### Findings from the inspection

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19:

- Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.
- Effective communication with families enables responsive care to support children through changing circumstances.

Children were supported to understand changes to their care arrangements due to the COVID-19 pandemic. Using photographs, pictures, verbal explanations and singing songs helped staff do this in an age appropriate way. This helped to keep children healthy. Discussions with the oldest children about feelings and emotions supported them to share how they were feeling. Conversations were helping children to understand the changing situation. Younger children needed more support to understand the changes and the service should continue to develop their practice to enable this.

Prior to re-opening the service had acted to aide parents and children to settle back in. Well-balanced options for information gathering and communication helped parents and children understand the changes due to COVID-19 before returning.

The team used technology and social media to communicate with parents. A written handover was given to avoid prolonged conversations outside with parents. This, however, could result in the spread of infection if there was an outbreak. We advised this should be reconsidered.

Children had opportunities to shape their play and learning experiences. All rooms had direct access to gardens. Play and exploration outdoors supported children's health and wellbeing. Children could not share gardens with other rooms now and this was explained to them in an appropriate way. The youngest children were observed exploring the rain in their garden. This supported health and wellbeing through active play.

Staff had limited knowledge and confidence in child protection policies, procedures, and guidance in Scotland. We have highlighted the importance and need for staff to build their knowledge and confidence in child protection and whistle blowing. The challenges in relation to COVID-19 have not yet been fully explored and this further increases the potential risk of safeguarding and child protection concerns not to be identified or acted upon. **See requirement one.**

Inconsistent ideas and techniques were being used to respond to distressed behaviour. For example, time out was used in various ways and this was not effective practice. Children should be supported to develop their understanding of situations and staff should provide a safe outlet for children to express their emotions. Careful consideration is needed to revise the promoting positive behaviour strategies used by staff. **See recommendation one.**

The service had not yet established systems which demonstrate clearly how individual children were progressing in their learning. The team should develop their approaches to the cycle of planning, observation and assessment of children's learning and development. **See recommendation two.**

## Requirements

### Number of requirements: 1

1. In order to ensure children are safe and protected from harm, the provider must by 30 November 2020, ensure that:

- a) A robust child protection procedure is in place, shared with staff and fully implemented.
- b) Staff leading on child protection are adequately trained to confidently recognise risk and share any concerns with the social work service or police.
- c) Staff are adequately trained in what to do if they have concerns about a child's welfare.

This ensures that care and support is consistent with the Health and Social Care Standard 3.20 which states that, as a child: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'.

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 Welfare of Users.

## Recommendations

### Number of recommendations: 2

1. The provider should support staff to increase their skills and knowledge in promoting positive behaviour and supporting distressed behaviour in children. The policies and procedures should be reviewed and understood and followed by all staff. This will result in all children consistently being treated with dignity and respect.

This ensures that care and support is consistent with the Health and Social Care Standard 3.20 which states that, as a child: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'.

2. The provider should support the staff to develop their approaches to the cycle of planning, observation and assessment of children's learning and development. Children's folders should be individual to them and their next steps should inform planning processes.

This ensures that care and support is consistent with the Health and Social Care Standard 1.19 which states that: 'My care and support meets my needs and is right for me.'

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

Quality indicator 5.2:

- Infection prevention and control practices support a safe environment for children and staff.
- Children are protected as staff take all necessary precautions to prevent the spread of infection.

Overall the environment appeared clean and in a good state of repair, for instance the playroom walls and furniture had recently been painted by staff. This helped to provide a pleasant and inviting environment for children. However, a toilet floor had needed to be replaced for several months. We requested an update of when this work would be completed as the floor could not be cleaned effectively which may have increased the risk of transmission of COVID-19. We will follow this up with the service.

The infection prevention and control policies were updated to inform parents of the current restrictions and exclusions. This included information on the symptoms of Coronavirus which meant parents knew when to keep children at home. Updates from the Scottish Government were shared to help keep parents informed. We advised that the settling in policy should be updated to include the restrictions and updated procedures.

All staff had completed online training on COVID-19 infection prevention and control and although staff understood the procedures to ensure the toys, equipment and soft furnishings were cleaned regularly, there were some practices that did not adhere to infection control guidance. Staff did wear PPE at appropriate times and although there were some restrictions of what children could play with the team had created other opportunities outdoors such as mud areas. However not all staff washed their hands after helping younger children wipe their noses and some staff left their room to enter other areas and did not wash their hands on returning. The cleaning schedule in one room had not been completed for three days which resulted in inconsistent practice. Children could be exposed to potential risk from infection because all staff working in the service did not follow up-to-date guidance on infection prevention and control in respect of COVID-19. **See requirement one.**

## Requirements

**Number of requirements: 1**

1. In order to ensure children remain safe and healthy, the provider must ensure that all public health and early years guidance relating COVID-19 infection prevention and control is followed consistently. By 16 November 2020, the provider must ensure staff are confident in their duties and role in maintaining a hygienic environment.

This ensures that care and support is consistent with the Health and Social Care Standard 4.11 which states that, 'I experience high quality care and support based on relevant evidence, guidance and best practice.'

It is also necessary to order to comply with The Scottish Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 Welfare of Users.

## Recommendations

**Number of recommendations: 0**

**Grade: 2 - weak**

## Quality of staffing

### Findings from the inspection

Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19:

- Staffing arrangements meet the needs of children and families.
- Staff are well supported and confident.

Staff were clear about the need to physically distance from other adults. They continued to give children comfort and reassurance when needed. The team were flexible and changed roles throughout the session to meet the needs of the children and to support each other. Staff said they felt the COVID-19 procedures helped to ease any worries they had about coming back to work.

Measures had been increased to prevent the spread of COVID-19 in adults, for example staff wearing face coverings in communal areas or when going outside to give parents information. Procedures had been changed to stop working interviews, this meant only staff were in the buildings. Safe recruitment practices were now consistently being adhered to.

The service had recently promoted two staff into deputy relief manager positions with the aim of promoting leadership and to develop quality assurance processes. The service was not yet measuring and evaluating the impact of the measures in place to protect children and staff from COVID-19 and we advised the manager to create a planned and transparent approach to monitoring this.

The team should take significant steps to ensure they are all confident in current legislation and best practice. They currently rely on the managers to share information with them about the COVID-19 safe practices that must be adhered to. Staff were not all confident or aware of general publications, strategies and legislation for early learning and childcare. Staff were unaware of possible communications strategies that could be in place to support children in blended placements. Staff should increase their knowledge of GIRFEC and appropriate information that can be given and received. **See requirement one.**

Most staff we spoke with were still unaware or unclear about their Scottish Social Services Council (SSSC) registration conditions and responsibilities. All staff must be clear about the conditions of their registration and take responsibility for meeting these each year. **See recommendation one.**

Quality assurance systems were not yet established and the staff were not regularly receiving feedback on how their work was or was not adhering to the new COVID-19 procedures. An improvement plan for Big Stars (3-5 year old room) was recently created, however improvement plans should be an ongoing and dynamic process. The younger rooms did not have an improvement plan yet. It is important that staff, children and parents are included and fully participate in the process of developing plans. **See recommendation two.**

## Requirements

### Number of requirements: 1

1. The provider must ensure that staff are skilled and knowledgeable in early years best practice, strategies and legislation. By 20 December 2020, staff must be confident in their knowledge of, and be applying to their practice the principles of:

- Getting it Right for Every Child
- Health and Social Care Standards
- Realising the Ambition, for example.

The full range of best practice guidance is on the Care Inspectorate website.



This ensures care and support is consistent with the Health and Social Care Standard 3.14 which states that, as a child: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes'.

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 9 Fitness of Employees 2(b).

## Recommendations

### Number of recommendations: 2

1. The provider should support staff in understanding their professional roles and responsibilities as early learning and childcare practitioners registered with the Scottish Social Services Council. This should include the development of their own post registration and training and learning, and an awareness of their responsibility to be registered and meet conditions within given timescales. Staff should also be encouraged to reflect on their knowledge and understanding of child development which, in turn, should improve the quality of care and support for children and families in the service.

This ensures care and support is consistent with the Health and Social Care Standard 3.14 which states that, as a child: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes'.

2. To ensure children receive high quality care and support, the provider should create an improvement plan taking account of feedback from parents, children, staff and other stakeholders, and relevant guidance such as "How Good is Our Early Learning and Childcare".

This ensures that the quality of care and support is consistent with the Health and Social Care Standard 4.19 which states that, as a child: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'.

**Grade:** 2 - weak

## Quality of management and leadership

This quality theme was not assessed.

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

### Previous requirements

#### Requirement 1

In order to ensure children are safe, nurtured and protected from harm, the provider must by 2 March 2020, ensure that:

- a) Children's personal plans contain all the relevant information including how their health, welfare and safety needs will be/ are being met.
- b) Plans are reviewed with parents, at least once every six months.
- c) Staff receive support to help them improve the quality information recorded.

This ensures that care and support is consistent with the Health and Social Care Standard 1.15 which states that, as a child: "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".

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 5 Personal Plans.

**This requirement was made on 31 January 2020.**

#### Action taken on previous requirement

Basic information on medical, allergy, emergency contact and needs is gathered every six months. The service uses software which creates a timeline. Passports capture main areas for development support and actions agreed. This requirement is met.

**Met - within timescales**

#### Requirement 2

In order to ensure children remain safe and healthy, the provider must ensure that the premises are clean, well maintained and fit for purpose of providing early learning and childcare. The provider must by 2 March 2020, ensure that:

- a) The odour in the nappy changing area and adjoining playroom is eliminated.
- b) A comprehensive assessment of the indoor and outdoor areas is undertaken and a written maintenance programme with timescales for completion is implemented.
- c) They are pro active in identifying and addressing any issues on an ongoing basis.

This ensures that care and support is consistent with the Health and Social Care Standard 5.22 which states that, as a child "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment".

It is also necessary to order to comply with The Scottish Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 Welfare of Users and Regulation 10 Fitness of Premises.

**This requirement was made on 31 January 2020.**

#### Action taken on previous requirement

There was no smell recognised in any of the younger rooms where nappy changing took place. The walls and some furniture had been painted. There was no obvious broken toys, equipment, or furniture. Garden areas were set up and all equipment looked in good working order. There is a maintenance book in place. When detailing issues in maintenance book there should be a date recorded, person responsible for repair, items required and by when date. This requirement is met.

**Met - within timescales**

### Requirement 3

In order to ensure that children are safe and protected from harm, the provider must by 2 March 2020, take account of relevant legislation and guidance including our document, Safer Recruitment through Better Recruitment (November 2016), and ensure that:

Safe and effective recruitment checks are carried out and completed to ensure the suitability of staff before they are employed to work with children. These must include, for example:

A Protection of Vulnerable Group membership scheme update received prior to staff working in the nursery.

Two up to date references, are requested and obtained prior to staff working in the nursery.

Registration with the Scottish Social Services Council (or appropriate professional body) is in place within six months of staff commencing employment and monitored by the provider thereafter.

This ensures care and support is consistent with the Health and Social Care Standard 3.24 which states that, as a child: "I am confident that people who support and care for me have been appropriately and safely recruited".

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 9(c) any person to whom regulation 7(2)(d) apply. Fitness of employees, and Regulation 13(1) apply. Protection of vulnerable groups listings.

**This requirement was made on 31 January 2020.**

#### Action taken on previous requirement

We viewed recruitment files and all checks were either completed or in progress. They were awaiting PVG for two staff however they knew not to start them until these were fully processed. They are now assessing ways to adapt this strategy due to COVID-19. The manager must ensure a start date is clearly written on files. This requirement is met.

**Met - within timescales**

## Requirement 4

In order to ensure children are safe and protected from harm, the provider must by 2 March 2020, ensure that:

- a) A robust child protection procedure is in place, shared with staff and fully implemented.
- b) Staff leading on child protection are adequately trained to confidently recognise risk and share any concerns with the social work service or police.
- c) Staff are adequately trained in what to do if they have concerns about a child's welfare.

This ensures that care and support is consistent with the Health and Social Care Standard 3.20 which states that, as a child: "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities".

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 Welfare of Users.

**This requirement was made on 31 January 2020.**

### Action taken on previous requirement

Child protection policy is appropriate. The child protection procedure stated if there was a concern about managers conduct to let owners know. We requested that they state that Care Inspectorate and Social Work Department should be informed and can be contacted at any point within the process and to add contact details. However, staff are unsure and not confident about signs of abuse, how to deal with disclosures or events in the moment, unaware of who the co-ordinator is and have not carried out any Child Protection training within the past year. We are not assured that staff have suitable knowledge and confidence to recognise and deal with suspected abuse. The whistle blowing procedure was not robust enough, and we asked for it to be developed. This requirement was not met and has been carried forward. See quality of care and support.

**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 should support staff in understanding their professional roles and responsibilities as early learning and childcare practitioners registered with the Scottish Social Services Council. This should include the development of their own post registration and training and learning, and an awareness of their responsibility to be registered and meet conditions within given timescales. Staff should also be encouraged to reflect on their knowledge and understanding of child development which, in turn, should improve the quality of care and support for children and families in the service.

This ensures care and support is consistent with the Health and Social Care Standard 3.14 which states that, as a child: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes".

**This recommendation was made on 31 January 2020.**

#### Action taken on previous recommendation

Staff remained unaware of their responsibility to complete their post registration training log (PRTL). Staff were not confident about the number of hours of continuous professional development they are expected to do, or that they have to evaluate learning as part of their PRTL. This recommendation is not met and has been carried forward into this report. See quality of staffing.

### Recommendation 2

To ensure children receive high quality care and support, the provider should create an improvement plan taking account of feedback from parents, children, staff and other stakeholders, and relevant guidance such as "How Good is Our Early Learning and Childcare".

This ensures that the quality of care and support is consistent with the Health and Social Care Standards which state that, as a child: "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 31 January 2020.**

#### Action taken on previous recommendation

The improvement plan for the 3-5 children was created and sent to us during our inspection process. The younger rooms do not have an improvement plan and there is no whole service approach to reflection, evaluation and improvement. This recommendation is not met and has been carried forward into this report. See quality of staffing.

## 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
12 Sep 2019	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
1 Aug 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
8 Nov 2016	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
14 Oct 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 2 - Weak Management and leadership 3 - Adequate
18 Aug 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
23 Sep 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
22 Oct 2012	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
7 Aug 2012	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	2 - Weak
1 Feb 2012	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
8 Sep 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
5 Jul 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
1 Jul 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Jun 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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