

Carluke Primary School Nursery Class Day Care of Children

Belstane Road
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Telephone: 01555 771621

Type of inspection:
Announced

Completed on:
13 November 2020

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2003015278

About the service

Carluk Primary School Nursery Class registered with the Care Inspectorate on 1 April 2011.

The service is provided from playrooms within Carluk Primary School, Carluk, South Lanarkshire. All children have daily access to outdoor play areas. The service is close to the town centre, main roads and public transport links.

The service is provided by South Lanarkshire Council and is registered to provide a care service to a maximum of 70 children at any one time aged from two years to those not yet attending primary school, of whom no more than 20 are aged two to three years.

The aims, vision and values of the service are 'working together, striving for excellence with values of honesty, trust, courage, respect, responsibility and kindness.'

We undertook this inspection using virtual methodology which includes the use of technology to inspect services. As part of this process, we undertook the following:

- discussions with the management team;
- discussions with nursery staff;
- discussions with parents;
- observations of the areas children and staff accessed over the course of the day;
- observations of the children and staff as they interacted and participated in a variety of activities, both indoors and outdoors; and
- viewed a communication app between the service and families.

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 took place between 5 and 12 November 2020. Feedback was given to the service on 13 November 2020.

This inspection was carried out by two inspectors from the Care Inspectorate.

What people told us

We observed children to be happy and settled within the service. They were engaged in various activities both indoors and outdoors. We watched as children confidently moved in their groups between different areas of the nursery in line with the recently updated procedures in the service. This assisted with children's health, wellbeing and safety while experiencing care at the service. A few children briefly interacted with us as we undertook our remote observations.

We shared our contact details on the school and nursery app to invite parents to speak with us. We spoke with three parents who contacted us by telephone. All three parents spoke highly of staff qualities and how the recent temporary changes within the staff team had been managed well. All three parents felt their children were very happy at nursery. One parent felt that although the app shared general information about the nursery, communication systems could be improved to inform parents of their own child's daily activities, their general progress and development. This was particularly important for parents who did not

routinely drop off or collect their child from nursery. The management of the nursery explained that they were exploring additional methods to include and inform all parents.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

4 - Good

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

Management and staff were aware of current national and local authority guidance in relation to COVID-19 in early learning and childcare settings. Updated procedures and guidance had been shared and discussed with all staff. This ensured all staff were clear and confident in following the new routines and procedures within the service. This contributed towards children's overall health, safety and wellbeing.

We observed caring, nurturing interactions between staff and children. The service had considered the number and ages of children, along with attachments, sibling groups and friendships when devising keyworker groups. This continuity of care contributed towards children feeling safe and included, assisted staff in getting to know children better and enabled them to support children's individual needs.

Personal plans had been reviewed and updated with parents as the children returned or started at the service. This ensured staff were aware of children's care and support needs and could take account of children's changing needs during COVID-19.

Having designated entrance/exit doors for smaller groups of children offered an opportunity for parents to speak with a member of staff each day. The recent introduction of a school and nursery app assisted with general information sharing with parents.

Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.

Risk assessments had been reviewed and updated as circumstances within the service changed. The use of the indoor and outdoor environments had been reviewed to maximise the use of all available space, both indoors and outdoors. The revised model had been discussed fully with all staff and children as it was introduced. This created a variety of learning opportunities for the children to participate in throughout the day, while maintaining clear walkways and separation of groups. We heard staff support children in remembering the rules and routines in a fun and sensitive way as they transitioned between areas. We saw children having fun, developing their skills, confidence, self-esteem and creativity through a balance of organised and freely chosen play experiences. This supported a safe learning environment for both children and staff.

Hand hygiene had been reviewed within the setting. This included additional hand sanitisers for staff at entrance/exits areas, more accessible liquid soap dispensers at hand washing sinks for children, visual prompts and improved systems to ensure all groups could access hand washing areas more easily throughout the day. Clear, enhanced cleaning regimes were in place for surfaces, resources and frequent touch point areas. We observed all areas to be visually clean. The requirement and areas for improvement relating to infection prevention and control, which were made at the previous inspection, had been addressed. These improvements contributed towards children's health and wellbeing and maintaining a safe environment for both children and staff.

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

Through staff discussions and observations, we acknowledged all staff were clear about their roles and responsibilities and worked well as a team. They spoke of the support and guidance offered by the management of the service and the local authority, as provider. They were clear about the impact COVID-19 could have within their working environment and personal life and demonstrated a willingness to engage with the improvement focus.

We saw staff actively interact, support and respond to children throughout our observations. Some examples included discussions with children who were building a den indoors, storytelling using puppets and responsive interactions with children who were investigating loose parts and nature outdoors. This contributed to a positive learning environment.

New routines demonstrated that staff were deployed effectively. This ensured additional tasks could be carried out without compromising the quality of care, play and learning experiences for children. Management of the service should continue to monitor deployment of staff as numbers of children and keyworker groups increase in the coming months.

Monitoring systems were in place to ensure staff continued to be supported, children and families' needs were met and to ensure the improved procedures were maintained and continually reviewed and adapted to ensure positive outcomes for children.

Areas for improvement

1. Recognising the current challenges that exist with physical distancing between adults and that some children are dropped off by extended family members or childminders, additional communication methods with parents should continue to be built upon and explored. This would ensure that all parents have opportunities to be informed about their child's progress and development, have regular opportunities for a two-way dialogue and feel included in their child's experiences at nursery.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.' (HSCS 4.8)

2. Following discussions with management and staff, we advised that more robust procedures should be implemented for children who may become symptomatic when in attendance at the service. This would contribute towards maintaining a safe environment for both children and staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

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

Requirements

Requirement 1

In order to ensure the nappy changing area and toilet facilities for the children aged two to under three years is free from odour, the provider must ensure there is adequate ventilation in place by 31 August 2018.

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

'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells.' (HSCS 5.18)

It is also necessary to comply with Regulation 10(2)(c) - Fitness of Premises, of the Social Care and Social Work improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 6 June 2018.

Action taken on previous requirement

The ventilation system was repaired by the provider shortly after the last inspection. This was viewed to be operating efficiently over the course of this inspection, ensuring a safe, hygienic environment was maintained for children and staff. Therefore, this requirement has been met.

Met - within timescales

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good

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