

Rainbow Nursery - Bathgate Day Care of Children

16 Gideon Street
Bathgate
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Telephone: 01506 633 348

Type of inspection:
Announced (short notice)

Completed on:
3 December 2020

Service provided by:
Rainbow Nursery

Service provider number:
SP2003011498

Service no:
CS2003043185

About the service

We carried out an announced inspection of Rainbow Nursery between 01 December 2020 and 03 December 2020 using 'Near Me' technology. Feedback was given on 03 December 2020.

The service registered with the Care Inspectorate on 01 April 2011 to provide a care service to a maximum of 172 children aged from birth to the start of second year at secondary school.

The nursery works in partnership with West Lothian Council to provide funding to eligible children. The provider is Rainbow Nursery.

The service is located within Bathgate, West Lothian. It is close to local amenities and transport links. Care is provided from two separate buildings, within very short walking distance of each other.

Aims of the setting include, providing a friendly and welcoming environment where everyone feels valued, included and respected.

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.

What people told us

We spoke with five older children using 'Near Me' technology. They were relaxed, settled and happy to contribute their views. They told us that they had close relationships with the staff caring for them and that they were listened to and respected.

Five parents contributed their views. They all spoke positively about the quality of care their children received. They were particularly happy with communication from the service, and the way that staff worked with them to meet their children's needs. Their views were consistent with our findings.

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

5.1 Children's health and well being are supported and safeguarded during COVID-19

Children attending the service were settled and secure. They experienced warm, caring and nurturing approaches from staff to ensure their needs were being met. We observed staff engaging with children offering comfort and cuddles. One child told us 'I like how staff support me' and another said 'I feel listened to'.

Staff had developed a range of processes to ensure there was effective communication that supported meeting children's needs. For example, online learning journals, telephone conversations and email. One parent told us that staff made good use of information shared to inform their child's personal plan.

Children received continuity of care as transitions were carefully planned. Staff effectively shared information across the team to meet needs. Children were supported to get to know staff through video tours and photographs.

Children's personal plans were detailed, written in partnership with families and identified significant needs. The service were developing consistency within planning to ensure that strategies supported children to achieve.

Children were busy and interested in their play. Although resources were appropriately reduced in line with COVID-19 guidance, toys available were stimulating and met children's interests. For example, water play, story books and building materials.

Children in the out of school care were provided with many safe outlets to express their emotions. They made good use of a feelings check-in, worry box and kindness box. One child told me 'I can talk to support staff about anything'.

Children across the service accessed outdoors every day for play, fresh air and exercise. Children commented positively on the equipment available to them in the garden. For example, the mud kitchen and slide. Older children said that they would like to spend more time outdoors. We discussed with the service how this could be managed safely to meet children's requests.

Children were protected from harm by staff who had undertaken child protection training, and understood their responsibility to report any concerns. We discussed with the service how staff could be supported to develop a greater understanding of why children could be more vulnerable due to pressures on families related to COVID-19. We referred them to COVID-19 supplementary national child protection guidance.

5.2 Infection prevention and control practices support a safe environment for children and staff

A COVID-19 risk assessment and clear policies provided staff with guidance around infection control. This contributed to a consistent approach to keeping children safe.

Staff received training on infection prevention and control. We observed them utilising this in practice to minimise the spread of infection. For example by, regularly cleaning touch points, opening windows for ventilation and wearing appropriate personal protective equipment.

Children received care in consistent groups minimising contacts. This helped to reduce the risk of the potential spread of infection.

Children were supported to understand the need for good hygiene. They were encouraged to wash their hands at appropriate times and were supported by staff. However, we evaluated that a greater emphasis could be placed on supporting children to wash their hands more thoroughly to prevent the spread of infection.

Physical distancing between adults was generally good. Staff were aware of this in play rooms and encouraged parents to do the same at drop off and collection.

Consideration should be given to the storage of cleaning materials in order to prevent the risk of the spread of infection. For example, blue roll was stored within toilets.

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

The service was appropriately staffed to meet children's needs. Attention was also paid to the additional demands placed on staff in response to COVID. As such there were plenty of supernumerary and domestic staff.

Staff were observing social distancing guidance in playrooms, on their breaks and when moving around the building. This contributes to reducing the spread of any potential infection.

Staff were clear about when they should not be coming to work. They demonstrated their understanding of COVID-19 symptoms and how to book a test.

All staff received training on COVID-19. We observed their learning impacting on practice, as referenced within quality themes 5.1 and 5.2. Staff were also aware of updates to guidance and altered practice in accordance to keep children safe. For example restricting singing indoors and increasing the use of face coverings.

We evaluated that further audits of staff practice could help to develop their skills more. We found some examples where staff were following parts of good practice guidance but not implementing them fully. For example, staff ensured children washed their hands at appropriate times, but did not encourage thorough washing that reduces the spread of infection.

Staff felt well supported by management. They were connected and committed to their work, demonstrating a positive ethos which promotes a happy and secure environment for children.

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

Requirements

Requirement 1

To ensure that unsuitable individuals do not gain access to children through work. The service provider must ensure that all elements of safer recruitment best practice guidance are followed so they meet legislative and regulatory requirements in relation to the selection and appointment of staff.

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

This is in order to comply with Regulation 15(a) Staffing of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations (2011/210)

Timescale: by 31 January 2020.

This requirement was made on 22 November 2019.

Action taken on previous requirement

The service had developed appropriate recruitment procedures that ensured staff were safely recruited.

Met - within timescales

Requirement 2

The provider must ensure that all staff have applied for registration with the Scottish Social Services Council within the required timescale and appropriate category for the role they are employed in.

This is in order to comply with Regulation 9 (2)(c) Fitness of employees of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations (2011/210) . Any person to whom regulations 6(2)(a) or 7(2)(d) apply (i.e. 7(2)(d): a person who, in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered.

Timescale: by 31 December 2019.

This requirement was made on 22 November 2019.

Action taken on previous requirement

We found that all staff were appropriately registered with the Scottish Social Services Council.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Information within Personal (care) plans must be sufficiently detailed so it is clear about the support in place for individual children.

The individual needs that children require support with.

This should include techniques and strategies that will be used to help children reach their potential.

Information about links with other agencies.

Parent/carer and where appropriate children's input should be evident.

Each plan should be reviewed at least once every six months with parents and where appropriate children.

The plans should be signed and dated.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'my personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17).

This area for improvement was made on 22 November 2019.

Action taken since then

Since the last inspection the service had worked with the local authority to develop children's personal plans.

Plans were reviewed with parents and carers regularly, and seek their in-put in the spirit of partnership working.

There is space to record children's significant needs and strategies to support meeting them.

Staff confidently told us about children's needs and described some strategies that are used to help children achieve. These had developed since the last inspection, and were supporting children. However, there is still scope to develop consistency within plans and ongoing attention should be paid to developing this aspect.

This recommendation is met.

Previous area for improvement 2

The provider must ensure that current best practice guidance is followed for the storage and administration of medication. This should include;

*Medication within the service should only be for a specific illness.

*Medication should be in the original packaging

*Medication required by children is available within the service for staff to administer is needed.

*A system is in place to ensure medication is not out of date.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'If I need help with medication, I am able to have as much control as possible.' And 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 2.23 and 4.11).

This area for improvement was made on 22 November 2019.

Action taken since then

Appropriate procedures had been adopted since the last inspection. These helped to ensure that medication was stored and administered safely.

A thorough medication auditing system complemented the new policy.

This recommendation is met.

Previous area for improvement 3

The manager should review and update nappy changing procedures to ensure best practice is implemented and followed to prevent the spread of infection ensure children's privacy and dignity.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected. (HSCS 1.4)

This area for improvement was made on 22 November 2019.

Action taken since then

A new nappy changing room had been developed since the last inspection. This was in line with good practice guidance and ensured children's privacy and dignity.

Items were stored safely in changing rooms to minimise the spread of infection.

This recommendation is met.

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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