

Rocking Horse Nursery Day Care of Children

60A Duddingston Road
Edinburgh
EH15 1SG

Telephone: 0131 669 0819

Type of inspection:
Unannounced

Completed on:
25 November 2020

Service provided by:
Greenan, Lisa

Service provider number:
SP2006008715

Service no:
CS2008184593

About the service

Rocking Horse Nursery is situated in a single storey building which is set back from the main road in a residential area of Edinburgh. There are two entrances to the nursery. One gives access directly to the 'explorers' room for children age three months to two years and a main entrance which gives access to the reception hallway, office, playrooms, kitchen and staff toilets. As well as the explorers room, which has a nappy changing area and sleep room, there is a room for children aged two years to entry to primary school called the 'investigators'. Children's toilets, with an additional nappy changing area, are situated next to the investigators room. The nursery is registered to provide a care service to a maximum of 30 children aged from three months to eight years.

The stated aims of the service included the following:

- To promote children's development.
- To promote the principles of Curriculum for Excellence.
- To create a welcoming atmosphere.
- To encourage staff to develop themselves.

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 was a virtual inspection carried out by two Care Inspectorate inspectors.

What people told us

We spoke to five parents as part of this inspection process. The feedback we received was positive and supportive of the nursery. They spoke highly of the care offered and the relationships between children and staff.

"communication from the nursery is good. The manager is proactive and I feel well-informed. I know I can always make contact if I have any questions and will get a quick response."

" I feel the nursery has taken the protection of my family very seriously. They keep us up to date, and my children understand more about the virus."

" Talking with my child's key worker for parent consultations has been really helpful."

"Staff know my child really well. They have a lovely bond with their keyworker."

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?	3 - Adequate
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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?

3 - Adequate

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

Children's health and wellbeing was adequately supported and safeguarded. They were helped to understand changes to their experiences at nursery and the reasons for this. Parents told us that children had developed their understanding of the pandemic because of the sensitive work of the team. This was done through informal conversations and play. Older children explored good handwashing practice through experiments that helped them to learn about germs. Settling in procedures respected children's individual needs and parents told us that staff knew their children well. As a result, most children appeared settled and relaxed within the environment.

The quality of interaction between staff and children was observed to be variable. While staff were mostly kind and caring, there were children who needed more responsive care. A few children would have benefitted from additional encouragement to feel confident, secure and engage well in their play. At times, staff focused on daily routines and needed to be more aware of children's choices and emotional needs.

Children appeared confident in the environment. They chose to read books with staff, create drawings and explore the role play area. Younger children enjoyed sand play and experimented with small objects. A few staff skilfully helped children to learn new words as they played. We found that most children would now benefit from more challenging opportunities to support their developing skills and promote purposeful play. Children should also have increased access to outdoor play to support their interests and overall wellbeing.

The setting had recently introduced a new system for planning children's care. This involved gathering information from parents about children's needs and development. These plans were a positive introduction, but progress was at an early stage. There was a lack of appropriate information to support children who used the nursery when it operated as a HUB. Few children had information recorded about the impact of COVID 19 on them and their development. Further improvement is required to support staff to use these effectively in meeting children's needs. Staff need to ensure they use all relevant information to plan for children's support and keep these plans up to date. This was a requirement at the last inspection and has been carried forward. See requirement one.

We observed the older children having lunch. While staff were positive and kind in their interactions, their focus was often taken up by tasks such as serving and cleaning, as a result some children missed out on the support that they needed during mealtimes. Opportunities for conversation and talking to children were limited. Children would benefit from a calmer and more relaxed lunch time experience.

Staff were mindful of the need to communicate sensitively with parents and maintain confidentiality. Where this proved more challenging, such as at collection times, they communicated by other methods. Staff were confident in their role in protecting children and the steps they would take if they had a concern. The manager had considered the impact of COVID-19 and should keep this under regular review according to changes over time.

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

We found that good infection control practices supported a safe environment for children and staff. The service had responded well to national guidance and made appropriate changes to the way they worked to meet expectations. Risk assessments addressed the areas within national COVID-19 guidance and staff received training on infection prevention and control. This supported them to take effective measures to reduce the risk of infection and keep children safe.

We observed the environment through remote methods. It appeared clean and pleasant for children. Staff worked well as a team to build in the necessary enhanced cleaning tasks to their daily routines. This involved frequent cleaning of surfaces, resources, and toys as well as regular hand washing. We spoke to staff about these enhanced cleaning arrangements. They were confident about carrying out these routines and accessing the correct materials or personal protective equipment.

Children were encouraged to wash their hands regularly throughout the session. This included before and after eating and after using the toilet or nappy changing. We observed a group of older children washing their hands before lunch which was supervised by a member of staff. Children needed more support to consistently wash their hands for the required length of time and make handwashing as effective as possible. Staff could make more use of their picture prompts or other child-friendly approaches to encourage and embed good handwashing practice.

We spoke to staff about their responsibility to reduce the risk of infection by applying physical distancing measures. They told us they were confident in doing so and regularly reminded each other. Our observations confirmed that staff maintained a safe physical distance from other adults. They took extra protective measures where this was more challenging, such as wearing masks in corridors.

The setting worked well with parents to share these expectations. As a result, parents maintained a safe distance from each other and wore face coverings to reduce the risk of infection when dropping off and collecting their children. If a parent needed to access the building to support their child's wellbeing, the setting had put in place the appropriate precautions to make this as safe as possible. This good practice helped to reduce the risk of infection and keep children safe. The manager communicated with parents about their responsibilities should a child show symptoms of COVID-19 and signposted to the relevant NHS information. Parents told us they felt well-informed by communication from the manager.

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

We found that the setting was appropriately staffed to provide continuity of care for children. Parents spoke positively of the team, the care they provided and the relationships they had with children. Staff had adjusted their routines to accommodate enhanced cleaning demands. However, the need to carry out tasks and routines sometimes competed with children's needs. This meant that, at times, the quality of children's experiences was impacted.

Staff demonstrated a positive ethos towards their work and were supportive of each other. The manager used team meetings and informal communication to support staff and give them an opportunity to share their views. Staff told us that they valued the relationships within the team and benefitted from the guidance provided by the manager. Training needs were reviewed in line with current expectations and additional learning opportunities provided. This helped staff feel more confident and knowledgeable in their roles. Senior members of staff had accessed leadership training specific to COVID-19 through their studies and reported that this had made them feel motivated to provide leadership in challenging times.

Staff felt clear about their roles and new expectations from COVID-19 guidance. However, we observed that

staff required additional support to provide children with consistently high-quality experiences and positive outcomes. This included more effective mentoring and development of staff who are training while they work. We have asked the manager to improve monitoring of staff practice and the setting as a whole, to ensure children experience the best possible early learning and childcare. We have made a requirement about this. See requirement two.

Requirements

1. Staff should have all the relevant information to promote and consistently support children's well-being. By 08 January 2021 children's personal plans must be completed with parents and where appropriate, children to reflect children's needs and the steps and strategies staff should take to meet such needs. This must include, but not be restricted to children's personal plans, completion of chronologies to record specific events and special dietary requirement records. These records must then be updated when there is a significant change in a service users health, welfare or safety needs; and at least once in every six months.

This is in order to comply with Regulation 5 Personal Plans of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards which state, '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' (HSCS 1.15) and 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

2. Children and parents should experience a service which has a culture of continuous improvement because there are robust and effective quality assurance procedures in place. They should be confident that their service is well led and managed.

In order to achieve this the provider must ensure that by 08 January 2021 systematic and rigorous procedures for self-evaluation, auditing and monitoring all areas of the service using local and national guidance are developed which lead to clear plans for maintaining and improving the service. This should include a process to ensure there is an overview of staff practice within the service.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 3, 4 (1)(a) and 15 (b).

Areas for improvement

1. We have asked the manager to review and improve children's play experiences. Children should experience more interesting and rich learning opportunities to support their developing skills and promote purposeful play. Children should also have increased access to outdoor play to support their interests and wellbeing.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

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

Requirements

Requirement 1

The provider must ensure staff have all the relevant information to promote and consistently support children's well-being. By 14 September 2020 children's personal plans must be completed with parents and where appropriate, children to reflect needs and steps and strategies staff should take to meet such needs. This must include, but not be restricted to children's personal plans, completion of chronologies to record specific events and special dietary requirement records. These records must then be updated when there is a significant change in a service users health, welfare or safety needs; and at least once in every six months. This is in order to comply with Regulation 5 Personal Plans of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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This requirement was made on 28 February 2020.

Action taken on previous requirement

Although steps had been taken to start implementing personal plans this had yet to be embedded. this requirement is carried forward.

Not met

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
5.1 Children's health and well being are supported and safeguarded during COVID-19	3 - Adequate
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	3 - Adequate

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