

Kool Kidz (Scotland) Ltd

Day Care of Children

34 Winchester Avenue
Denny
FK6 6QE

Telephone: 01324 825159

Type of inspection:
Unannounced

Completed on:
25 November 2020

Service provided by:
Kool Kidz (Scotland) Ltd

Service provider number:
SP2006008430

Service no:
CS2005111290

About the service

We carried out an unannounced inspection of Kool Kidz (Scotland) Ltd on Monday 23 and Tuesday 24 November 2020. Feedback was given on Wednesday 25 November 2020 to the management team and the provider.

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:

- video and telephone call contact with the provider, manager, staff and children
- email contact with parents and local authority representatives
- observations of play using video call technology
- review of written evidence such as personal plans, policies, procedures and risk assessments
- review of communication evidence for families including newsletters and social media posts.

The nursery is located in Denny, Falkirk and operates from purpose built accommodation in a self-contained single storey building, comprising of three separate playrooms. In addition, there is a separate kitchen for preparing meals, children's toilets, a staff room and an office. There is outdoor space adjacent to each playroom that is fully enclosed and sectioned off to allow children direct access to the outdoor space. The service is currently only using two of the playrooms for children during the pandemic, which supports them to limit the number of contacts needed to support staff breaks.

Kool Kidz (Scotland) Ltd is registered to provide a care service to a maximum of 68 children, with a maximum of:

- 18 children aged 0 - under 2 years
- 18 children aged 2 - under 3 years
- 32 children aged 3 years to those not yet attending school.

The care service is registered to operate between the times of 7am to 7pm Monday to Friday.

The values and aims of the service include:

- "- To provide children with the opportunity within their day for rest and play and to ensure continuity of care from home to nursery and between settings.
- To provide children with opportunities to take part in play, recreation and sport activities which contributes to healthy growth and development both within the nursery and wider community.
- Respecting each child as an individual and ensuring the child's choice and voice is paramount.
- To nurture and develop positive relationships by encouraging active involvement and effective communication with parents and the community."

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

Children were settled and happy in the service and showed confidence in their play. They were able to tell us how they are keeping themselves safe during the pandemic, by washing their hands and seeing adults wearing face masks. Young children were offered cuddles and reassurance throughout the day, creating a safe and secure environment and they responded positively to the support they received from adults in the setting. They appeared relaxed and comfortable in the space and explored the environment freely. Older children were able to tell us about their play experiences outdoors and a particular favourite was the see-saw for play. They told us:

"I feel happy when (staff member) gives me cuddles."

"We have two slides - a green one and another one. I go on them all the time."

"You need to remember to wash your hands and the ladies wear face masks."

"I really like it here."

We asked the service to share our contact details with all parents. One parent made contact during the inspection process. Feedback we received was positive and we saw evidence of how the service was engaging with parents and asking their views and opinions on the nursery. One parent told us:

"Our family can't thank Kool Kidz enough for the service they have provided not just over the last few months but over (my child's) full time at nursery. They are doing an amazing job and as keyworkers during this difficult time I think they deserve a lot of praise for how they have re-welcomed the kids back to nursery."

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

Key areas we assessed include the extent to which:

- 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.

Warm and nurturing interactions between children and staff helped to build safe and secure relationships in these changing times. The use of social media and apps was supporting families to feel included and respected. A family orientated ethos had been achieved which was appreciated by parents. While we knew children and families were happy, we asked the service to consider how staff could develop their understanding of nurture and attachment theory. This could enhance staff interactions, helping children and families to feel more nurtured, loved and secure.

We followed up on a previous requirement made concerning child protection. Staff had undergone child protection training, however, we were not yet confident that their knowledge and understanding would support them if a child protection concern arose in the service. Clear roles and responsibilities need to be in place for the lead child protection co-ordinator and other staff to reduce the risk to children's health, safety and wellbeing. **See requirement one.**

Children's personal plans were sufficient in providing information gathered from families following the closure of the service due to COVID-19. However, as these plans were very new, they did not adequately reflect children's achievements and they were not yet effective in supporting staff to plan for children's learning. **See area for improvement one.** Staff also need to develop more effective planning approaches to show how they use what they know about children to help them reach key developmental milestones and recognise significant learning.

In addition, we discussed the importance of making decisions which were child centred and focussed effectively on children's needs, especially during periods of change. **See area for improvement two.**

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

Key areas we assessed include the extent to which:

- children are protected as staff take all necessary precautions to prevent the spread of infection.

The premises were visibly clean and a sufficient level of additional cleaning measures had been introduced during the pandemic. Children had access to an adequate number and choice of resources for play and staff cleaned these frequently to reduce the risk of the spread of infection. The use of room 'bubbles' was a satisfactory method of limiting contacts and drop off and pick up procedures for families were managed and adequately communicated to support a safe environment in this way.

However, not all practice expected during the pandemic was being implemented. A number of areas require improvement to ensure the health and wellbeing of children and families are well protected. For example, ventilation was not yet good enough to ensure the environment was safe and the storage of children's belongings increased the chance of cross contamination. Staff did not use PPE correctly and there were opportunities to improve cleaning of high risk touchpoints during the day. In addition, the storage of hazardous materials had not been well considered by staff and these need to be stored out of the reach of children at all times. Risk assessments did not support staff to have a good understanding of how to keep children and families safe and the implementation of these was not completely effective in maintaining a safe environment. **See requirement two.**

Children and staff did not wash their hands in line with guidance and this meant it was not an effective infection prevention and control measure. In addition, handwashing facilities did not adequately support good handwashing practice, including an over-reliance on hand sanitiser. This practice should be improved to protect children and families from the risk of the spread of infection. **See area for improvement three.**

A lack of basic infection prevention and control measures also compromised the health, safety and wellbeing of children and families. The service was not yet implementing important aspects of Health Protection Scotland guidance on infection prevention and control; for example, spare clothing and toothbrushes were stored within the toilet area and lined pedal bins were not being used. We discussed how this and other areas could be improved, including reviewing and monitoring the environment regularly to maintain this practice. **See area for improvement four.**

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

Key areas we assessed include the extent to which:

- staffing arrangements meet the needs of children and families
- staff are well supported and confident.

There is a positive ethos of teamwork and support in the nursery and all staff, including the management team, are committed to supporting families. There is some recognition of protecting those staff who may be more vulnerable during the pandemic and staff told us they felt confident enough to speak to management if they had concerns. Deployment of staff was planned in a way which promoted consistency and continuity of care and support for children and families.

Following a positive case of COVID-19 in the service, the nursery was required to close to reduce community transmission. Staffing arrangements contributed to this decision and this impacted negatively on the experience for children and families. While changes had been made to this practice, staff were not yet implementing relevant guidance and had not received formal training to support their understanding. For example, physical distancing was not being adhered to consistently, especially at mealtimes. In addition, appropriate notifications were not made to relevant authorities when the case was confirmed and this meant that procedures to support the service effectively could not be implemented. **See requirement three.**

The findings from this inspection suggest that the current quality assurance processes in place are not effective in recognising significant areas for improvement which are important for maintaining the health, safety and wellbeing of children and families during the pandemic. External advice and support has been the driving force behind change in the service and this is not a sustainable approach to improvement. Discussions about how to speed up the pace of change as well as develop strategies for the future of monitoring and evaluation in the service have begun. However, the relatively new management team are still developing their skills in effective quality assurance and we have asked this to be prioritised as part of their improvement plan. **See area for improvement five.**

Requirements

1. The service must ensure that all staff are aware of their responsibilities in safeguarding children by 29 January 2021.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities." (HSCS 3.20). It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (4)(1)(a) Welfare of Users.

2. In order to ensure children are kept safe, the provider must ensure that risk assessments are effective, working as planned and updated appropriately when changes are made to relevant guidance. These should be clear and concise, detailing the potential hazards and the specific measures in place to reduce identified risks. Close attention should be given to risk assessments relating to:

- COVID-19
- Control Of Substances Hazardous to Health (COSHH)
- Infection Prevention and Control Practices

This should be achieved by 29 January 2021.

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 secure and safe." (HSCS 5.17). It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (4)(1)(a) Welfare of Users.

3. In order to reduce the risk of the spread of infection, the provider must ensure that all staff are well trained and supported to implement relevant COVID-19 guidance during the pandemic. This is to ensure that children and families remain safe and healthy and, in particular, the service must:

- ensure staff remain physically distanced at all times, including at key transition points such as mealtimes
- ensure all appropriate notifications are made to relevant authorities regarding COVID-19
- ensure relevant guidance is interpreted correctly and implemented effectively
- discuss practice regularly to promote peer assessment and support, both informally throughout the day and more formally in staff meetings

This should be achieved by 29 January 2021.

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 secure and safe." (HSCS 5.17). It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (4)(1)(a) Welfare of Users.

Areas for improvement

1. In order to ensure children's health and wellbeing needs are fully met, personal plans should be further developed to ensure that information is effectively detailed and shared. These should be updated frequently and support children to realise their potential and reach key developmental milestones and learning.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

2. In order to provide a consistently high quality experience for children and families, the service should ensure decisions regarding children's play and learning environment are child centred. Using observations of children's play and understanding the specific needs of individuals, any changes made should promote consistency and continuity of care.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation (HSCS 4.15)

3. In order to ensure children's health and wellbeing is protected and reduce the risk of the spread of infection, handwashing practices need to be improved. Staff should role model practice to children and ensure that:

- handwashing happens frequently using soap and water for 20 seconds
- handwashing takes place consistently on arrival at the setting, before and after eating, after toileting, at regular intervals throughout the day and when moving between different areas (e.g. between different rooms or between inside and outside)
- handwashing is recognised as the primary and most effective method of maintaining children's health
- hand sanitiser is only used when handwashing facilities are not available.

Staff should also ensure that handwashing experiences are fun and engaging for children to promote this as a key learning experience in children's health and wellbeing.

This is in order 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).

4. In order to ensure that children are healthy and safe, the service should ensure that infection prevention and control practices are in line with current guidance, namely Infection Prevention and Control in Childcare Settings. An audit of infection prevention and control practices should be carried out in relation to:

- resources and materials used for cleaning
- storage of materials used for cleaning and personal care routines
- staff understanding and practice of infection prevention and control practice
- effective monitoring and evaluation of practice in the service.

This is in order 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)

5. In order to ensure that children and families receive a safe and high quality experience, the management team should ensure that quality assurance processes allow them to recognise areas for development and plan effectively for how these can be improved. These should impact positively on outcomes for children and families and support staff in improving their practice.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that "I use a service and organisation that are well led and managed." (HSCS 4.23)

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

Requirements

Requirement 1

The service must ensure that all staff are aware of their responsibilities in safeguarding children by 30 November 2018.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (15)(b) Staffing - A provider must, having regard to the size of the care service, the statement of aims and objectives and the number and needs of service users - ensure that persons employed in the provision of the care service receive - (1) training appropriate to the work they are to perform.

This requirement was made on 24 October 2018.

Action taken on previous requirement

Staff had received child protection training following the last inspection but they were not yet fully confident in child protection practices. Therefore, we have made this requirement again in this inspection. See requirement one.

Not met

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

Personal plans should be further developed to ensure that information is effectively detailed and shared so that the children's health and safety needs are met.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

This area for improvement was made on 12 October 2018.

Action taken since then

New personal plans had been introduced in line with the wellbeing indicators in recent weeks and these had been completed with families. These plans had not yet been implemented for long enough to recognise the impact they were having on children's experience and development and we found other areas which could be improved upon. We have made a new area for improvement in this report. See area for improvement one.

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	3 - Adequate
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	3 - Adequate

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