

Broomhill School Nursery Day Care of Children

Broomhill Primary School
Gray Street
Aberdeen
AB10 6JF

Telephone: 01224 315487

Type of inspection:
Announced (short notice)

Completed on:
2 December 2020

Service provided by:
Aberdeen City Council

Service provider number:
SP2003000349

Service no:
CS2003014413

About the service

We carried out a virtual inspection of Broomhill School Nursery during September – November 2020. We used 'Near Me' technology, email and telephone calls to engage with staff and parents and assessed relevant documents that we requested from the depute head teacher. Feedback was given to the head teacher and depute head teacher on 2 December 2020.

This was a focused 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.

Broomhill School Nursery has been operating since 2004 and has been registered with the Care Inspectorate since it was formed in 2011. The service is provided by Aberdeen City Council. It provides a day care of children service to a maximum of 40 children at any one time between the ages of three years to those not yet attending primary school. Three members of staff must be in place within the nursery room in the main school building. The service operates Monday to Friday during school term time.

The service operates from two separate areas within the primary school. A modular building attached to the school is referred to as nursery 1 and a classroom within the main building is referred to as nursery 2. Throughout this report we will refer to these rooms when describing children's care and support during this COVID-19 pandemic.

The aims of the service included:

- "Encourage the development of happy and healthy children who are confident, responsible and caring towards each other and the environment"
- "Foster an ethos of achievement in a safe, stimulating and interesting environment".

What people told us

During the virtual inspection we saw children were relaxed and happy, settled and confident and very 'busy' with their chosen activities. We saw children enjoying their time outdoors in the care of staff. We noted positive relationships between staff and children, with staff being kind and nurturing, listening to their news and stories and laughing with a small group. We observed one child washing their hands who told us why they needed to do this properly to keep safe from the virus.

We sent an email to the service to forward to parents and carers and we received two responses before the inspection. The parents indicated they were very satisfied with how the service had cared for their children during the pandemic. When asked about the overall quality of care the service provided they indicated they were very happy with this describing the staff as: "lovely", "helpful" and "friendly and professional". We asked if the children played outside and were told they were out daily with staff frequently reminding them to ensure their child had warm clothing for outdoor play. We asked if they thought the environment clean and safe; and parents had no concerns about this, though they were prevented from entering due to current safety restrictions.

Written comments from parents included:

- "Since my ***** has started, I get daily updates from the teachers as to how *** is getting on, and we also get to see some photos of what they have been doing on the schools 'Twitter' page; and at the end of their

first term there was also a video on the school website showing some of the things the class have been doing. So although us parents have not been able to get into the nursery to observe, we have been given insights and opportunities to see the kids at play, which is very much appreciated. We also have an online learning diary where we get additional updates and photos of how *** is getting on and the things *** has been doing".

We shared the feedback from parents with the head teacher and depute head teacher during the feedback session on 2 December 2020.

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 the COVID-19 Pandemic.

- 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.

Staff had been proactive in providing care and support during the COVID-19 pandemic. During lockdown they looked at how they could continue to offer a service for the children and had devised simple ways everyone could access and join online to enjoy a variety of play activities. Staff were keen to keep lines of contact open and provided telephone calls to specific families and discussed the best way for all to return to nursery safely.

We noted parents had been very grateful for this support during the lockdown, and also how they had been reassured and fully involved in the children's return. Parents of children new to the service could describe how the staff supported their child. We noted staff developed new methods of settling-in, for example: playground visits. Again communication had been key to this and we noted the staff's dedication in making sure every family received regular updates in a format they preferred.

Support for children with additional support needs had been sensitively planned and other professionals involved to ensure each child received the support tailored to their needs throughout the pandemic. We also found that children's transition to primary school had been well managed with primary teacher visits to the home and video clips of the school.

Children's personal plans were detailed which ensured their health, wellbeing and care needs were met. Staff met with parents to update children's details which ensured staff were informed on how to meet children's care and support needs. Staff told us they had more time to update records currently, which allowed all records to be better maintained.

During the virtual inspection the 'Near Me' video call enabled us to briefly observe the children in their play activities. We saw happy smiling faces and heard the busy 'hum' of children engrossed in their play. Staff were warm and caring, and took time to gently remind children of what was expected, for example to: "wait their turn" and "be careful in the corridor".

We heard one staff member asking a child why she was washing their hands and asking if the child could show her the way they wash hands in nursery. This showed us children were being supported in a way they understood and staff were keeping them safe. Staff were courteous with the children. We heard good use of praise and encouragement and achievements being celebrated. Parents were very happy with the staff and thought they knew the children well. Overall we saw happy children and nurturing staff who were keen to ensure positive outcomes for children.

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.

The service had followed all guidelines and shared information with parents about how they will maintain a safe and clean environment for the children during the COVID-19 pandemic. Enhanced cleaning procedures had been put in place to support a safe environment for children and staff. Touch points were cleaned regularly and toilets were cleaned after every use. Nursery 2 no longer shared toilets with the primary school, reducing the risk of infection and keeping children safe. Staff confirmed they have enough PPE (personal protective equipment) and supplies were easily requested and received.

Staff were clear about their role in protecting children and keeping them safe on all levels. Staff had discussed this during their regular online meetings. Parents told us they were very impressed with the professional way staff had worked together and organised the setting in-line with guidelines, and they felt their child was safe.

Procedures had been changed when picking up and dropping off children to help ensure their safety during COVID-19. Children were dropped off and collected following current guidelines with parents socially distancing and wearing masks.

Outdoor play opportunities had increased following government guidance. Nursery 1 had direct access to an outdoor area with free-flow play throughout each session. Nursery 2 did not have this, however the service had looked at the best way to ensure children could play outdoors. They had set times they could access the playground on a limited timetable as this was also used by the school. They also used 'the woodies' (area with trees nearby) to further expand children's outdoor experiences. The staff risk assessed and regularly checked the communal area and they used wipes to clean as they needed. The depute head teacher described how they used wipes for hands whilst outside, then children washed their hands in running water upon return to the nursery. Parents confirmed their children were outside frequently and staff reminded them to dress their child warmly.

During the virtual 'walk-through' we noted all areas were bright and clean with children being well supervised. Children had access to a range of resources which looked to be in good clean condition. The outside play area held a range of activities which the children played happily with. We saw staff socially distancing from each other and noted the depute head teacher wore a mask whilst walking in the communal areas.

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.

Overall we found the staff worked together to overcome the many obstacles the pandemic had presented. The senior team provided strong leadership and staff worked hard to ensure the children were not adversely affected by the new policies and procedures they had introduced. Staff regularly discussed keeping everyone safe during their team meetings and made adjustments as necessary when guidelines changed.

Parents confirmed they had been regularly informed of changes whenever these occurred and they were confident their children were well cared for, and had formed positive attachments with the staff. We observed positive interactions between staff and children who were relaxed, happy and engaged with the activities provided.

During lockdown staff had further developed their own professional development, which supported their practice and ensured they could support the children. This had taken many forms including various online training opportunities, reading, staff meetings as well as in-service training. Staff confirmed they were encouraged to attend training, and discussed this during their supervision sessions with the deputy head teacher.

The head teacher shared that nursery staff had been working together more as one large team which would support them when they moved to the new nursery currently being built. All policies and procedures had been shared with parents and these were regularly reviewed as guidelines changed. Staff spoke very positively about the head teacher and deputy head, stating they supported the team positively, were approachable and very understanding. As a result staff felt happy, valued and enjoyed their work.

Staff had been deployed effectively ensuring children were cared for appropriately. Staff now worked either a morning or afternoon session in nursery, and spent the remaining time outwith the setting doing administration work and recording. This meant the 'bubbles' of children had consistent staff ensuring safety.

Staff told us they were appreciating the time to complete records and were finding planning, observations and children's records were up-to-date and they had time to consult parents. The interactive learning diaries (ILDs) were shared with parents who found these an effective way of receiving information about their child's learning and development, especially whilst the parents could not enter the setting. Plans for this had been shared with parents on the school website. Parental involvement was an area they had worked on striving to ensure parents were well informed and able to be heard.

Areas for improvement

1. We advised that the service give some attention to allowing parents opportunities to talk with staff about their child. Communication was overall good but one parent told us they would value the opportunity to talk with staff about their child's needs individually. We discussed how some parents preferred to talk with staff rather than online methods.

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

To ensure each child's care and support meets their needs and is right for them the manager and staff should:

- develop and implement personal plans that reflect each child's current needs and provide clear guidance for staff on how each child's needs will be met
- ensure staff are knowledgeable and competent in meeting the needs of children and are using this knowledge effectively to meet each child's needs
- personal plans are evaluated, in consultation with parents and other professionals when appropriate, to ensure they reflect children's current needs and are effective.

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

"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

"My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event." (HSCS 4.14).

This area for improvement was made on 2 October 2019.

Action taken since then

Staff had worked on the children's personal plans since the previous inspection. The plans shared with us during this inspection were clear, detailed and showed how children's needs were being supported.

This will be looked at in detail during the next full inspection.

Previous area for improvement 2

To ensure all children are challenged in their learning and supported to achieve their full potential staff should:

- continue to develop their skills in observation, planning and assessments
- ensure that methods used to record and track children's progress are consistent and effective.

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

"I am supported to achieve my potential in education and employment if this is right for me." (HSCS 1.27).

This area for improvement was made on 2 October 2019.

Action taken since then

The head teacher explained that they have not been able to do any major work to the setting due to the new build unit in line with 1140 expansion plans. Work has now begun on this, and we saw part of the playground had been cordoned off as work was in progress.

Therefore, there was no budget for major work to area, as both nursery classrooms will be closed once new unit completed. We did note the area was clean, bright and had been separated to create separate areas for play. Good use of outdoors following COVID-19 guidance

COVID-19 restrictions were in place.

Action taken – new build in progress, therefore, we did not assess.

Previous area for improvement 3

To ensure that children across the nursery have a high quality environment which enables rich learning opportunities and respects children's privacy and dignity the provider and head teacher should:

- review and improve the décor and repair of nursery accommodation
- review and improve the use of the accommodation to ensure all children receive the same high quality experiences
- ensure that the toilet facilities are clean and hygienic and safe infection prevention and control procedures are in place
- ensure that children's privacy and dignity are respected.

This ensures that the quality of the environment is consistent with the Health and Social Care Standards, which state that:

"As a child, I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment. (HSCS 5.22); and

"I can use an appropriate mix of private and communal area, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support." (HSCS 5.1).

This area for improvement was made on 2 October 2019.

Action taken since then

This has been reported on within the body of the report. The building work has started on the new nursery which they will move into early next year. There is no budget for major work to be done on the existing unit. Staff have made the area welcoming and are vigilant in keeping in clean and safe.

Previous area for improvement 4

In order to ensure children's health and wellbeing, and learning is supported the head teacher and staff should plan and facilitate rich daily outdoor play experiences for all children that promote learning and development.

This ensures that the quality of the environment is consistent with the Health and Social Care Standards, which state that:

"As a child, I play outdoors every day and regularly explore a natural environment." (HSCS 1.32).

This area for improvement was made on 2 October 2019.

Action taken since then

Staff are keen to ensure all children have daily access to outdoors. Nursery 1 children enjoy free-flow indoor/outdoor play. Nursery 2 have no direct access, however, staff have planned for outdoor sessions in the playground and have timetabled slots for this as well as sessions in 'the woodies'.

Parents confirmed their children play outdoor daily. Once the new nursery is built all children will enjoy free-flow outdoor play.

Previous area for improvement 5

The provider and the manager should ensure that staffing levels in nursery 1 are sufficient to meet the care and learning needs of the children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: "My needs are met by the right number of people" (HSCS 3.15); and "People have time to support and care for me and to speak with me." (HSCS 3.16).

This area for improvement was made on 2 October 2019.

Action taken since then

During the virtual inspection we could see there were enough staff in each area including outdoors to support the children and ensure they were well supervised.

Previous area for improvement 6

In order to ensure that children receive high levels of care and learning staff should continue to develop their knowledge and understanding of best practice and use this to improve on their practice.

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

"I receive high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11); and

"I have confidence in people because they are trained competent and skilled, are able to reflect on their practice and follow their professional and organisational codes." (HSCS 3.14).

This area for improvement was made on 2 October 2019.

Action taken since then

During the lockdown period staff used the time to attend online training courses and had staff meetings to support their learning and development. Staff told us this time had allowed them to update their continuous professional development folders, attend training as well as have time to keep up-to-date with covid-19 issues.

Since the return to the setting they had attended in-service training which supported them in their role.

Previous area for improvement 7

To ensure children receive a high quality service and are supported well to achieve the provider should ensure that senior staff have an adequate amount of allocated time to carry out formal monitoring, development and support of the nursery.

This ensures children receive the right care and support consistent with the Health and Social Care Standards, which state that:

"As a child, I use a service and organisation that are well led and managed." (HSCS 4.23).

This area for improvement was made on 2 October 2019.

Action taken since then

Since COVID-19 the way the service operates is completely different. Staff now work in the nursery morning session, then are out of nursery for the afternoon (or vice-versa), allowing half a day to complete their written tasks.

The staff we interviewed told us they really liked this way of working because they were finding they had ample time to complete all record keeping, planning and observations as well as to update ILDs and information sharing with parents. More online methods were now used. Online meetings continued due to maintaining social distancing between staff.

We discussed what this will look like when the service returns to normal working practices, and how this could be an opportunity to add administration time to the staff's working day.

Previous area for improvement 8

In order to ensure children receive the right support to meet their care and learning needs and support them to reach their potential the head teacher and staff should ensure that quality assurance systems are robust enough to secure progress in all areas.

This ensures 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 a robust and transparent quality assurance processes." (HSCS 4.19).

This area for improvement was made on 2 October 2019.

Action taken since then

This will be looked at during the next full inspection.

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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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