

# Sacred Heart R C Primary School Nursery Day Care of Children

Bowhouse Road  
Grangemouth  
FK3 0EU

Telephone: 01324 508730

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
4 February 2021

**Service provided by:**  
Falkirk Council

**Service provider number:**  
SP2004006884

**Service no:**  
CS2003015564

## About the service

This service registered with the Care Inspectorate on 1 April 2011.

Sacred Heart R C Primary School Nursery is a Falkirk Council provision of early learning and childcare for children aged three years to those not yet attending school. The service is registered to provide a service for a maximum of 70 children at any one time.

The nursery is located in Bowhouse, Falkirk and is near local transport routes and amenities such as the library and local shops. The children have access to a large play space indoors and direct access to an enclosed outdoor area.

The aims of the service include:

- To create a nurturing and enabling environment where relationships across their community are centred on Heart Values
- To maximise each child's full potential within a child centred, fun environment
- To collaborate with parents as partners to ensure there is a shared understanding commitment and responsibility for the learning and wellbeing of all the children.

A full statement of aims and objectives is available from the service on request.

We started a virtual inspection of Sacred Heart R C Primary School Nursery on 28 January 2021. We completed the inspection using Teams technology and gave feedback on 4 February 2021.

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 two 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 of 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

We asked the service to post our contact details on their social media sites to request parents feedback. Seven parents responded over email and we spoke with two parents over the telephone. Overall, parents were happy with the quality of care and support provided and the variety of experiences on offer to their children. We have shared this feedback with the service and have included some comments below which represent parents views:

"I would like to start by saying how proud I am to be part of Sacred Heart Nursery & School."

"Overall, in such a scary, uncertain time I have been more than pleased with the service we have received. I have seen these teachers and key workers go over and above their duties to make my daughter and a class full of children feel welcome, important and at ease and for that I am very grateful."

"It's a fantastic nursery and even through these challenging times my child is happy, cared for and thoroughly enjoying her time there."

"The team at Sacred Heart ELC is amazing they are a great bunch, and they don't get the credit they deserve, the children have and always will be their priority and always go above and beyond. I for one am so thankful for them all."

"I think very highly of this nursery and the experiences they provide."

"The staff have been exceptional with their communication to parents and children as well as showing compassion and encouragement."

### 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?	5 - Very 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?

5 - Very Good

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

- 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 showed warm, caring and nurturing approaches towards the children. They offered support and encouraged children in their activities. This supported children to feel secure and confident in the setting. Children could access all areas within the space available to them both indoors and out. This supported the children to have equality of opportunity and to lead their own play. The children were observed to be confident and curious and were engaged in their play and learning, making independent choices throughout the session.

Good practice during dining experiences had continued, despite the changed procedures due to COVID-19. The children's emotional wellbeing had been carefully considered, as the staff sat with the children and engaged in meaningful conversation, which supported the children to feel valued. A calm relaxed experience enabled them to have time to become more independent and practice the skills required for that. Children clearly had a recognised routine of serving and clearing away independently, and this had been risk assessed, to continue the development of these skills and responsibility, despite COVID-19.

High emphasis was placed on effective communication with children and families. Weekly calls to the families were offering valuable support and connection where required. Some parents commented on how support visits were carried out, outside of normal nursery hours during lockdown and this was appreciated. The service shared new procedures and routines the children would be involved in, through various ways, including Twitter and emails. This kept all families up to date with changing protocols due to COVID-19 and parents who provided feedback appreciated the communication.

The management team and staff's compassionate and understanding approaches, supported sensitive settling in procedures which reassured parents and further supported children to feel confident and welcome. Parents stated how much they appreciated the time the management team and staff had taken to welcome children and families into the setting and were always available to answer any queries and support individual families.

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

- Children and protected as staff take all necessary precautions to prevent the spread of infection.

The playroom layout had been changed to minimise the number of people using the same space. This supported physical distancing, reducing the risk of the spread of infection. Thorough risk assessments had been created, to ensure staff understood their responsibilities of keeping themselves and children safe. Staff practice and discussions demonstrated adherence to the enhanced measures. The additional cleaning procedures were well managed and did not impose on the breadth of activities available. The risk assessments had been co-created with the staff and children, demonstrating the management's commitment to ensuring children understood the new procedures created to keep them safe.

The playroom was spacious and had direct access to the outdoor area. The room was well ventilated, and the service described appropriate groupings of children being cared for to enhance their protection from COVID-19 and keep them safe and healthy.

Children confidently washed their hands at appropriate times and the staff consistently supported with this when required. This helped to reduce the spread of infection, as did the clean and hygienic environment.

The staff's understanding of the new procedures allowed modification of their practice to meet the needs of individual children. The staff had taken positive action to support children to settle in the newly adapted environment. One example of continued child-centred practice despite COVID-19, was when a child with additional support needs was supported to use a separate area to meet their needs. This enabled the child to feel safe and secure.

Visual prompts in the nursery and resources sent home for use by the children, ensured the effectiveness of new routines, and the parents commented on how helpful this had been to support the children to prepare for new procedures. All children had their own outdoor suits and wellies, with their photograph, to allow them to continue to develop their independence whilst ensuring clothing and footwear was not being shared. This helped to avoid any transmission of COVID-19.

Staff had access to suitable PPE and were observed to use this appropriately, such as when preparing snack and being in communal areas. Procedures were in place for isolation if needed and information had been shared with families. The management team were supporting families individually where required, for example, if they were in close contact with a positive case of COVID-19. Clear procedures enabled the team to act swiftly if there was a suspected case of COVID-19.

### **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.**

The management team supported the staff to understand and adhere to the new procedures developed using COVID-19 guidance. The staff were involved in creating risk assessments and consulted when changes were required, which allowed staff to feel confident in their practice. Staff bulletins maintained the distribution of information, ensuring they were working within the most recent guidelines.

Consideration had been given to individual staff's needs through risk assessments. This allowed for staff time to be planned well across the day to ensure additional tasks were completed, such as enhanced cleaning. The team worked well together and showed understanding of individual responsibilities towards reducing the risk of infection. The staff told us they felt supported and valued by the management team. This enabled the staff to practice confidently and feel connected to the whole team. This connection extended its reach to children in their home. With a continued focus on staff personal and professional development, the team were empowered to take ownership of their roles. This resulted in tailored support for children who remained at home during lockdown.

Management and staff recognised the importance of continuing to build relationships with families and to provide familiar experiences for the children. When some children could not attend the Christmas nursery party, the service developed a party pack that the children could use at home to continue to benefit from the experience and contribute to the social media posts with photographs. This allowed all children to feel included and valued.

The management team recognised staffs' individual areas of expertise and utilised the knowledge and experience of the whole team. This had led to a strong sense of belonging towards the Sacred Heart community by the staff. The team were going through a fast-paced time of change, which was recognised by the parents and staff. The staff were motivated and enthusiastic about the positive changes, for example, the introduction of new care plans and the new planning model that was being trialled. Valuing the team's individual contributions and professionalism, allowed for ideas to be shared and initiative to be applied.

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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