

# Banana Moon Day Nursery Dyce Day Care of Children

16-19 Dyce Shopping Centre  
Riverview Drive  
Dyce  
Aberdeen  
AB21 7LW

Telephone: 01224 478 988

**Type of inspection:**  
Unannounced

**Completed on:**  
17 March 2021

**Service provided by:**  
Cygnus Enterprises Limited

**Service provider number:**  
SP2015012452

**Service no:**  
CS2015335902

## About the service

Banana Moon Day Nursery has been registered with the Care Inspectorate since 2011. The service is registered to provide a care service to a maximum of 81 children aged 6 weeks to not yet attending primary school where no more than 24 have reached their second birthday.

The service may operate from 7:30 to 6:30 Monday to Friday.

The service is located in the Dyce area of Aberdeen within easy access of local schools and amenities such as the library, community centre and various parks. The accommodation is all on one level. It consists of three playrooms for children of different ages and stages of development. There is a good-sized enclosed garden for children to play outdoors.

The aims of the service summarised included to provide:

- quality, affordable childcare.
- a service of care that parents are confident with.
- a safe and stimulating environment.
- equal opportunities for children to learn.
- carefully planned learning opportunities.

The Care Inspectorate check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

The Care inspectorate carried out an unannounced virtual inspection on 10 and 11 March 2021 using Microsoft Teams technology. 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. There were 68 children being cared at the time of the inspection. We observed the children playing indoors and outdoors and spoke to those who wanted to talk to us. We talked to the manager. We examined relevant policies, records and photographs shared by the manager by virtual means. We observed the staff working with the children and talked to the staff individually during a quieter time. Feedback was given to the manager on 17 March 2021.

## What people told us

Several children were interested to speak to us using Microsoft Teams technology on an I-pad and told us what they were learning about:

'The egg hatched into a duck, that's what we did yesterday.'

'We watched it on TV yesterday.'

'I can go to Sky TV every time and do star jumps and running jumps.'

'I have got a sore bit on my ankle, but it's almost gone away.'

'I went out to the field yesterday and played Tarzan and Hide and Seek.'

'There's a big slide with letters on the mat and a cut tree.'

'We have got new things, the dinosaurs, some new cars and they can go through a black thing; they are super cool.'

'We are playing hair-styles.'

'I like drawing, it's a house, mummy, daddy and my brother.'

We asked the manager to send out an email to all parents asking for their feedback on their children's and their experiences of using the nursery. We received 7 replies which were detailed and overall very positive. Our thanks go to the parents who participated. Some comments included:

'Staff have done a really good job throughout this past year. They have done their best to try and keep everything as 'normal' as possible. My child is enjoying being back with their friends.'

'I am delighted with the care provided. My child loves the nursery and all the staff. My child is happy and confident, and I barely get a wave at drop-off time.'

'As the children cannot have birthday parties at home they have been celebrating the children's birthdays at nursery.'

'My child told me an exciting story about some eggs which are to be hatching soon. My child loves their friends and the ladies. The room layout often changes which my child is always excited about and the nursery has great ideas for activities.'

'I'm very happy with the management and staffing. I get very fast replies to all emails I send. The staff are all very friendly and happy to answer any of my questions. My child loves going to nursery and I think it's a good sign that they like seeing all the staff there. Before I went back to work my child was super clingy with me but after about a week they were happy and settled.'

'The nursery have been fantastic; everything has been well organised. Our child was well looked after with all the Covid-19 measures and still enjoyed nursery. Our child was attending the nursery throughout the whole time and was healthy and well; so I believe that all the measures were implemented with success.'

A couple of parents were concerned that infection control measures were applied too keenly. We looked at these carefully and have reported on 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?	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 the COVID-19 Pandemic.**

**Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.**

We observed that staff had established warm and friendly relationships with the children. Children demonstrated strong attachments to key staff. Children were relaxed, happy and confident in approaching and talking to staff and asking for things they needed. All staff were warm and nurturing with the children, making children's experiences fun and giving hugs on request.

Overall, staff role modelled respectful care; gently asking babies to come and have their nappy changed and respecting their right to refuse when they were busy. In discussion, all staff were very aware of the children's differing personalities, care and dietary needs and how to meet these. Their knowledge was consistent with the detail recorded in care and personal plans. In a few cases personal and individual educational plans could have had a little more detail and parent input.

All staff engaged well with children in their play and interacted positively supporting children's language development, understanding and sense of achievement. Staff had placed emphasis on supporting children's emotional wellbeing through the pandemic. Children had created mirrors to look at their facial expressions. Children demonstrated their interest and involvement in the stories; the Colour Monster and How Full is My Bucket, which were helping them to understand and manage their emotions. One beamed with happiness as they exclaimed to us 'My bucket is 16, now it's 17, it is so full!'

**Effective communication with families enables responsive care to support children through changing circumstances.**

The manager and staff were working hard to maintain good communication with parents. The 'Blossom' app was being developed to share information on a daily basis including videos of children at play. A few parents praised the information sharing commenting:

'The nursery has been good at communicating information as soon as they receive it.'

'They shared videos to show the new drop off and pick up procedures for each class which was helpful.'

'We've had a few questionnaires home to fill in and feedback forms. We've also had our child's folder home a few times to show their progress and give our feedback.'

'I really enjoy getting the updates and photos from the nursery app, which provides information about the children's day.'

However, not all parents had had such a positive experience. One parent explained that: 'being unable to enter the building it is difficult to know what's going on and we have to place a lot of trust in the staff.'

We discussed with the manager the importance of all parents getting equitable and consistent feedback to

allay their anxiety. We also suggested virtual meetings between staff and parents to further build relationships. The manager was totally understanding and committed to improving the experience for all parents.

#### **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.**

Staff had received a variety of training in relation to the safe opening of the nursery during the Covid-19 pandemic. As a result, staff were fully aware and we observed them to implement effective hygiene and infection control approaches within the nursery that protected both children and staff.

A few parents were reassured by the procedures to help control the spread of Covid-19. A couple were concerned that staff were wearing masks and that visitors were being requested to. One was concerned that children's temperatures might be taken. We found that government and health protection guidance was being followed well. Staff were only wearing masks in shared spaces where social distancing could not always be maintained. In the play-rooms masks were only worn for individual reasons. Most staff did not wear a mask therefore the interaction with children was not compromised.

We found mixed messages in the nurseries written Covid-19 information about testing children's temperature. However, all staff interviewed stated that they would only take a child's temperature if a child was thought to be ill, as would normally be done. We saw that a modern thermometer was available which can be used on the forehead without causing the child any anxiety. The manager agreed to look at the written procedures to ensure parents have accurate information.

We observed the children being cared for in small groups to protect their safety and to help staff maintain social distancing. Children were encouraged to join in activities with their key worker. However, if children chose to move away and do something else there were plenty of other opportunities. This limited contact between cohorts of children worked really well because the activities were well planned and interesting to the children. We observed plenty of chat, facial expressions and warm contact between staff and children. We saw that equipment was being managed well and cleaned between different children using it.

There was good ventilation, and all children had the opportunity to play outdoors for appropriate periods of time. Older children enjoyed a significantly improved variety of play opportunities outdoors including construction with loose parts, art and drawing, exploring books and musical instruments. Children's ideas from home had prompted activities, for example, a scavenger hunt.

However, the division of the outdoor area to limit contact between groups of children was not effective for the babies and toddlers. The ribbon barrier was too flimsy for them to understand. Furthermore, there were not enough suitable activities to maintain the younger children's interest and they wanted to explore. Staff were very aware of this and maintained supervision and safety, but babies and toddlers did not get the most out of their outdoor experience. The manager and staff agreed to explore other alternatives and provide a better range of activities for the younger children.

#### **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**

The nursery was appropriately staffed to meet the minimum required ratios of staff to children in each age group and additional contingency staff were on hand. This meant that children's needs were prioritised. Necessary tasks, for example, additional cleaning and monitoring of effective handwashing by the children were easily and calmly undertaken. Children enjoyed a well organised, calm lunchtime and ate well. The food looked and smelled appetising. The cook and staff managed dietary needs and preferences well.

Staff were observed to have good relationships and communication as a team contributing to the smooth running and happy atmosphere of the session. Staff deployed themselves in a focussed and organised manner, but were flexible and responsive to the needs of the children and their colleagues. They had a very good understanding of hygiene and social distancing to protect the staff team and the children. They described having breaks and travelling to work alone, changing clothing on entering the building and regularly cleaning staff areas and touch points.

## **Staff are well supported and confident.**

The staff spoke highly of the support they received from their manager. Formal group meetings using virtual technology and individual 1:1 sessions helped staff to be well-informed and confident. The manager promoted the nursery values well with staff and encouraged consideration and empathy for the needs of families at this time. Well-being Wednesdays were boosting staff morale.

Staff were proud of their achievements working through the Covid-19 pandemic over the past year. They could see the children making progress as a result of staff working in partnership with parents and other agencies to support children. Learning journeys were now showing children's learning and progress. Staff were proud of the children and of their successful planning and intervention.

A variety of training had been undertaken which had contributed to staff good practice and confidence. This was being shared well between staff and parents where appropriate, for example, safe sleeping. Child protection was well understood. Inductions were thorough and well supported. The manager understood staff individual learning needs well.

Staff had planned fun, online meets with parents and children to do crafts, for example, for Valentines day. Staff ideas were taken on board and they were encouraged to lead projects, for example, promoting more planting and developing the garden. As a result staff were working confidently as a team.

## 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 achieve the best possible outcomes for children, the managers and staff must ensure that:

- Individual children's health needs and how these are to be met are clearly documented in personal plans and records.
- Detailed personal plans are developed and implemented that reflect children's current needs and provide clear guidance for staff on how they will effectively meet each child's needs.
- Effective systems to review, monitor and track children's needs are in place.

**This ensures 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 21 January 2020.**

#### Action taken since then

Personal plans, individual educational plans had significantly improved. Learning journeys showed clearly children's progress. The manager and staff were working to continue to maintain, update and improve these.

**The recommendation was met.**

#### Previous area for improvement 2

To ensure children are challenged in their learning and supported to achieve, the managers and staff should improve how staff observe and assess the development and learning of each child and use this assessment information to effectively plan for children's learning and development.

**This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 21 January 2020.**

#### Action taken since then

Learning journeys had significantly improved and showed clearly children's progress. Information was used more effectively to inform planning. The manager and staff were working to continue to maintain, update and improve these.

**The recommendation was met.**

## Previous area for improvement 3

To support children to experience high quality care and support staff should receive relevant training related to supporting positive outcomes for children and also be knowledgeable about relevant current best practice. They should then use their learning to reflect on and further develop their practice.

**This ensures that care and support is consistent with the Health and Social Care Standards (HSCS) which states that '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) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).**

**This area for improvement was made on 21 January 2020.**

### Action taken since then

Staff were knowledgeable about best practice and now had increased confidence in their practice. They could describe positive achievements which had directly impacted on improved outcomes for children.

**The recommendation was met.**

## Previous area for improvement 4

In order to ensure children receive the right support to meet their care and wellbeing needs and reach their potential effective systems for assuring quality should be implemented.

**This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which states that '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 21 February 2020.**

### Action taken since then

Quality assurance was not an in-depth focus of this inspection due to the main themes of the Covid-19 pandemic. However, we found that areas for improvement had been taken forward by effective leadership and management. This had resulted in positive outcomes for children and effective provision during the pandemic. The manager knew the nursery, staff and families very well. Therefore, we have confidence that quality assurance systems are effective and will continue to develop.

**The recommendation was met.**



## 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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