

Mini Monkeys Day Care of Children

Brunel Road
West Gourdie Industrial Estate
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Telephone: 01382 624 312

Type of inspection:
Unannounced

Completed on:
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Service provided by:
Tanya Sneddon

Service provider number:
SP2017989412

Service no:
CS2017360818

About the service

Mini Monkeys registered with the Care Inspectorate on 6 April 2018. The service is in Dundee and is close to a local park, shops, and other local amenities. The service has three playrooms, a sleep room, and a kitchen. Two of the playrooms have free flow access to the outdoor play area and the third room can access outdoors by stairs leading from the room.

The daycare service is registered to provide a care service to a maximum of 45 children who are not yet attending Primary School, of whom no more than 9 may be under the age of 2 years.

The values and aims included:

'To create a safe and loving environment that becomes a home from home experience where the children make positive and loving relationships with staff.'

'Ensure that we also support the parents throughout their early years right up until the children transition to school. To build many positive relationships and to alleviate any fears or concerns they may have.'

'To fully embrace 'In the moment planning' and ensure high levels of engagement for all, through a wide variety of open-ended resources that are suitable for all children of different ages and stages.'

'To make nursery a thoroughly enjoyable experience for the whole family.'

We carried out an unannounced on-site inspection on 20 April 2021. The inspection was completed using Teams technology on 21 and 23 April 2021. Feedback was given on 27 April 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 early years 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

We spoke to several children during our visit who told us;

'We have made a car, we like making things.'

'I'm five now and I really like having fun in nursery.'

'I'm going to the hair salon on Saturday, they have all opened.'

We spoke with 18 parents through email, phone calls and Teams technology. Parents told us;

'The nursery have been great and have dealt with the pandemic really well, they have been very flexible and supportive. They have done very well. Our child goes into nursery excited and comes home happy. The provider phoned all parents to discuss arrangements for the nursery during the first lockdown which was more personal than an email. We got constant updates throughout. We wouldn't put our children anywhere else.'

'I am very happy with this nursery. All the staff are very friendly and approachable. Because of the COVID-19 situation, I could not see the nursery inside when I was there for a visit, they gave me a tour from outside and I could see the interior and all the children inside were happy.'

'We get handovers every night from staff and we have the on-line journals that we can look at to see our child's learning. Mini Monkeys Connect is used to share information and parents can interact with each other on this.'

'During the pandemic we have been kept very well informed of changes made within the nursery. My children have come home and even explained to us about washing germs away and the practices that the nursery have shown them. The nursery explained they were teaching the children about COVID-19 and germs. I found this was great as my children did not seem scared or confused by this and have not had any upset through the changes made during COVID-19.'

'I have been given questionnaires to fill out regarding my child's home life, likes/dislikes, and I can also comment on their learning journal. I have also been asked to provide up to date information periodically. However, I am confident if I had a change in circumstances, I could phone or let the staff know at drop off or pick up, likewise if I had an issue that required a meeting, I am confident I could request this.'

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 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 developed warm and caring attachments with the children and were responsive to meeting the children's needs. Children were confident and were having fun during a variety of play experiences both indoors and outdoors using natural and open-ended resources. For example, a group of children had made a car using boxes, planks of wood and hessian material. Children were also observed to be assessing risks throughout their play experiences. This resulted in confident and happy children who were developing their imaginations, creativity, and problem-solving skills during play.

To ensure children's needs could be fully met, personal plans were in place for every child. These plans were regularly reviewed and updated by parents to ensure all information held was current. The service had developed and introduced a COVID-19 'getting to know me' form which parents were asked to complete with their children. This form provided detailed information of each child's activities and achievements during lockdown and included a question relating to what made them 'happy or sad'. This resulted in staff creating reflection areas in all rooms to further support children to express their feelings and emotions.

To develop attachments and bonds throughout the pandemic, the service had used a flexible approach to settling-in new children. Families had been supported to take part in garden visits to the nursery. This had provided them with the opportunity to get to know the staff team and observe each of the playrooms from outdoors. Personal plans were developed and sharing of information between families and the nursery took place prior to children starting to attend the service. This ensured that the service knew the families well and held all current information to fully meet each child's needs.

Children were protected from harm due to staff having a good knowledge of child protection. All staff had completed child protection training and regular in-house training which had included a question of the week. Further in-house training to ensure staff have a good understanding of concerns that may arise due to COVID-19 should be developed. This would support continued development of staff knowledge and skills to ensure effective safeguarding of all children.

To develop the children's awareness of COVID-19, the staff had planned a variety of fun activities to support their understanding of how to keep themselves safe during the pandemic. Activities had included songs, stories, experiments and watching a video which had supported them to understand the need for frequent and effective hand washing to wash away the germs. Staff should continue to support opportunities for children to shape their play and learning throughout the pandemic to further develop their understanding of the current situation.

To fully support each child's learning and development, existing relationships with other professionals had been maintained and enhanced. Opportunities for professionals to visit when required had been supported by garden visits which included the use of full personal protective equipment (PPE) as well as physical distancing. Phone calls, emails and virtual meetings had taken place to maintain communications. This had resulted in strategies and plans being developed which supported ongoing learning and development to fully meet children's needs.

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.

Children and staff were supported to keep safe during the COVID-19 pandemic in a visibly clean environment. A risk assessment and policies and procedures had been developed to support safe working practices. Enhanced cleaning practices which included hourly cleaning of touch points had been implemented within the nursery. PPE was available which was used at appropriate times and disposed of appropriately. Following a discussion with the manager, staff were going to be given the opportunity to watch the NHS Inform video which supports the safe use of PPE. This would further assist safe working practices.

To minimise the risk of spread of infection, regular hand washing took place by children and staff. Children washed hands after toileting and before and after snack and lunch. However, there were several missed opportunities for hand washing to take place between indoor and outdoor play. We advised that a review of hand washing, and handwashing facilities should be undertaken. See area for improvement one.

To maintain a healthy environment for children one of the playrooms was well ventilated by having the door in to the outdoor area open throughout the day. The other playrooms and sleep room were not ventilated and did not have windows or doors open during our visit until prompted to do so. To ensure and maintain a healthy environment within the nursery, ventilation should be improved within all areas. See area for improvement two.

Staff were seen to be supportive and respectful of children's wishes and care needs. However, opportunities were missed to encourage good personal hygiene, such as covering mouth when coughing and being responsive to blowing noses. See area for improvement three.

To maintain a safe environment for children, staff had a good understanding of the protocols in place for if a child became unwell with symptoms of COVID-19. Staff clearly shared the protocol in place and the procedures they would follow which included physical distancing, isolation, use of PPE, contacting parents and cleaning the environment. These protocols and information relating to Test and Protect had also been shared with parents to minimise the risk of spread of infection.

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 staff team who were passionate and committed provided a safe and secure environment for children to learn and achieve. The staffing was consistent which supported the team to develop attachments with the children and form positive relationships with all families. Effective communication had been maintained with families throughout the pandemic to ensure the service could meet the needs of the children in their care.

Staff ensured that a safe environment was provided for the children by having a good understanding of their roles and responsibilities in relation to COVID-19. The staff had a good knowledge of the COVID-19 risk assessments and daily checklists that were in place. This could be further developed by more regular monitoring and supervision by the management team to ensure consistent practice was taking place throughout the service. See area for improvement four.

The management team had ensured the wellbeing of their staff throughout the pandemic by supporting regular one to one meetings with each member of staff. Monthly team meetings were also held which provided the opportunity to discuss COVID-19, raise concerns, reflect on practice, and share training and development needs. This had resulted in staff being well supported during the pandemic.

To further develop their knowledge and skills relating to COVID-19, the staff had participated in COVID-19 Childsmile training and infection prevention and control training. Staff had also taken part in a variety of other training during the pandemic which included Planning in the Moment and Curiosity Approach training. This training had further developed play experiences for the children to support achievements and extend learning opportunities.

Areas for improvement

1. To minimise the risk of spread of infection, the provider should carry out a review of opportunities for handwashing to take place. The provider should also ensure that there are ample hand washing facilities which are easily accessible in all areas of the service.

This ensures that care and support is consistent with the Health and Social Care Standard 4.27 which states that, "I experience high quality care and support because people have the necessary information and resources."

2. To provide a safe and healthy environment, the provider should ensure that ventilation is improved within all areas of the nursery.

This ensures that care and support is consistent with the Health and Social Care Standard 4.11 which states that, "I experience high quality care and support based on relevant evidence, guidance and best practice."

3. To minimise the risk of spread of infection, the provider should ensure that all staff are responsive to encouraging and supporting good personal hygiene with all children.

This ensures that care and support is consistent with the Health and Social Care Standard 4.11 which states that, "I experience high quality care and support based on relevant evidence, guidance and best practice."

4. To ensure a safe environment for children and staff, the provider should further enhance monitoring and supervision practices to ensure consistent practice is taking place throughout the pandemic.

This ensures that care and support is consistent with Health and Social Care Standard 4.19 which states that, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes."

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

Requirements

Requirement 1

1. In order to meet children's needs, the provider must ensure that children's information is recorded clearly, containing sufficient information as to how individual needs will be met. These must be signed by parents and reviewed every six months, or sooner as necessary. This must be completed by 1 July 2019.

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

This requirement was made on 9 May 2019.

Action taken on previous requirement

The service have personal plans in place for all children which clearly show children's needs and how these needs will be met. These plans have been reviewed six monthly with parents to ensure current information is held by the service.

Met - within timescales

Requirement 2

2. To ensure children's health and welfare, the provider must ensure that staff follow infection control guidance in relation to hand hygiene, nappy changing and storage of personal care items. This must be achieved by 7 June 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24) and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011), (SSI 2011/210) Regulation 4(1)(a) - make proper provision for the health, welfare and safety of service users.

This requirement was made on 9 May 2019.

Action taken on previous requirement

Staff were observed to be following COVID-19 guidance in relation to infection prevention and control procedures during our visit which included hand hygiene and nappy changing. Staff were respectful of children during personal care and respected their privacy and dignity throughout. All nappies and wipes

were stored in individual sealed storage boxes which were clearly labelled with the child's name. There was no sharing of personal items.

Met - within timescales

Requirement 3

3. In order to ensure that the service develops and improves outcomes for children attending the service, the provider must develop an improvement plan and quality assurance processes by 30 August 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19), and to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 (1)(a) A provider must make proper provision for the health, welfare and safety of service users.

This requirement was made on 9 May 2019.

Action taken on previous requirement

The service have now developed an improvement plan which is supporting on-going improvements within the nursery. Quality improvement processes which included audits, peer monitoring, quality assurance calendar and feedback from parents have been developed to support the improvement plan.

This could be further developed by including an evaluation of progress within the improvement plan and also by empowering the staff team to be more involved in the on-going improvements within the nursery and take ownership of some of the areas for improvement.

Met - within timescales

Requirement 4

4. In order to ensure children are supported by suitable staff, the provider must ensure that all of the staff and volunteers working in the service are recruited in line with safer recruitment practices, including obtaining satisfactory PVG and references, and maintaining relevant registrations with the Scottish Social Services Council (SSSC) where appropriate. This must be completed by 7 June 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24) and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9(1)&(2)(b) & 15(a) - Fitness of Employees and Staffing.

This requirement was made on 9 May 2019.

Action taken on previous requirement

Recruitment checks included PVG checks being completed and staff were all registered with SSSC. The service have implemented a recruitment checklist to provide evidence that all checks including references have been received and completed. This checklist could be further enhanced to include more detailed information in relation to when references were requested and received. An induction checklist is in place for new members of staff. This could be further developed to include information relating to COVID-19 training and sharing of guidance.

Met - within timescales

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

1. The nursery should review their storage and medication procedures, in line with best practice guidance.

This is to ensure that 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).

This area for improvement was made on 9 May 2019.

Action taken since then

The service had medication stored in locked cupboards out of the reach of children. Administration consent forms were in place for all current medication and were signed off when medication was given to a child.

Medication was signed in and out of the nursery. Parents reviewed medication consent forms monthly and an audit of expiry dates was carried out. The medication policy had been updated and was reviewed regularly.

The service should review their process for clear labelling of all medication held and ensure all staff have a good knowledge of medication held.

This area for improvement has been met.

Previous area for improvement 2

2. The manager should develop clear, chronological records of actions taken to safeguard children.

This is 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).

This area for improvement was made on 9 May 2019.

Action taken since then

The service now hold clear chronological records of concerns raised and actions taken to safeguard children. These records are stored securely within the service.

This area for improvement has been met.

Previous area for improvement 3

3. In order to impact positively on children's creativity and imagination, the nursery should introduce more natural and open-ended resources to the indoor environment.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials' (HSCS 1.31).

This area for improvement was made on 9 May 2019.

Action taken since then

All playrooms now include a large amount of natural and open-ended resources. There was a wide range of loose parts and open-ended resources which were developing the children's imaginations and creativity both indoors and outdoors.

This area for improvement has been met.

Previous area for improvement 4

4. In order to support children's choice, the nursery should introduce free flow outdoor play.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state 'As a child, I play outdoors every day and regularly explore a natural environment.' (HSCS 1.32).

This area for improvement was made on 9 May 2019.

Action taken since then

Free flow outdoor play took place throughout the day in the 3-5 playroom. The younger children could access the outdoors when they chose to do so or at an allocated time due to sharing an outdoor space during the pandemic.

This area for improvement has been met.

Previous area for improvement 5

5. In order to better support children's development, staff should attend relevant early years training to impact positively on their skills and knowledge. Formal team meetings should take place to allow the team time to discuss and reflect on their practice.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state '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 9 May 2019.

Action taken since then

Training logs and evaluations showed that the staff team had attended and completed a range of relevant training opportunities to support their practice and support children's development. Monthly team meetings had also provided the opportunity for the team to discuss relevant training and reflect on practice.

This area for improvement has been met.

Previous area for improvement 6

6. In order to ensure the service is operating to current best practice guidance, the service should review and update service policies.

This is to ensure that 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).

This area for improvement was made on 9 May 2019.

Action taken since then

The service have now reviewed and updated policies in line with current best practice guidance.

This area for improvement has been 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	4 - Good
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	4 - Good

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