

# Rainbow Nursery Dalgety Bay Day Care of Children

14 Moss Way  
Hillend Industrial Estate  
Hillend  
Dunfermline  
KY11 9JS

Telephone: 01383 821 970

**Type of inspection:**  
Unannounced

**Completed on:**  
6 April 2021

**Service provided by:**  
Rainbow Nursery Ltd

**Service provider number:**  
SP2005007625

**Service no:**  
CS2003015241

## About the service we inspected

Rainbow Nursery Dalgety Bay is registered to provide a day care of children's service to a maximum of 89 children of whom:

9 children 0 - under 1 years in the baby room

14 children 1 - under 2 years in the wee stars room

20 children 2 - under 3 years in the middle stars room

46 children 3 up to an age to attend primary school in the big stars room.

The care service operates between the times of 7.00am to 6.30pm Monday to Friday. During operating times the service has the exclusive use of the nursery buildings and gardens. The children have direct access to their own gardens from each playroom. The service is located in an industrial estate near to local amenities and public transport routes.

The aims of the service includes the following statement; "To create a happy, secure and stimulating environment where children can discover for themselves that learning is enjoyable."

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.

## How we inspected the service

This was a follow up inspection to determine the progress the service has made to meet the requirements and areas for improvement made at the last inspection. We carried out an unannounced site visit and used virtual technology to undertake the inspection. The inspection was completed and feedback was given virtually on 6 April 2021. This inspection was carried out by two inspectors from the Care Inspectorate.

## Taking the views of people using the service into account

We observed the children and interacted with them during our visit. They experienced a range of outdoor play including time in the local woods and time in their gardens planting. Although some were still settling in, most children were contented and happy during our visit.

## Taking carers' views into account

We sent our details to the manager to send to parents to seek their views. We received the views of five parents who were all generally satisfied with the care service provided. Below are some comments which represent parents views:

'I feel like we've had lots of emails and chats with the staff from October to now. I'm not part of the Facebook group so I don't know about that, but we've had plenty emails to explain how they are trying to keep things safe for the children and the staff. It was unfortunate that the service shut for a considerable time, but the staff ensured that we were told what was happening (again by email). The staff have gone out of there way to bring joy to the children's return to nursery. I still remember the day we returned, I was feeling a bit apprehensive about leaving my son. The staff had decorated the outside with balloons and were filled with such joy that it took my worries away. '

'Before returning in February we received an email asking several questions that I felt were appropriate to my child returning to nursery in order to help her settle back in. There have been many changes in relation to COVID-19, all of which follow national guidance. I have been happy with the information I have received. There has been a change in some staff; changing rooms or leaving. I feel this has been very beneficial to both staff and children.'

'We have received emails on how the nursery is complying with COVID-19 regulations and staying safe. Our child also moved from Wee Stars to Middle Stars so we received booklets and videos to help explain who the carers are and what the classroom looks like. This was all very helpful.'

'The nursery seems to be getting busier and more staff added to the team. We have been informed on the Facebook group of new team members and there are updates each week for getting to know the staff which is great. It would be good to have a better system at drop off for any items to be dropped off or signed in. The log book is great but kept in office so can be delays while this is collected. On a couple of occasions there have been staff who bring this with them to do the handover but not always. Forest Kindergarten is also a great idea and something our child has loved. The team are also really creative in messy play & sensory play. They have settled in well and staff were all outside on the first week back to greet children & parents which was really appreciated.'

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

### Previous requirements

#### Requirement 1

In order to ensure children are safe and protected from harm, the provider must by 30 November 2020, ensure that:

a) A robust child protection procedure is in place, shared with staff and fully implemented.

- b) Staff leading on child protection are adequately trained to confidently recognise risk and share any concerns with the social work service or police.
- c) Staff are adequately trained in what to do if they have concerns about a child's welfare.

This ensures that care and support is consistent with the Health and Social Care Standard 3.20 which states that, as a child: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'.

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 Welfare of Users.

**This requirement was made on 20 October 2020.**

### Action taken on previous requirement

Staff we spoke with had received child protection training. They now had appropriate knowledge and understanding of how to deal with a variety of protection situations. They had sufficient knowledge and understanding of their roles and responsibilities.

Child protection training included a lecture style session about what the procedures and policies were; online courses and self-directed learning through reading and watching videos. A quiz at the end of it helped staff to feel more confident and helped management to know what knowledge the team had gained.

There was progress in this area and we will assess the wider staff team and their understanding of child protection at the next full inspection to ensure this knowledge is embedded in wider practice.

**Not met**

## Requirement 2

In order to ensure children remain safe and healthy, the provider must ensure that all public health and early years guidance relating COVID-19 infection prevention and control is followed consistently. By 16 November 2020, the provider must ensure staff are confident in their duties and role in maintaining a hygienic environment.

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.'

It is also necessary to order to comply with The Scottish Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 Welfare of Users.

**This requirement was made on 20 October 2020.**

### Action taken on previous requirement

Staff were more aware of their surroundings and actions. They followed appropriate infection prevention and control measures. Staff told us they were good at reminding each other of the rules and that they felt safe at work.

We highlighted the importance of how to store face coverings when they were not being worn. This was actioned quickly and will be followed up at the next inspection.

Staff were aware of and could remember the protocols in place to keep them and others safe. All staff completed an online COVID-19 information course which included cleaning, sanitising, and effective hand washing procedures.

Children were supported with the routines in place and the team had books about germs and bugs to hand, should a child want to explore this further.

We asked the manager to consider hand washing in the baby room (wee stars) as the sink was in the nappy changing area. The sink is quite high to promote independence and as the room was busier consideration needs to be given to nappy changing times clashing with hand washing times.

Progress was being made and this will be followed up at the next inspection.

### Not met

#### Requirement 3

The provider must ensure that staff are skilled and knowledgeable in early years best practice, strategies and legislation. By 20 December 2020, staff must be confident in their knowledge of, and be applying to their practice the principles of:

- Getting it Right for Every Child
- Health and Social Care Standards
- Realising the Ambition, for example.

The full range of best practice guidance is on the Care Inspectorate website.

This ensures care and support is consistent with the Health and Social Care Standard 3.14 which states that, as a child: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes'.

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 9 Fitness of Employees 2(b).

**This requirement was made on 20 October 2020.**

#### Action taken on previous requirement

Staff have had the opportunity to complete a range of in-house and external training courses. These included child protection, GIRFEC (Getting it Right for Every Child); Health and Social Care Standards. Some team meetings have been dedicated to a deeper focus on guidance, including the Health and Social Care Standards and child protection. This gave the team time to become more familiar with standards and best practice. Some staff have gone on to start other courses of interest, such as the Solihull approach (a course about wellbeing, attachment and trauma led practice).

There was still scope to enhance the practice of staff in their interactions with and support of children, one example was staff being too focussed on tasks when children needed support.

Some staff were not fully confident in the differences between best practice and legislation. There is still work to do to ensure all staff have a good understanding of and, can put knowledge into practice. We will follow up at the next inspection to see how staff are embedding the principles, guidelines, and legislation fully into their everyday work with children and families.

**Not met**

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

### Previous recommendations

#### Recommendation 1

The provider should support staff to increase their skills and knowledge in promoting positive behaviour and supporting distressed behaviour in children. The policies and procedures should be reviewed and understood and followed by all staff. This will result in all children consistently being treated with dignity and respect.

This ensures that care and support is consistent with the Health and Social Care Standard 3.20 which states that, as a child: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities'.

**This recommendation was made on 20 October 2020.**

#### Action taken on previous recommendation

Staff consistently described techniques for promoting positive behaviour. This included techniques like distraction, asking children if something felt safe, and redirecting them. Children who were distressed would receive physical comfort, such as a cuddle or sitting on staffs' knee for a story. Staff described changing the scenery, such as taking children outdoors to promote a calming atmosphere.

There was still scope to enhance interactions between staff and children to ensure staff were prompt with support and present during play experiences in case they were needed. Staff should be aware of transition times when the routine of the day changes, to ensure they are focussed on children's needs and not tasks.

Staff should continue to model good interactions and support their team members in situations, such as helping children to share or become engaged in play experiences.

More time, training and quality assurance is needed in this area to ensure it is fully embedded in practice. High quality interactions should be included and planned for within the improvement plan. This area for improvement was not fully met and will be followed up at the next inspection.

#### Recommendation 2

The provider should support the staff to develop their approaches to the cycle of planning, observation and assessment of children's learning and development. Children's folders should be individual to them and their next steps should inform planning processes.

This ensures that care and support is consistent with the Health and Social Care Standard 1.19 which states that: 'My care and support meets my needs and is right for me.'

**This recommendation was made on 20 October 2020.**

#### Action taken on previous recommendation

We spoke to staff about approaches to child led planning. Planning was being developed and was to become more targeted to children's individual needs. Some children had passports, and this allowed staff to support them consistently. However there was scope for more targeted interventions to be put in place for children and staff were capable of working with parents to apply these. Being pro-active would help to support children using techniques and strategies that were familiar to the team. This may include speech and language or social and emotional development. Responsive planning sheets were used which helped the team agree on how to plan experience to support learning through play.

We advised the team to continue to use documents like Building the Ambition and Realising the Ambition. This would support them to enhance their knowledge of how babies and young children learn through play and every day experiences. We will check at the next inspection how responsive planning links to individual planning and evaluations.

There were still inconsistencies in how children's learning and development was recorded in folders and it was unclear how all children were being supported to achieve their full potential in their development and learning. We gave advice on how the language of learning could be further utilised when writing observations to showcase children's progress. This area for improvement was not met and will be followed up at the next inspection.

### Recommendation 3

The provider should support staff in understanding their professional roles and responsibilities as early learning and childcare practitioners registered with the Scottish Social Services Council. This should include the development of their own post registration and training and learning, and an awareness of their responsibility to be registered and meet conditions within given timescales. Staff should also be encouraged to reflect on their knowledge and understanding of child development which, in turn, should improve the quality of care and support for children and families in the service.

This ensures care and support is consistent with the Health and Social Care Standard 3.14 which states that, as a child: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes'.

**This recommendation was made on 20 October 2020.**

#### Action taken on previous recommendation

Staff were more confident in their Scottish Social Services Council (SSSC) roles and responsibilities however not all were confident in recording their learning. We discussed reviewing and enhancing the training evaluation forms staff complete to aid deeper reflection on practice and knowledge gained.

Staff could now explain what it meant to be registered with the SSSC and knew they had codes of practice to follow which set the expectations of how they should work with children and families. Staff described the need for training to be kept up to date. They were aware of the joint responsibility to attend enough training and keep mandatory courses up to date. This area for improvement was not fully met and will be followed up at the next inspection.

## Recommendation 4

To ensure children receive high quality care and support, the provider should create an improvement plan taking account of feedback from parents, children, staff and other stakeholders, and relevant guidance such as "How Good is Our Early Learning and Childcare".

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

**This recommendation was made on 20 October 2020.**

### Action taken on previous recommendation

Staff were aware of the improvement plan and some staff had taken on responsibility for specific improvements. There were agreed shared priorities, such as to welcome the children back after lockdown and support them to settle. There was an under three improvement plan in place and this had connected the wee and middle stars rooms to create a more joined up approach to improvement. Improvement aims included undertaking more courses, and developing the play opportunities, toys and equipment. A noticeable result was the layout of middle stars was more accessible and now included more open-ended, natural items.

Staff told us about the changes to how they were expected to practice. Mentor chats with the manager were beginning to support professional conversations and reflections. This would support ongoing recognition of developments that individual staff could embark on.

Staff meetings, training and conversations were being used to agree on improvements such as the design and content of the rooms and play areas; staff practice and working as a team and the involvement of parents.

The manager should now consider how they record and demonstrate the journey of improvement. We signposted them to the improvement bite sized sessions on our website. The manager should consider how they can utilise improvement methodology to ensure that progress is recognised, recorded and fully embedded in practice. This area for improvement is not fully met and will be followed up at our next inspection.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.



## Inspection and grading history

Date	Type	Gradings
20 Oct 2020	Unannounced	Care and support Environment Staffing Management and leadership 2 - Weak 2 - Weak 2 - Weak Not assessed
12 Sep 2019	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
1 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 4 - Good 4 - Good
8 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 3 - Adequate 4 - Good 4 - Good
14 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good 2 - Weak 3 - Adequate
18 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 5 - Very good 4 - Good
23 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
22 Oct 2012	Unannounced	Care and support Environment Staffing 3 - Adequate 3 - Adequate 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
7 Aug 2012	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
1 Feb 2012	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
8 Sep 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	1 - Unsatisfactory
5 Jul 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
1 Jul 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Jun 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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