

Menzieshill Nursery School Day Care of Children

160 Earn Crescent
Menzieshill
Dundee
DD2 4EE

Telephone: 01382 435 956

Type of inspection:
Unannounced

Completed on:
14 May 2021

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Service no:
CS2003016942

About the service

Menzieshill Nursery School is registered to provide an early learning and childcare service to a maximum of 133 children at any one time, age from 2 years and not attending primary school. Of those 133 children no more than 30 children are age 2 to under 3.

There are two playrooms for children, one for children under 3 years and another playroom for children 3-5 years. Both playrooms have direct access to the garden areas.

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

The Vision, Values and Aims of the service state:

VISION:

A learning community which nurtures and enables children and families to thrive.

VALUES:

Kindness
Happiness
Respect
Positivity
Equality
Inclusion

AIMS:

To provide a welcoming, caring and fun learning environment.
To build positive relationships.
To work together with parents and other professionals
To ensure everyone has equal opportunities.

We carried out an unannounced on-site inspection on 10 May 2021. The inspection was completed using Teams technology on 12 May and 14 May 2021. Feedback was given on 14 May 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 parents 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. These are often referred to as the SHANARRI wellbeing indicators.

What people told us

We spoke with the children during our visit. Some of them shared their experiences of the service, telling us what they liked to do and talking about their friendships.

We spoke with five parents and carers by telephone and emails. They shared their views on the service and how the service had operated during the pandemic. We discussed all comments with the management team.

Comments included:

"My daughter (X) has been at Menzieshill Nursery since she was 2 years old and is away to turn 5. My daughter's teacher is absolutely amazing, she has brought (X) on amazingly in every aspect. (X) has had (the nursery worker) in the 2s room then (the nursery worker) moved up with (X's) group to the 3-5s room and the continuation of care and learning has been outstanding. I cannot thank (X's) teacher enough for everything she has done and will never be able to repay her for all her support and help with (X) throughout the years. I will be very sad to see (X) start her journey at school without (nursery worker) there. She is honestly the best!

This Nursery is great, all staff are approachable, friendly and helpful. I do not have a bad word to say about anything at this Nursery in the 3 years that (X) has attended.

Thank you for letting me have this opportunity to praise (X's) teacher and this nursery as this is important. There is never enough praise to teachers, I will always be grateful for them.

I also want to add that (X) was in the hub the whole of Covid as I work for the NHS and they were always outstanding".

"I felt that the at the start of the pandemic my daughter was starting nursery for the first time and as such the family were quite anxious. I found this transition quite difficult as I was unable to go in with my daughter to ensure she was ok. I understand it was a difficult period for everyone with the unprecedented year. However, I feel that there may have been additional ways in which the nursery could have interacted with families to allow an insight into nursery even if there were unable to enter the building".

I think during the second lockdown staff implemented a weekly team meeting opportunity with my daughter. This was really nice and above what I expected. I think through this it aided transition for my daughter when she returned to nursery. I felt I got an insight into nursery life for my daughter which I did not have when she was actually physically in nursery. I feel this is something that could perhaps be improved upon - looking at more digital engagement perhaps to allow this such as an app like some schools use. I received my daughter's journal once during this year which I appreciate has been difficult due to health and safety concerns, but it was access to things like this that made me feel more aware of what she was doing at nursery".

"The support we have been provided with throughout the pandemic has been incredible, it's clear that staff value the children and care about their needs. We have been contacted by the nursery via email, telephone, online etc. During the early stages of the pandemic, the nursery provided activities and online resources for us to do with our children. They also utilised Microsoft Teams to facilitate contact between our children and their nursery teachers which was a real highlight of our week. My children found it particularly difficult settling in to nursery so we were apprehensive about them returning when safe but we have been reassured by staff and fully supported through this".

"The support has been excellent I would say because all through the Covid period learning points were sent to parents via emails and virtual calls have been excellent, and my son- (Child's Name) had a home visit

during the festive season. I also had to call if there were things I needed to speak about and there have been listening ears".

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 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 were warm, caring and nurturing towards children and knew them very well. Staff engaged skilfully with children to reassure, comfort, support play and encourage sharing and turn taking. Staff were supporting and meeting children's health and wellbeing needs as individuals, with the support of other professionals and agencies. During our visit, we saw happy, relaxed children, shaping and leading their play, having fun and confident in the new routines and experiences within the nursery.

Sensitive approaches had been taken to support children returning to and settling into the nursery. New routines and experiences were introduced to children through staff modelling and fun activities, such as story books and experiments.

Information was gathered for all children and reviewed regularly to ensure it remained current. Learning journeys shared observations of children's learning and development. Staff encouraged parents and carers to send in photographs of the children involved in activities at home, so that they could be included in their journeys. The learning journeys had been shared with families, providing the opportunity for parents, carers and extended family to see what experiences and activities the children had been involved in when attending the service.

We observed children have fun playing outdoors independently and with staff support. Staff had worked hard to ensure the outdoor area continued to be accessed by children as part of free flow play, encouraging and supporting choice, confidence and independence. The children had opportunities, for example, to run around, play on wheeled toys and with various equipment and investigate nature. The service is maximising the time spent outdoors in fresh air which helps minimise the risk of the spread of infection.

Effective communication methods have been used by the management and staff team to ensure contact was maintained with all families during lockdown and on the reopening of the service to all children and families. Emails, telephone calls, twitter and sways have provided the service with opportunities to send activities for home learning and keep the families updated with guidance and changes to service routines.

Staff were fully aware of their responsibility in safeguarding children. Child protection had been undertaken with annual refreshers to keep knowledge up to date.

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 were cared for in a clean and well-maintained environment. Scottish Government guidance had been implemented into the service to reduce the risk of spread of infection and ensure the safety of children, staff and families. Risk assessments and procedures were in place and updated as needed. Staff

told us they were kept up to date with guidance by management and they also took responsibility for their own knowledge, reading updates themselves.

The nursery building was well ventilated, with windows open throughout, including the playrooms. Children were cared for in cohorts by staff who knew them well, limiting children mixing as a nursery at this current time. We observed staff socially distancing from each other and from other adults. Masks were worn by staff in communal areas and when two metres distance could not be maintained. We observed some staff touch their mask while wearing, have it hanging loosely from ears or secured by ear loops on arms. These actions may encourage the risk of the spread of infection. We asked management to review the wearing and storage of masks with the staff team.

Staff had undertaken infection prevention control training to support their practice during the pandemic. Appropriate personal protective equipment (PPE) was worn for nappy changing and toileting. Staff explained that resources were cleaned at the end of the session, along with table tops and surfaces. The contracted cleaners came into the nursery regularly throughout the day to undertake cleaning of touch points and touch points at children's level, such as windows. Robust cleaning was also undertaken throughout the nursery to ensure a clean and safe environment.

Children and staff washed their hands throughout our visit, however, there were missed opportunities for further handwashing. We observed a bin full of paper towels, which a child pushed down by hand after picking up a dropped paper towel. We also saw staff lift the lid of a pedal bin rather than use the pedal. No handwashing was carried out after these actions. We advise management and staff review these areas. All children were familiar with the routine of washing their hands before snack, after toileting and after coming in from outdoors. They were reminded and supported by staff as needed.

The staff team managed the arrival and exit from the nursery well. Parents and carers had designated doors for dropping off and collecting the children to avoid congestion and the risk of infection spread. This also provided the opportunity for staff and the parent/carer to share information while maintaining the two metre distance.

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.

We observed a motivated and knowledgeable staff team who were clear about their roles and responsibilities. Staff were committed to their roles and responsibilities. Staff had a good knowledge of Covid-19 risk assessments and procedures in place within the service to ensure a safe, clean environment was provided for the children.

Careful consideration had been given to staff deployment within the nursery, with skills and experience considered to ensure staff were effective in their roles. They worked well together as a team and were flexible in their response to changing guidance and circumstances. They were very supportive of each other.

We found staff had a warm, caring approach with the children, who were relaxed and confident around them. Staff knew children and their individual needs and preferences well. Staff had participated in a variety of training opportunities to enhance their knowledge, skills and practice. We saw that staff valued and cared about the children and wanted to provide quality experiences to support them to develop, achieve and progress.

Staff told us that they had been supported by management throughout the pandemic. Staff wellbeing was a priority and they talked of senior staff being approachable, with a positive upbeat attitude, ensuring staff were as informed as possible.

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

In order to meet children's learning and wellbeing needs, staff would benefit from further support to expand their knowledge and skills in relation to teaching and learning, and to reflect on their personal development.

This is in line with: National Care Standards Early Education and Childcare up to 16;

Standard 4 Engaging with children

Standard 6 Support and development

Standard 12 Confidence in staff

and

This is to ensure care and support is consistent with the Health and Social Care Standards that 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 27 November 2017.

Action taken since then

Staff have continued to access a variety of training opportunities to enhance their knowledge and skills in teaching and learning. They continually reflect on their personal development and the impact on practice and outcomes for children.

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	5 - Very 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	5 - Very Good

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