

Poppins Kindergarten Day Care of Children

Scout Hall
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Queens Park
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Telephone: 01414 241 333

Type of inspection:
Unannounced

Completed on:
27 April 2021

Service provided by:
Jennifer Stewart trading as Poppins
Kindergarten

Service provider number:
SP2003001312

Service no:
CS2003006016

About the service

Poppins Kindergarten is a nursery for children aged six weeks until they are aged to attend Primary School. They provide early learning and childcare to a maximum of 47 children in the following age groups: nine children aged six weeks to two years, ten children aged two to three years and 24 children aged three to five years.

A focus of the nursery is outdoor play for all children either in the nursery garden or in parks and other facilities in the community.

The nursery was inspected through both a short onsite visit and virtual meetings.

What people told us

Children present on the day were happily engaged in play outdoors. Some younger ones were being supported to settle by caring, responsive staff.

Parents returned 18 questionnaires to us. They all confirmed regular, meaningful contact with the nursery including emails, shared activities, storytelling links, wellbeing questionnaires and celebrating children's achievements at home.

More than one parent described a strong interest from the staff team on their child's wellbeing during the closure and on their return.

Self assessment

The service had been asked to submit a self-evaluation in relation to Key question 5. The document provided a clear overview of procedures put in place to manage the operation of the service.

We explored this further through both a visit to the nursery and through virtual scrutiny.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found that children had been very well supported during their return to the nursery by staff who recognised and responded to their individual changing needs. Examples of this responsive care included, when the management team adapted a more simplified menu to suit children's changing tastes.

The previous menu had been gradually re-introduced as children settled and enjoyed their favourite home cooked meals again. In addition to this, staff recognised the challenges of children settling back into their routines. To support this they ensured that children had extra time to change in and out of outdoor playsuits when moving from indoors to out and going to the toilet.

The service issued updated plans for parents to complete, this ensured staff were familiar with children's experiences during lockdown and allowed them to plan for children's changing needs. Parents who wrote to us spoke highly of the level of communication and the reassurance it offered them when returning with their child.

Staff told us how valuable the new information had been, as they welcomed children back into the nursery. They spoke fondly of the children and we observed warm, caring interactions during our initial visit.

Sensitive settling in procedures had been well thought out to support children and families. We observed families sharing relevant information with staff outdoors safely. Parents who were settling babies for the first time could do so in the recently developed decking area outside the baby room. This helped parents feel involved in settling their child outdoors and provided reassurance to children.

Staff had been sensitive in their approach to ensuring that children understood the need for changes to their routines. Children we spoke to could confidently tell us how they understood that their parents could not come into their nursery building. Children shared they had to ensure they washed their hands regularly to ensure they did not catch or spread germs. The sensitive approach taken by staff helped to alleviate any concerns or anxieties children may have had.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We observed the service to be visibly and hygienically clean. Effective procedures had been put in place to ensure that enhanced cleaning took place. Staff confidently described how they managed enhanced cleaning tasks to ensure that children were safe. We shared how the service could further reduce time consuming cleaning tasks by ensuring that unnecessary, difficult to clean resources were removed. The manager agreed and actioned this immediately.

A significant strength of the service was their commitment to ensuring that children of all ages benefited from an indoor/outdoor environment which allowed them to move freely between the two areas.

The provider had invested in and developed an extended decking area for babies to play comfortably and safely outdoors. Children were outside for the duration of our visit, playing in allocated safe areas of the garden enjoying active play. Children were provided with warm waterproof suits, this allowed them to play and learn outdoors in all types of weather.

Play areas were well resourced with a range of loose parts and other materials to challenge curiosity, creativity and problem-solving skills. By ensuring that children spent most of their day outdoors the risk of transmission was reduced.

New arrival procedures for families helped keep them safe. Parents praised the new arrangements confirming that they felt that they and their children were safe coming to nursery.

Children of different ages were welcomed at separate entrances by a staff member involved in their care. Visual prompts at the entrance to the building reminded parents to adhere to physical distancing guidance. Our observations and feedback we received from parents confirmed that the service had shared and parents were familiar with and followed guidance.

To help minimise the spread of infection and support the necessary enhanced hand washing regime the provider had introduced handwashing stations at the entrance to the garden and additional sinks in the outdoor areas. During our visit we observed staff warmly supporting babies and children to wash their hands effectively.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Children were looked after by kind, caring, nurturing staff who knew them well and offered them responsive and appropriate support.

The service was appropriately staffed to meet the needs of children. Consideration had been given to the changing demands placed on staff in response to COVID-19; for example the service operating hours had been slightly shortened to enable staff to have protected time to carry out enhanced cleaning duties. As a result, children's experiences and the time staff had to engage meaningfully with children was not compromised.

Staff were confident in their roles and responsibilities to keep children safe during the COVID -19 pandemic. They had kept up-to-date with relevant guidance and changes to guidance as it was published. Staff we met with were motivated and keen to share their experiences of working through the pandemic.

They shared information on specific training they had accessed in line with their interests and development needs. They had engaged in a range of relevant training opportunities that had helped to support them and develop their knowledge and understanding. This training included infection prevention and control, child protection, outdoor learning, working with children under three and Scottish Social Services Open Badges. Staff described the positive impact training had made to their practice, and how as a result of their training outcomes for children had improved.

Staff we met with told us that they felt safe and well supported by the management team. They said that they felt mitigations had been put in place to protect and reassure them at their work. Prior to returning to work the management team had spoken to staff to discuss any individual concerns or anxieties and plan for their return to work.

Staff were aware of the potential signs and symptoms of COVID-19. They had a clear understanding of what symptoms they should look out for and what action should be taken. Staff were aware of their responsibilities around when they should not attend work for example, if they displayed symptoms or had been identified as a contact of someone who had tested positive.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

During the lockdown period the management team had worked hard to maintain a good level of communication with children and families. This enabled them to feel included and involved in the changes that were being implemented.

Families who contacted us praised the provider and management team for their continued dedication to families using the service while the nursery was closed, and their ongoing support as it reopened.

Staff valued the support they had received by management. This included regular contact from the management team during the nursery closure. An individual questionnaire completed prior to their return gave staff the opportunity to plan their return to work. As a result, staff told us that management had put ample measures in place to help keep them safe.

The management team had worked hard to review and implement new safe operating procedures. They had involved staff in considering the potential additional risks of opening the service in relation to COVID-19. Staff welcomed the opportunity to influence new policies and procedures and confirmed procedures supported the health and safety of children, parents and staff. Having assessed the service's risk assessment, we were satisfied that the management and staff team had considered and were working hard to minimise potential risks associated with COVID-19.

Legislation states that providers are required to share information and make relevant referrals to registering bodies during certain circumstances or events. It came to our attention that the provider had not done this, and we have made a requirement. (See requirement 1).

Requirements

Number of requirements: 1

1. By 21 June 2021, you must demonstrate to the Care Inspectorate that members of staff who are responsible for raising fitness to practice concerns relating to registered Social Service Workers with the Scottish Social Services Council (SSSC) are familiar with how, and when, referrals to the SSSC should be made.

This is in order to comply with Regulation 3 and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
29 Jun 2018	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
21 Jul 2016	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
16 Oct 2014	Unannounced	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>6 - Excellent</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings	
18 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
20 Oct 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
31 Jul 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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