

# Thrive Childcare and Education Corner House Perth Day Care of Children

7 Strathview Terrace  
Perth  
PH2 7HY

Telephone: 07866 387 229

**Type of inspection:**  
Unannounced

**Completed on:**  
3 June 2021

**Service provided by:**  
Paint Pots Nursery (Scotland) Limited

**Service provider number:**  
SP2003002195

**Service no:**  
CS2003010149

## About the service

Thrive Childcare and Education Corner House Perth is registered to provide a care service to a maximum of 80 children at any one time. The age range is from birth to 12 years of age. This includes a maximum of 12 children aged birth to under two years to be cared for in the designated room for children under two years on the ground floor; a maximum number of 48 children aged over three years in the remaining rooms on the ground floor and; 20 children aged over two years on the upper floor.

The aims of the service includes to promote learning and development through play and creating a warm and nurturing environment.

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

## What people told us

Two inspectors undertook this inspection by carrying out an onsite visit on 24 May 2021 and 27 May 2021 to inspect the premises and observe practice.

We concluded the inspection with virtual methodology which includes the use of technology to inspect services. As part of this process we undertook the following;

- virtual meetings with the company director, management team and staff team,
- telephone and email feedback from parents,
- reviewed documentation emailed by the service.

We found most children to be settled during our visits to the nursery. Some children were too young to share their views, however some older children were keen to chat to inspectors. They shared some of their experiences by talking about past events - such as world book day and nursery snacks.

We left our contact details to share with the parents. Eight parents made contact prior to writing this report. The feedback contained the following points:

"My child currently attends this childcare setting and within the last few months especially, the level of care falls below a basic standard, my child is continually having 'accidents' and when collected they are unclean beyond what is reasonable"

"I think the staff at Corner House have done exceptionally well as they have not only had to contend with the Covid-19 pandemic but also a number of changes within the nursery, staffing including at management level. During the second lockdown I thought it was lovely that the nursery staff posted a video on Seesaw for everyone to watch at home featuring a different story every day helping keep those who were not able to attend nursery stay connected... I would have no hesitation in recommending Corner House Nursery to anyone with children in the Perth area. I feel it is a friendly, safe, nurturing environment where the focus is on the needs of the child as an individual and the staff are doing a fantastic job"

"No introduction or transition for my child when attending nursery. My child arrived back into a new room. It took a long time to have a written handover with key worker asked on numerous occasions, no one could give me an answer about who was the key worker for a good few weeks. Staff changed every day to who it would be, some staff thought it was them then an email communication came out to who it actually was".

"The staff are always engaged, and friendly. They keep parents well informed on what their child has been involved in, any incidents, trips etc and we have really started to see development progress in a short period. My only question would be around the ability to provide lunch?"

"I feel the nursery have done well with signage regarding social distancing, prompt emails, use of face masks, bubbles and letting us know when they're changing along with making everything still feel normal for the children".

"Staff seem to change regularly, with agency staff as well. I believe that in the past few weeks the bubbles have been rearranged so my child is now in with different children and different staff, but we weren't told this would be happening... We have other minor concerns about the day-to-day procedures at the nursery, which I have mentioned to the nursery staff. We also have a concern about the standard of the outside play areas. In the wetter months, certain areas get extremely muddy. We feel the outside areas are not adequate for the number of children using them, and are tired and dirty and require some investment, including improving ground coverings, particularly in the area with the climbing apparatus and seesaw, and also the areas that turn to mud".

"They do so much with the kids which is great! It would be good to have a bit more pictures/updates on what they have been doing throughout the day as if it hasn't been put on Seesaw and me and my husband forget to ask then my child can't tell us... As we can't come in the building it would be good to have something with the staff names and photos on that we can see... It would be great if lunch could be provided at the nursery. My child loves going to nursery they smile in the morning when I tell them where they are going. Staff are all so approachable and lovely"

"We can't sing the praises of the nursery and their staff highly enough".

## Self assessment

The service was not asked to submit a self-assessment prior to inspection.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

We found the service to be operating to a weak level in this area.

During our visits children appeared familiar with the setting and had built familiar relationships with staff. We observed some positive interactions where staff were involved with children's interests, play and learning.

Children were aligned to set cohorts and at times had opportunities to shape their experiences both indoors and outdoors. At times we saw missed opportunities to better support and stimulate children's play and learning. For example, some children appeared energetic and active, however had limited outdoor access during our initial visit.

Staff had limited child protection and whistle blowing understanding. We did not have confidence around staff's child protection knowledge and understanding of safeguarding. We discussed this with the management team and emphasised the importance of all staff completing child protection training. Staff should be confident in how to respond to concerns about the safety and welfare of children and know who to report these to (see requirement 1).

We sampled personal plans which contained information for the children attending the service. The management team were aware of the importance of reviewing this information at least every six months. We discussed the need for systems to be implemented to ensure care needs are delivered consistently by all staff.

Staff must be aware of children's individual needs which should be recorded and planned for. This will help to improve outcomes for children. Strategies of support should be clear and effective, and staff should have an understanding how to implement these. Staff should be supported to gain the skills and knowledge to work effectively with individual children. This will ensure the care and support delivered is provided by trained, competent and skilled practitioners who follow their organisational procedures (see requirement 2).

We found staff knew children's medical needs. Some paperwork was in place to support staff to administer medication to children. However information recorded should be expanded and reviewed. We highlighted the importance of reviewing medication and paperwork termly in line with best practice guidance (see requirement 3).

## Requirements

### Number of requirements: 3

1. To help protect children from harm, the provider must ensure that:

- i) child protection procedures are implemented in accordance with the nursery's child protection policy. This must be completed by 30 July 2021; and
- ii) all staff should undertake child protection training and demonstrate they have a clear understanding of their responsibilities to keep children safe. This must be completed by 30 July 2021.

This is in order to ensure 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); 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 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

2.

To fully meet the needs of children who require additional support, the provider must ensure each child's needs are fully assessed during the enrolment process. Strategies should be in place to enable effective individualised support. Sufficient information as to how individual needs will be met by trained and knowledgeable individuals should form part of this process. This must be completed by 30 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that:

'My care and support meets my needs and is right for me.' (HSCS 1.19);

'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 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

3. To promote the health, wellbeing and safety of children, the provider must ensure that medication procedures are consistent with best practice guidance. Quality assurance processes must be introduced to monitor information and ensure checks and reviews are carried out. This must be completed by 30 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that:

'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 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.

## Recommendations

**Number of recommendations:** 0

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

During Covid-19, the application of strict infection control procedures is important to keep people safe. We found the service to be operating to a weak level in this area.

Staff working with children in childcare settings have a 'duty of care' to provide a safe environment for children. We observed some cleaning of high touch points which included handrails, door handles and light switches. We found toilets and handwashing facilities which were available within the playrooms to be clean and stocked on items like soap and paper towels. However staff and children were not fully accessing

or using the available soap and water during the inspection. Within the baby room there was no accessible facility for the youngest children to wash their hands. This had not been identified by the service risk assessment. The management team addressed this issue during the inspection.

Some cleaning schedules were available but lacked consistent detail to reflect what cleaning and monitoring had been undertaken, meaning cleaning did not consistently promote safety in relation to Covid-19. We asked the service to consider how sufficient checks and audits of the environment can be put in place to ensure play equipment and resources are cleaned and stored appropriately. We recognised that some concerns had been addressed prior to the completion of the inspection to minimise the risks to children and staff in relation to cross infection (see requirement 1).

Resources within some playrooms supported curiosity, problem solving and provocation. Resources included books, construction toys, arts and crafts and a range of active, natural objects and loose part materials. To better support experiences we discussed with staff and management the consideration of room layouts, resources, and activities for children within some playrooms.

Accidents and incident records were in place, however we found inconsistencies in the completion of these. We encouraged management to review and develop their auditing of accidents and incidents to further support their quality assurance processes.

## Requirements

**Number of requirements: 1**

1. Children should receive care and support in an environment that is compliant with up to date government guidance on infection prevention and control practices. The provider must put in place environmental monitoring and auditing to ensure guidance is being followed. This must be completed by 30 July 2021.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that:

'My environment is secure and safe.' (HSCS 5.17); 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 4(1)(a) A provider must make proper provision for the health, welfare and safety of service users.(d) where necessary, have appropriate procedures for the prevention and control of infection.

## Recommendations

**Number of recommendations: 0**

**Grade: 2 - weak**

## Quality of staffing

### Findings from the inspection

We found the service to be operating to a weak level in this area.

Some staff spoke passionately about the nursery and highlighted the positive relationships they had formed with their families and each other. This supported children to feel comfortable with the adults providing their care.

Through our observations, staff feedback and parent feedback, we identified staffing skills, knowledge and experience did not meet the needs of all children. To enable staff to consistently pick up on children's cues and needs, we discussed with management their role in monitoring and observing staff practice.

To promote safety, respect, and consistency of care we outlined the importance of reviewing and highlighting service procedures to all staff. We found children who required additional support were not sensitively and effectively supported. Some strategies used were not effective or in line with best practice, when children required support to regulate their actions and emotions. Management recognised the importance of this and had put in place initial training and awareness raising of service policies (see requirement 1).

To allow structured opportunities to share information, support staff wellbeing and practice. We discussed how the service should develop systems to allow staff opportunities to share learning, concerns and general practice.

We reviewed staff's recent training which had been undertaken. To ensure a positive impact on outcomes for children, staff must start to demonstrate an embedded understanding of training and how this has changed their practice. Management recognised the need to address staff competency, ensuring training undertaken by staff impacted practice to improve outcomes for children.

## Requirements

### Number of requirements: 1

1. Children should experience high quality care and support that protects, respects and values them as individuals. The provider must ensure that no child is subject to restraint unless it is the only practicable means of securing the welfare and safety of that or any other child. Management should ensure staff participate in training, reflecting on their practice to improve outcomes for children. This must be completed by 30 July 2021.

This is in order to ensure the quality of care and support is consistent with the Health and Social Care Standards which state 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  
In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4 - Welfare of Users (1)(a) A provider must make proper provision for the health, welfare and safety of service users. (c) ensure that no service user is subject to restraint, unless it is the only practicable means of securing the welfare and safety of that or any other service user and there are exceptional circumstances.

## Recommendations

Number of recommendations: 0

Grade: 2 - weak

## Quality of management and leadership

### Findings from the inspection

We found the service to be operating to a weak level in this area.

During the inspection, the service provided information in a timely manner and the management shared information in regards to a recent incident. The management team were available to lead and support the service throughout the inspection. We recognised the nursery had various support readily available from the service's early years team, regional manager, and director of the nursery group.

We highlighted the importance of reporting concerns and following procedures to safeguard and improve outcomes for children. The management recognised the importance around this and were taking action with regards to the recent incident. We reminded management to submit information to the Care Inspectorate in accordance with guidance.

Various issues about the environment and staff practice were identified in relation to Covid-19 guidance. We recognised action was taken by management during the inspection and the action taken improved wellbeing, social skills, independence, and experiences for children.

Quality assurance systems were not effective and therefore had not identified and addressed areas such as staff practice, poor ventilation, and the lack of handwashing facilities within certain playrooms. This meant the service was not fully following Covid-19 guidance. Management acknowledged this and has started reflecting on current quality assurance systems.

To support understanding and reduce the potential risks to children and staff in relation to cross infection. We encouraged the management team to put in place regular communications to guide staff through changes and expectations around Covid-19 guidance.

Parents and carers provided varied feedback around their experience of the service. We encouraged the management to regularly involve staff, parents, and children in evaluating the quality of the service in a spirit of genuine partnership to support expectations and share information.

In order that the service develops and improves outcomes for children attending the service, the provider must ensure that there are effective and robust quality assurance processes in place. Systems need implemented to evaluate the practice and the work of the staff. Monitoring and supporting staff practice will ensure better outcomes and experiences for all children (see requirement 1).



## Requirements

**Number of requirements:** 1

1. To fully support children, the provider must ensure:

- i) the manager of the service is fit and proper, competent and skilled to follow their professional and organisational codes; and
- ii) to implement a robust quality assurance system to support and identify areas of weakness and strengths within the service. This must be completed by 2 August 2021.

This is in order to ensure the quality of care and support is consistent with the Health and Social Care Standard which state 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

In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4 - Welfare of Users (1) (a) A provider must make proper provision for the health, welfare and safety of service users.

7 - Fitness of managers (1) A person must not act as a manager in relation to a care service unless the person is fit to do so.

## Recommendations

**Number of recommendations:** 0

**Grade:** 2 - weak

**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](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
11 Feb 2020	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
8 Apr 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Mar 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent

Date	Type	Gradings	
8 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
18 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
17 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
20 May 2008	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent

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