

Fallin Nursery & Out of School Care Day Care of Children

Fallin Primary School
Lamont Crescent
Fallin
STIRLING
FK7 7EJ

Telephone: 01786 237 915

Type of inspection:
Unannounced

Completed on:
11 June 2021

Service provided by:
Stirling Council

Service provider number:
SP2003002689

Service no:
CS2003015605

About the service

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

Fallin nursery and out of school care is provided by Stirling council. The service is registered to provide a service for a maximum of 100 children at any one time.

The day care of children service is located in Fallin, Stirling and is close to local amenities such as shops and public transport links. Children in the nursery were separated into four play areas, and the after school service was within a designated playroom in the primary school. All areas had direct access to a large outdoor space. The outdoor area had been separated to allow free flow access to all playrooms and the after school club had direct access to green space within the school grounds.

The aims of the service include:

'Ensure children have a voice, know their rights and are at the centre of their learning. They will be consulted in decision making and experiences which take account of their individual interests and needs'.

'To establish whole family approaches and partnerships to support children to become successful learners, effective contributors, responsible citizens and confident individuals'.

A full statement of aims and objectives is available from the service on request.

We carried out an unannounced inspection of Fallin nursery and out of school care on Tuesday 8 June 2021. The inspection was continued using virtual technology and feedback was given on Friday 11 June 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 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 of 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 observed children both indoors and outdoors during the day of the inspection. The children were comfortable in the care of the staff and appeared to enjoy their time in the service.

Several children were comfortable approaching and speaking with us and made comments which are shown below.

"Watch me, I go to Acrobay, I'll show you what we do there".

"I want to stay and play".

"I love everything in the nursery, it's all my favourite".

"I love playing with my friends, come and meet all my friends".

"We can make shadows on the wall but we have to close the curtains".

We asked the service to post our contact details on their social media sites to request parents feedback. Eight parents responded over email. Overall, parents were happy with the quality of care and support provided and the variety of experiences on offer to their children. We have shared this feedback with the service and have included some comments below which represent parents views:

"Excellent communication with children regarding importance of handwashing etc. Excellent support of children's emotional wellbeing".

"I like how well the staff know my child. A fantastic range of learning experiences are on offer".

"Staff have done well to cope with the ever changing rules as COVID-19 evolves, ensuring safety of children and staff at all times".

"I love the seesaw app, now I can get updates while I'm at work".

"I have always found the staff to be supportive and even more so during the pandemic".

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?	5 - Very Good
--	---------------

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?

5 - Very 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.

We found that staff were caring, loving and nurturing towards children. Staff were responsive to children's needs and recognised the importance of emotional wellbeing. Staff used consistent language to support children's understanding of emotions. Resources available for children and interactions with staff, supported the children to recognise and talk about their emotions. This had allowed for strong attachments to staff which supported children to feel safe and secure in the setting.

High emphasis was placed on effective communication with children and families. Parents told us they felt well informed about the changes in the service during lockdown, due to the contact that was maintained. Staff had used a variety of ways to keep in touch with families, such as telephone calls, socially distanced support visits outdoors and increased use of Facebook and See-saw. The service used these opportunities to share story telling videos, rhyme time learning opportunities, baking and yoga classes. This allowed staff to stay connected with children and families, and parents who provided feedback told us they appreciated the communication.

The continued communication during lockdown allowed for home learning to be shared and celebrated together. The learning that had taken place was recorded in children's learning journals to show the continuous learning that was supported at home. This partnership approach supported children's development and wellbeing and allowed relationships to be maintained and developed.

Existing relationships with professionals had been maintained to ensure families received support with any challenges they might have experienced during the pandemic.

Children had access to a good variety of resources which promoted independence and curiosity. Skilled staff were able to observe children and supported their interests which made children feel respected. Children's views were listened to, and they were given choices which showed us that their rights were valued. The service should ensure all areas accessed by children offer the same high-quality resources and learning opportunities.

Good practice during dining experiences had continued, despite the changed procedures due to COVID-19. Children's emotional wellbeing had been carefully considered as the staff engaged in meaningful conversation with the children, which supported them to feel valued. We observed the children being able to eat outside, which reduced the risk of the spread of COVID-19. A calm relaxed experience allowed for continued development of independence skills and responsibility with children pouring their own drinks and clearing their plates.

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.**

The playroom layouts had been changed to minimise the number of people using the same space. The garden had been divided to allow free flow access to each group and children were supported to choose the areas they played in. This supported physical distancing, reducing the risk of the spread of infection.

Thorough risk assessments had been created and staff were supported to ensure they understood their responsibilities of keeping themselves and the children safe. Staff practice and discussions demonstrated continued adherence to the enhanced measures, such as maintaining physical distance from other adults and encouraging more outdoor play.

Children confidently washed their hands at appropriate times. A variety of experiments had been undertaken to support the children's understanding of hand washing and germs. Photographs from the experiments were displayed on the wall with children's comments, to allow the children to revisit the learning and develop their understanding of the changed situation. Visual prompts at hand washing sinks encouraged the children to follow consistent routines which staff supported to ensure effectiveness. This helped to reduce the spread of infection, as did the clean and hygienic environment.

Personal protective equipment (PPE) was used appropriately to protect staff and children from the risk of COVID-19. For example, masks were worn when moving around the building and stored in individual boxes when not in use. Staff had access to their own hand gel and hand sanitising units were placed in suitable locations throughout the building.

A suitable location had been identified for use if a child developed symptoms of COVID-19 while in the setting. The space was well ventilated and comfortable which offered reassurance for children when in use.

The staff's understanding of the new procedures and cleaning measures allowed for their practice to be modified to continue to support child-centred practice. For example, children with additional support needs were supported to use different areas to meet their needs as required in a calm and responsive way. This enabled all children to feel safe, secure and respected.

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 found staff to be motivated and enthusiastic with genuine care and love shown towards the children. Staff responded positively to children's contributions and encouraged them to achieve and progress. Staff knew the children and families well and knew what each child's individual interests were. This resulted in children being able to access resources that they enjoyed and had fun playing and learning.

Staff told us they felt well supported by the senior management team and felt comfortable approaching them with any concerns. All staff spoke about how they have supported each other through the pandemic with a continuous focus on individual staff's wellbeing. This enabled staff to practice confidently and have a strong sense of belonging.

Thorough induction processes were in place to allow new staff to understand their role and responsibilities, particularly relating to COVID-19 procedures. This process supported new members of staff to feel part of the team and allowed for them to feel their contributions were valued.

A flexible approach by staff and their responsiveness to changing situations, allowed for consistent and stable care and support. For example, we observed staff to support each other and take over cleaning tasks when a child required additional support. They reviewed who would be best to provide the support the child needed at that time. This showed a good understanding of responsibilities and service expectations without overshadowing the high-quality care the children received.

There was a positive attitude to continuous ongoing improvement, despite COVID-19. For example, an implementation group had been set up after staff had attended a training session to discuss how the learning will impact practice to support the outcomes for children.

Quality assurance procedures were in place to support staff and ensure high quality experiences are available for children. This allowed staff to review their practice and continually work towards achieving the best outcomes for children.

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

We recommended that the service developed an effective system to record when medication has been given in the service in line with current best practice guidance. All children must have a form for each medicine. This should include:

- A formal check to ensure medication is in date
- The name and date of birth of the child
- The name and dosage of medication to be given
- The time the medication is to be given and the time the last dosage was given
- The reason for the medication to be given
- If appropriate the length of time the medication is to be given
- Confirmation the parent or carer has given the first ever dose and sign to confirm there were no adverse reactions
- A parent or carer's signature giving permission for the service to give the medication
- The signature of the person who gave the medication
- A parent or carer's signature to evidence they have been told the medication has been given
- The child's name should be clearly written on the medication/or a pharmacists label should be on it
- Consistency in approach - for example ensuring all children with medication have a photo on their bag.

More information can be found under the publications section of our website in the document named The Management of Medication in Daycare and Childminding Services.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3, Health and Wellbeing.

This area for improvement was made on 17 January 2018.

Action taken since then

Medication is now recorded appropriately in line with current guidance. Monitoring systems are in place to ensure children's health needs can be appropriately met whilst they attend the service.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very 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	5 - Very Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.