

Banana Moon Day Nursery Bridge of Don Day Care of Children

Whitestripes Road
Aberdeen
AB22 8AW

Telephone: 01224 824 851

Type of inspection:
Unannounced

Completed on:
28 July 2021

Service provided by:
Cygnus Enterprises Limited

Service provider number:
SP2015012452

Service no:
CS2019376506

About the service

Banana Moon, Bridge of Don, has been registered since 3 August 2020 to provide a day care of children service to a maximum of 46 children not yet attending primary school at any one time.

- of those 46 no more than 18 are aged under two years;
- no more than 10 are aged two years to under three years and;
- no more than 18 are aged three years to those not yet attending primary school full time.

Any other conditions unique to the service:

Adult: child ratios will be a minimum of:

- under two years - 1:3;
- two years to under three years - 1:5;
- three years and over - 1:8 if the children attend more than four hours per day, or 1:10 if the children attend for less than four hours per day.

The service is accommodated within a two-storey building in the ever expanding Bridge of Don. The children have direct access to a fully enclosed garden area.

The aims of the service are:

- to provide a nurturing, loving environment that offers exceptional personalised care;
- to offer innovative, engaging, and creative environments to promote and enhance learning experiences.

We carried out an unannounced inspection of Banana Moon Day Nursery, Bridge of Don between 30 June 2021 and 28 July 2021. We undertook a short, focused onsite visit to the service as part of the inspection. In addition, we used 'Microsoft Teams' and emails to engage with the manager, staff and parents as part of the scrutiny process. We also examined relevant policies, records and children's documentation sent to us electronically. Feedback was given to the manager on 28 July 2021.

This was a focused 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 four inspectors from the Care Inspectorate.

What people told us

We contacted families using the service via telephone and email and received four responses. All parents told us they were happy with the care provided to their children and the level of communication they experienced.

Parent/carer responses included:

"Keeping up with national and Scottish guidance is a lot of work, but I've found the team at Banana Moon hot on the topic, with updates sent out the same day as any official notices, which I find very helpful indeed."

"I feel like the team go above and beyond to ensure the environment is safe and clean, and never once had any concerns. We enquired at the nursery during lockdown (with a view to joining at the first opportunity

possible thereafter) and were instantly impressed by the team's diligence, which was one of our deciding factors. They'd adapted their process to ensure we didn't visit the nursery, rather we used an online call for introductions and also to view the facilities. Now that we are at the nursery, day-to-day the team are flawless in their approach. Much to my disappointment, I'm still to set foot inside the nursery to see the facilities, but I understand why! I do however get to see my child in the setting as they have a lot of outdoor play in a fabulous, stimulating outdoor area - I love when I arrive and see my daughter having fun outside playing!"

"Whilst there is limited contact, the team are always keen to share something from the day. I love hearing what they've been up to, or my daughter being praised for good toilet skills etc. The setting is perfect that we can distance while outdoors too for the drop off/pick up."

"They have an incredible app that allows them to input toilet stops, food consumed and other activities during the day. I love when they also include photos. They're always really thoughtful in capturing key moments and sharing the photo via the app."

"There is a broad range of staff who all support each other across all levels. I feel very happy with their level of skill. It's clear to see the importance they play on the curriculum/guidance as all the activities they undertake refer back to the social or development skills that the activity supports."

"Settling in was handled really well."

"They have a great regime for handwashing. I've noticed a huge difference in my daughter even down to her instigating when to wash her hands, rather than us telling her. My daughter doesn't understand what is going on, but the team make it fun and also inclusive so all the children take part."

"I think the nursery is really great. I know (name of child) is in safe and good hands. I like that staff sit with the children and ensure that they are eating and are able to give us feedback."

"The strength of the nursery is how good they are with the kids. They get to go out and play and can choose where and what they want to play with under supervision."

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?	3 - Adequate
--	--------------

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?

3 - Adequate

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during the Covid-19 pandemic.

- 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.

Management and staff worked well together to ensure children's health and wellbeing were supported during the pandemic. During a period of uncertainty, the service put measures in place to ensure children and families were provided with relevant information along with video tours of the premises prior to joining the service. This gave parents an insight into the environment which gave them confidence to leave their children. Furthermore, garden visits took place as part of the children's induction into the service which helped to establish relationships between the nursery staff and parents and children.

Sensitive settling-in procedures supported children and parents in getting to know nursery staff and importantly, their child's key worker. This helped parents to establish trust and faith in the service.

Management and staff had a good understanding of the impact of Covid-19 on families, especially those whose children had spent a considerable time at home before returning to nursery. As a result, the service had implemented various supportive methods for individual children to transition successfully back to the nursery.

We sampled 11 personal plans and noted that parents had provided some useful information about their child, including support they needed relating to the SHANARRI wellbeing indicators - come from the GIRFEC approach and say that children should be safe, healthy, achieving, nurtured, active, respected, responsible and included. However, we saw no evidence of how this information had been used to support children to achieve, be responsible etc.

We suggested they review the format used as the current one was geared towards younger children. This meant that the service was unable to glean the necessary information for older children. The manager advised at feedback, that this development was already in process.

We noted that parents did not always fill in all areas of the personal plans. We discussed this with the manager and suggested an audit be undertaken of these plans to ensure that all information is relevant to the age and stage of the child. We also suggested a more streamlined approach as this would enable staff to have a better overview of individual children's needs and to track progress.

Overall, the service provided a safe, homely environment for children to play and learn. We saw that staff offered the older children experiences to engage and challenge them. For example, making their own playdoh. This promoted children's independence and responsibility.

We found however, that the youngest children were not always supported and listened to. For example, staff did not always respond quickly enough to upset children. This compromised their ability to make

choices and develop their own interests (please refer to Key Question 5.3 in the report).

We found that staff spoken with had a good understanding of child protection procedures and any action to take should they have any concerns. They had all undertaken training which ensured they had up-to-date knowledge and enhanced confidence to keep children safe and well. We suggested the service update their Child Protection policy to include that reference to the National Guidance for Child Protection Scotland 2014 has been made.

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 manager had kept up-to-date with all current guidance in relation to infection control and had shared this information with staff and families. This ensured that children were protected and that all precautions were taken to reduce the spread of infection.

Staff had undergone training and had access to the most up-to-date guidance. The service had also produced a detailed Covid-19 risk assessment. From our observations, it was apparent that for some staff, the procedures were not embedded in their practice. For example, lifting the bin lid and not following nappy changing guidance. This could potentially put children and staff at risk of infection. We advised management to revisit training to ensure that staff have improved understanding of the Covid-19 considerations. Following this advice, the manager told us that bins have been replaced and nappy changing procedures revisited with staff.

At the time of our inspection, all areas of the environment appeared safe and clean. We found however, the service's approach to enhanced cleaning was inconsistent across the rooms. As a result, children's experiences were compromised at times, particularly after snack and lunchtimes when staff were focused on cleaning tasks. Management and staff should review the management of snack and mealtimes to ensure that children had good quality experiences.

To maintain a safe and clean environment, we suggested that cleaning particular areas, such as cushion covers in the baby room, could be done daily as opposed to twice weekly.

Hand washing and supporting children's understanding of the changed experiences could be improved. The older children were well supported at times; some children had a better understanding than others about the reason behind increased hand washing. Children's hand washing was not effective enough when unsupervised. For example, no soap was used and hands were not washed for long enough. Staff need to be more skilled and confident when supporting children to wash and dry their hands independently. This would reduce the risk of the spread of infection.

From our observations, the babies were well supported during hand washing in a fun and interactive way.

Within the Covid-19 risk assessment, parents were made aware to refrain from attending the service should their children present with Covid-19 symptoms. Systems were in place to isolate staff and children should they develop Covid-19 related symptoms during their time at nursery. However, not all staff were aware of the area identified for isolation purposes. Management needs to revisit their procedures so that staff are clear about isolating.

Effective means of ventilation were discussed and followed up with Health Protection Scotland and they had implemented the advice given.

Arrival and departure enabled adults to socially distance. All adults wore masks at appropriate times, and this helped to prevent cross infection.

We noted that the service managed working in cohorts well and contributed to keeping children safe and well.

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 acknowledge the improvements already made since our inspection, demonstrating the service's commitment to providing a good service.

Staff told us the manager was supportive and followed up on any requests or areas of concern. This allowed staff to feel safe and confident in their role.

Staff ratios enabled staff to meet the children's needs. Management told us there was a core staff team which meant that children knew the staff and were comfortable in their company. Whilst the nursery was working in accordance with their adult to child ratios, we felt that the deployment of staff could be better managed. We also felt that some staff would benefit from guidance in relation to managing lunch and snack times. As a result, children could enjoy unhurried snack and meal times in as relaxed an atmosphere as possible.

Several staff were qualified with others working towards gaining a recognised qualification. Staff told us they were encouraged to undertake mandatory training as well as training identified by themselves to improve their practice.

All staff we spoke with confirmed that the manager carried out monitoring. At the end of her observations, she gave them constructive feedback regards what they did well and what needed improved. This would support staff in their practice and impact positively on outcomes for children.

We observed and staff told us that there was a good team working ethos. Room leaders had the autonomy to run their rooms and support staff. This enabled them to have a more formal role to support the overall practice across the nursery.

We acknowledged that room leaders supported their staff team and the manager had undertaken monitoring of staff practice. We found however that developing a more robust approach to monitoring would enable the manager to identify areas of inconsistent staff practice and occasions when some staff were not always following the guidance in relation to infection control effectively. Examples of this are included within the body of this report (**see area for improvement 1**).

Areas for improvement

1. To ensure that staff have the knowledge and skills to deliver high quality care, support and experiences, the provider should:

- implement a training plan which meets individual training needs and ensures that staff have the knowledge and understanding to effectively carry out their roles;
- ensure staff are effectively supported to implement their learning from training and development opportunities to ensure improved outcomes for children;
- implement a process for the manager and provider to effectively monitor the work of each member of staff and the service as a whole.

This is to ensure that 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).

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

Requirements

Requirement 1

In order to ensure that children are safe and protected the provider must, ensure: that at all times staff have been safely recruited.

The provider must ensure that safe and robust procedures are put in place for the recruitment of new staff.

This must ensure:

- a 'Protection of Vulnerable Group' membership or scheme update has been sought prior to staff commencing employment in the service;
- two up-to-date references, must be obtained prior to staff commencing employment within the service;
- the service, must at all times, follow safe recruitment practices.

To be completed by: 28 June 2021

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

'I am confident that people who support and care for me have been appropriately and safely recruited.' (HSCS 4.24) and; in order to comply with Regulation 9(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 11 May 2021.

Action taken on previous requirement

We looked at the recruitment files for two new staff members.

We found that the recruitment checklist had been completed with all information sent and received. However, the checklist contained only yes or no responses, with no dates when specific information had been received. For example, two references, the Protection of Vulnerable Group Scheme (PVG) check being carried out satisfactorily. The section for registering with the Scottish Social Services Council (SSSC) stated pending as this process can take up to six months. A letter of confirmation for both staff members had been issued and this stated the position being offered and the start date.

We suggest that in future, the manager adds dates to these checks being carried out as this will be easier to track and confirm that safe recruitment has been carried out.

Met - within timescales

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	3 - Adequate
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	3 - Adequate

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.