

# Little Einstein's Nithsdale Day Care of Children

620 Shields Road  
Glasgow  
G41 2RD

Telephone: 01414 231 308

**Type of inspection:**  
Unannounced

**Completed on:**  
18 August 2021

**Service provided by:**  
Forth Care Limited

**Service provider number:**  
SP2014012365

**Service no:**  
CS2014332130

## About the service

The Care Inspectorate regulates care services in Scotland. The service was registered with the Care Inspectorate on 16 March 2015.

Little Einstein's Nithsdale nursery provides an early learning and childcare service to a maximum of 63 children. Of those 63 children, no more than 24 are aged under 2; no more than 18 are aged 2-3 and no more than 21 are aged 3 to those not yet attending Primary School.

The service is provided by Forth Care Limited and based in the southside of Glasgow. The service is in partnership with Glasgow City Council to provide commissioned places for children aged between three and five years.

A full statement of the service's aims and objectives is available from the service. Statements include:

"To provide a safe, secure and stimulating environment for all-round child development.  
To help children develop intellectually through a balance of direct and free choice activities."

We carried out the inspection between 5 August 2021 and 18 August 2021. The inspection took place because of concerns raised following the inspection of the care home service operating from the same premises and by the same provider. This inspection was carried out by three inspectors from the Care Inspectorate who completed two unannounced visits on 5 August 2021 and 10 August 2021. In addition, we used a digital platform to talk with staff, reviewed written documentation provided to us by the service manager and gathered parents' views. Feedback was provided to managers within the senior leadership team and the provider on 18 August 2021.

During our visit to the service on 5 August 2021 we identified serious concerns relating to the provision of food. As a result, on 6 August 2021 we issued a letter highlighting our serious concerns. The letter outlined what immediate improvements were required to ensure that children were kept safe from harm. Due to the nature of our concerns a second site visit was carried out on 10 August. Whilst we found some minor improvements had been made, we were not satisfied the improvements would ensure the health, welfare and safety of children. As a result, on 20 August 2021 we issued the service an Emergency Condition Notice stating,

"Food prepared in the kitchen located at 620 Shields Road, Glasgow G41 2RD must not be served to children using the service or permitted to be consumed by them."

In addition to the Emergency Condition Notice, on 24 August 2021 we issued an Improvement Notice detailing the improvements required to be made. In relation to the Improvement Notice, we have reported the detail of our findings and what we require of the service under Quality Themes Care and Support, Environment, Staffing and Management and Leadership. To ensure the best outcomes for children, we aim to work collaboratively with the provider to support improvements.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people – and how they can act to deliver these improvements.

## What people told us

During the inspection we invited parents to provide feedback. Nine parents responded to us by email.

From the feedback provided, we found parents were generally happy with staff's support of their child/ren. Despite the challenge of Covid-19 restrictions, parents told us they felt the communication systems in place kept them well informed. For example, they told us:

- "we are always told if anything happens even if it's only minor fall or scrape."
- "I think they are very good at keeping in contact and letting us know what is happening."
- "throughout Covid closures we were always updated and informed and we never felt in the dark."
- "the nursery accommodates our chosen parental titles, where one of our child's female parents have chosen to be called "Daddy." This is used by all and accommodated when making Father's/Mother's Day cards."

The comments demonstrated that staff had fostered trusting relationships with families and that diversity was valued.

## Self assessment

We did not request a self assessment at this inspection visit.

## From this inspection we graded this service as:

Quality of care and support	1 - Unsatisfactory
Quality of environment	1 - Unsatisfactory
Quality of staffing	1 - Unsatisfactory
Quality of management and leadership	1 - Unsatisfactory

## Quality of care and support

### Findings from the inspection

Our focus in this inspection area was to establish how well the service met the needs of children that used it. We found the service was operating at an unsatisfactory standard. There were major weaknesses in critical aspects of practice which required immediate remedial action to ensure the health, welfare, and safety of children.

We had serious concerns for the health, welfare, and safety of children because of the service's approach to the provision of food. During our visit on 5 August 2021, we found unsafe practice in the storage and preparation of food. As a result of the potential risks to children's wellbeing and safety we issued a letter of serious concern to the provider on 6 August 2021. The letter outlined the immediate improvements we required the provider to make. During a further visit on 10 August 2021, we were not satisfied that the necessary improvements had been made. During our visit on 10 August 2021, we were informed that children had been fed meat that had not been safely prepared and was still raw. The food was immediately removed by staff when they discovered it was unsafe for consumption; however, children had already begun eating the meal before staff identified the risk. As a result of our concerns and the minimal improvements that had been made, we implemented an emergency condition to the service registration on 20 August 2021 stating, "food prepared in the kitchen located at 620 Shields Road, Glasgow G41 2RD must not be served to children using the service or permitted to be consumed by them." (See Requirement 1).

Personal plans were not up to date for every child. From the sample of plans we reviewed, we found the quality and accuracy of the content was variable. Some plans did not reflect children's specific needs and strategies of support were unclear. This could result in poor outcomes for children or wellbeing needs going unmet. We were seriously concerned that staff could not ensure the health, welfare, and safety of children because of the quality of the personal plans. As a result, on 24 August 2021 we issued an Improvement Notice. (See Requirement 2).

We were not satisfied the service had appropriate infection control procedures in place to support a safe environment for children and staff. We identified areas that must be improved in respect of infection control procedures. For example, appropriate use of Personal Protective Equipment (PPE) and the cleanliness of the environment. We report further on this within the quality theme of environment. (See Requirement 3).

If improvements are not made, potential indicators of risk/need could go unidentified by staff. Only a small number of staff had completed recent child protection training, (See Requirement 1 within staffing) and the staff we spoke to were not familiar with the supplementary national child protection guidance. In addition, we reviewed the current child protection and safeguarding policy and procedure and found it had not been updated to reflect any changes due to Covid-19 and did not include guidance or tools to support the gathering, recording and assessment of information. This resulted in staff not identifying potential indicators of risk or promptly recording information. (See Requirement 2 within management and leadership).

## Requirements

### Number of requirements: 3

1. By 20 September 2021, the provider must ensure that the kitchen is thoroughly cleaned and that the handling, storage, and preparation of food follows environmental health requirements. In particular, you must:

- a) ensure that the kitchen is thoroughly cleaned;
- b) ensure that all food is labelled with an expiry or use by date;
- c) ensure that all food is safely and appropriately stored;

- d) ensure that there are adequate means of obtaining the temperature of food and equipment, such as the fridge and freezer;
- e) ensure that all food is properly cooked before being served;
- f) ensure that all staff have knowledge and understanding of children's allergies, food preferences and dietary requirements. This information should be recorded, reviewed and updated with parents at least every six months or as and when required. This information should be easily accessible for all staff, in addition to being available in all food preparation and snack areas;
- g) ensure that there is a choice of healthy meals and snacks, including fresh fruit and vegetables at all times;
- h) ensure that members of staff receive training in respect of food provision. This must be in accordance with best practice guidance which includes training on how to prevent and manage choking episodes in babies and children and takes account of Setting the Table nutritional guidance and food standards for early years childcare providers in Scotland;
- i) ensure that all children have access to and are offered regularly fresh drinking water across their day.

This is in order to comply with Regulation 4(1)(a) and (d) and Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is also to ensure care and support is consistent with Health and Social Care Standards (HSCS), which state: 'My environment is secure and safe', (HSCS 5.17) and 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning.' (HSCS 1.33).

2. By 31 August 2021, the provider must ensure that children's health, welfare, and safety needs are consistently and safely met. To achieve this, the provider must:

- a) ensure that every child has a comprehensive and up-to-date personal plan that outlines how staff should meet their health, welfare, and safety needs. Personal plans must be reviewed and updated by parents, at least every six months or sooner depending on the individual needs of the child.
- b) ensure that all staff are familiar with each child's individual health, welfare, and safety needs and that tailored care and support is provided to meet their needs.

This is in order to comply with Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) and to ensure care and support is consistent with Health and Social Care Standards (HSCS), which state: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15).

3. By 20 September 2021, the provider must ensure children are cared for in a safe and secure environment. To achieve this, the provider must submit an action plan outlining how they intend to improve the current infection prevention and control procedures. The plan must include, but need not be limited to:

- a) audit infection control procedures across the service to ensure procedures comply with current best practice guidance. Action improvements as necessary;
- b) improve visual risk assessments and audits of the environments to ensure they are safe for children.

c) detail any planned training and supporting staff's implementation of training. This might include developing existing monitoring systems or creating more opportunities for professional discussions;

d) improved cleaning arrangements for high-risk area. For example, staff room;

e) appropriate use of Personal Protective Equipment (PPE);

f) limiting contacts: reducing the number of unnecessary interactions that children and staff have.

This is to comply with Regulation 4(1)(a) and (d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure care and support is consistent with Health and Social Care Standards, which state: 'My environment is secure and safe.' (HSCS 5.17).

## Recommendations

**Number of recommendations:** 0

**Grade:** 1 - unsatisfactory

## Quality of environment

### Findings from the inspection

Our focus in this inspection area was to evaluate the environment from which the service is delivered. We found the service was operating at an unsatisfactory standard. There were major weaknesses in critical aspects of practice which required immediate remedial action to ensure the health, welfare, and safety of children.

The playrooms used by children were generally pleasant and clean environments; however, some of the outdoor space and some resources had not been well maintained. The approach to maintaining a safe and secure environment had recently changed and this resulted in damaged, and potentially dangerous, equipment not being removed or fixed. For example, the nursery gate required repair. (See Requirement 3 within care and support).

There were basic resources available to enhance children's play and we found little evidence of the children's involvement in the planning and evaluation of their play environments. As a result, many children, across all age groups, were disengaged from what experiences were available. During our first visit on 5 August 2021, we raised our concerns in relation to children's experiences, in particular the limited opportunity for challenge to extend children's learning and development and the lack of meaningful learning observations that identify next steps. When we returned to the setting on 10 August 2021, we observed some minor improvement to children's experiences. To ensure children achieve their potential, staff must better plan experiences based on their knowledge of individual children's interests and needs and the provider must ensure the service is adequately resourced. (See Requirement 1 within staffing and Requirement 1 within management and leadership).

We found some positive steps had been taken to promote a safe and hygienic environment and to support staff in keeping children safe during the Covid-19 pandemic.

- To help ensure social distancing, procedures had been changed when picking up and dropping off children. This was helping to keep everyone safe and contributing to a relaxed atmosphere at drop off and collection.
- All staff participated (twice weekly) in the routine asymptomatic at-home testing using lateral flow devices (LFD). This was to contribute to the wellbeing of everyone in their setting and community.
- Children were supported to wash hands thoroughly, at the right time, using appropriate facilities.

Whilst we recognise the importance of these positive steps, we found that children were still unnecessarily exposed to potential risks from infection because not all staff working in the service were following guidance on infection prevention and control. The implementation of strict infection control procedures is necessary to keep people safe. (See Requirement 3 within Care and Support).

- Some of the staff undertaking cleaning tasks where unclear what procedures should be followed to minimise the risk of transmission across the setting. For example, cleaning of the kitchen.
- Some areas of the environment were cluttered which increased the potential risk of infection spreading.
- Outdoor play was not maximised to reduce the spread of infection or provide all children with regular energetic play across the day.
- Staff were not routinely required to wear face coverings in some communal areas.
- Almost all staff had completed Covid-19 and control of infection training; however, this needed refreshed with support to implement learning into practice and systems to ensure continued compliance.
- The ventilation within the service was not maximised.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

## Quality of staffing

### Findings from the inspection

Our focus in this inspection area was to evaluate the quality of the staff, including their qualifications and training. In this area, we found the service was operating at an unsatisfactory standard.

There were major weaknesses in critical aspects of practice which required immediate remedial action to ensure the health, welfare, and safety of children.

As reported across all quality themes, we were seriously concerned about mealtime practice. During our visit on 5 August 2021, staff decided they would not cut the meat being given to children. The food that was for young children was high risk. We intervened and requested that the food was cut down into manageable sizes. After discussions with staff, we were not satisfied that staff demonstrated an awareness of choking risks or how to prevent and manage a choking episode in children. As a result of the potential risks to children's wellbeing and safety, we issued a letter of serious concern to the provider on 6 August 2021. The letter outlined the immediate improvements we required the provider to make. We revisited on 10 August 2021 to assess improvements and found that limited improvements had been made. As a result, on 24 August 2021 we issued an Improvement Notice. (See Requirement 1 within care and support).

We found that staffing arrangements were not planned to meet the needs of children and we were not satisfied that staff were deployed effectively. This increased the risk of children being exposed to harm. For example, staff were covering different playrooms due to staff shortages. Despite the staff not knowing the children well, staff failed to consult the information held about children's food allergies prior to lunch being provided. In addition, we observed young children were being held in highchairs to allow staff to completed domestic task. As a result, on 24 August 2021 we issued an Improvement Notice. (See Requirement 1).

Some staff had participated in recent training; however, we found instances where observed practice did not reflect the training completed and some staff demonstrated limited understanding of current research and best practice. For example, we observed frequent missed opportunities to respond to children's initiations; children's experiences did not reflect their developmental stage and some personal care lacked nurturing interactions from staff. This was particularly evident during children's meal experiences. We were not satisfied that all staff demonstrated the right skills, knowledge, and experience necessary to keep children safe and to meet their health, welfare, and developmental needs. As a result, on 24 August 2021 we issued an Improvement Notice. (See Requirement 1).

The management team had followed their safe recruitment of new staff procedure; however, a robust induction was not consistently implemented for new or staff returning after extended leave. A robust induction is needed to ensure that all staff have, or are working towards obtaining, the skills, knowledge and understanding required to maximise children's outcomes and keep them safe.

## Requirements

### Number of requirements: 1

1. By 20 September 2021, the provider must demonstrate that all staff employed by the service have the right skills, knowledge, and experience necessary to keep children safe, to meet their health, welfare, and developmental needs, and to undertake the work that they are employed to perform. This must include, but need not be limited to:

(a) undertaking an audit of the current skills, knowledge, and experience of staff members. Information obtained from the audit must be used to address any gaps in the skills, knowledge and experience of staff members and be used to deploy staff effectively to meet the individual care, play and learning needs of children.



(b) training members of staff in the areas of child protection and child development to ensure that the health, welfare and safety needs of children are met.

(c) devising and delivering a comprehensive programme of continuous professional development for staff to enhance their current skills and reduce any knowledge shortfalls.

(d) ensuring that all children's individual play and learning records are accurate, updated regularly and support children to achieve their potential.

This is in order to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure care and support is consistent with Health and Social Care Standards, which 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).

## Recommendations

**Number of recommendations:** 0

**Grade:** 1 - unsatisfactory

## Quality of management and leadership

### Findings from the inspection

Our focus in this inspection area was to evaluate the quality of management and leadership, including how the service is managed and how it develops to meet the needs of the children. In this area, we found the service was operating at an unsatisfactory standard. There were major weaknesses in critical aspects of practice which required immediate remedial action to ensure the health, welfare, and safety of children.

In the last year, the service had experienced significant changes to leadership, including a change of provider and an absence of the manager. Following the changes, we found the provider had not properly established clear lines of responsibility and accountability within the management team. Consequently, leaders failed to respond promptly to our serious concerns and any improvements made to children's care and support were minimal. (See Requirement 1).

In addition, we found significant gaps in the areas covered by the quality assurance systems in place. For example, there was no improvement plan in place, staff did not receive consistent support and supervision and issues of poor conduct had not been fully addressed. As a result, on 24 August 2021 we issued an Improvement Notice. (See Requirement 1).

We found the service manager to be passionate about the service. The manager recognised the need for many of the improvements discussed; however, the changes within the management and leadership had made progressing improvements difficult. For example, there was no system in place for the manager to report inadequate or broken resources needing replaced. This was having a negative impact on children's care and support. The provider must provide better support to the manager of the service, this includes financial support to ensure the safe operation of the service. (See Requirement 1).

There was evidence of recent updates to some policies and procedures; however, we identified areas that should be further enhanced to ensure safer care of children. (See Recommendation 1).

Additional demands on the management team adversely impacted their ability to drive forward improvements and assure children experienced quality care and learning. For example, we found the manager was responsible for distributing food to the playrooms. On the day of our visit, this resulted in some children going without snack because the manager was engaged in other priority tasks. No other staff took responsibility for snacks. To provide clearer and more consistent leadership, which drives forward improvements and protects the wellbeing and safety of children, more careful consideration must be given to staff deployment, with clearer defined roles and responsibilities. (See Requirement 1 within staffing).

## Requirements

### Number of requirements: 1

1. By 31 August 2021, the provider must ensure that children experience a high-quality service that is well led and managed. This must include, but need not be limited to:

- (a) ensuring that there is appropriate and effective leadership of the care service.
- (b) ensuring that there is a quality assurance system in place to support a culture of continuous improvement.
- (c) implementing effective action planning to address areas of required improvement within reasonable timescales.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to ensure care and support is consistent with Health and Social Care Standards (HSCS), which state: 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

## Recommendations

### Number of recommendations: 1

1. In order to protect the health and wellbeing of all children, the provider should ensure that the service policies and procedures are developed in line with national best practice guidance and legislation. The provider should ensure that all staff are familiar with the content of policies and procedures. This is to ensure that policies and procedures support staff to provide consistent, stable, and safe care and support.

This must include, but need not be limited to:

- Child Protection.
- Personal plans- including personal risk assessments.
- Food Provision.
- Infection prevention and control.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state; 'As a child, I use a service and organisation that are well led and managed.' (HSCS 4.23) and 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14).

**Grade:** 1 - unsatisfactory

## 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

#### Recommendation 1

The provider should develop the outdoor environment to provide children with regular access to active play in a stimulating space.

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

**This recommendation was made on 9 February 2018.**

#### Action taken on previous recommendation

This recommendation has not been met. Please see quality of environment for additional information.

#### Recommendation 2

The provider should ensure that regular maintenance work is carried out to ensure the environment is safe and suitable for children.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

**This recommendation was made on 9 February 2018.**

## Action taken on previous recommendation

This recommendation has not been met. Please see quality of environment for additional information.

## 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

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of enforcement action taken against the service.

## Inspection and grading history

Date	Type	Gradings	
9 Feb 2018	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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Twitter: @careinspect

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