

# Whatriggs Early Childhood Centre Day Care of Children

Whatriggs Road  
Kilmarnock  
KA1 3SZ

Telephone: 01563 551 587

**Type of inspection:**  
Unannounced

**Completed on:**  
28 July 2021

**Service provided by:**  
East Ayrshire Council

**Service provider number:**  
SP2003000142

**Service no:**  
CS2017356235

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families. There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

This service was registered with the Care Inspectorate on 5 September 2017.

Whatriggs Early Childhood Centre is based within the grounds of Whatriggs Primary School. The service is located in Kilmarnock and is within close proximity to local community resources including parks, woodlands and shops. The service is currently registered to provide a care service to a maximum of 103 children, 15 children aged two to under three years and 88 children aged three years to those not yet attending primary school.

The service recently reviewed their vision and aims for the service and a copy of the service aims is available on request.

During this inspection we carried out an unannounced visit to the service on Friday 23 July 2021. Following that we used virtual technology to meet with the staff and management team. We also sought the views of parents and carers by email.

As part of this inspection, we took into consideration Key Question 5 – Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

## What people told us

We contacted 10 parents/carers by email requesting that they share their views on the service. We received two email responses. Both parents/carers who responded spoke very positively about the quality of care and support their children received and gave examples of how they felt safe and supported by the service during the Covid-19 pandemic.

## Self assessment

The service had not been asked to complete a self-assessment in advance of this inspection. We reviewed the improvement plan and Key Question 5 self-evaluation for the service which demonstrated clear priorities for improving outcomes for children.

## From this inspection we graded this service as:

|                                      |              |
|--------------------------------------|--------------|
| Quality of care and support          | 4 - Good     |
| Quality of environment               | not assessed |
| Quality of staffing                  | 4 - Good     |
| Quality of management and leadership | not assessed |

## What the service does well

Children experienced warm, caring and nurturing interactions from staff who ensured their personal care needs were met. Where children required reassurance or support with their emotional wellbeing due to changes as the result of Covid-19, staff were responsive to this and worked closely with families to promote children's security within the setting.

On-going effective communication with parents helped to maintain positive relationships. Parents told us they were well-informed, felt listened to by the service and that they received frequent information about changes to practice and routines during the pandemic. Parents placed value in the use of regular telephone calls, newsletters, the school blog and social media in keeping them updated with their child's progress. We found that communication with families during the pandemic had been prioritised to support family wellbeing.

Following temporary closures and service restrictions as the result of Covid-19, children were supported to have a positive return to the service, clear information was shared with parents about changes to service delivery prior to re-opening. Transitions for children throughout the service and for those children starting primary school were well planned to offer children opportunities to get to know staff who may be new to them and develop awareness of new premise layouts. Children benefitted from planned approaches such as yoga sessions, wee talk and PATHS, supporting emotional well-being enabling children to feel safe and secure.

All children had daily access to an outdoor environment that provided a range of learning experiences where children were encouraged to explore their natural curiosity. Staff were supporting children to think about and manage risky situations allowing children to develop their skills in problem solving and supporting them to be more confident to try new experiences. We observed happy, relaxed children making some independent play choices.

Effective systems were in place to safeguard children. Staff demonstrated a good knowledge and awareness of how to keep children safe and protected. The team received regular child protection training which ensured that children were safe, and secure. We have asked the manager to update the child protection policy to include contact details for Care Inspectorate and the process for notifying Care Inspectorate in the event of any concerns arising. This will ensure that information shared with parents and staff are accurate and up to date.

Staff worked well together and they were respectful in their interactions with each other, children and parents, creating a positive, welcoming ethos within the service. Good working relationships had been established which meant that children and families experienced a caring atmosphere. We observed children confidently engaging with staff and staff responding promptly to children when they needed support, meeting children's individual needs.

Staff were motivated and enthusiastic in their role in supporting children. They engaged well with their shared leadership opportunities and took ownership and responsibility to plan and deliver at home learning experiences for children who could not attend the service during periods of Scottish Government closure or attendance restrictions. This supported families to feel included and valued.

Staff told us they were keen to develop their skills and we found that all staff had attended a range of core training, such as child protection and first aid. Training attended had positively impacted on the quality of children's experiences, for example staff had attended mindfulness and PATHS training and were using the information gained to support individual families. We found that staff were at the early stages of reflecting on their learning and completing post training evaluations and we suggested that they would further benefit from the introduction of a post training evaluation template. This would support the staff to identify the impact of training and how this could improve outcomes for children in their care. Any changes or improvements made in response to training attended or self-directed learning should be recorded and evaluated to assess the impact on children and families.

## What the service could do better

We identified areas for improvement in respect of infection control procedures in place to support a safe environment for children and staff. This included staff not consistently implementing Covid-19 best practice guidance. We have therefore reported on these areas within this section of the report. Although staff training had taken place which helped staff to develop an understanding of their roles and responsibilities during the Covid-19 pandemic, we observed that staff were not consistently implementing what they had learned from training in their daily practice. For example staff were not following guidance on the use and storage of face coverings and enhanced cleaning practice was not consistently implemented. Staff should remain aware and remind each other of the safety measures in place to reduce the spread of Covid-19 and we have asked that the management team undertake monitoring of staff practice to ensure staff are consistently adhering to guidance (recommendation 1).

We sampled children's personal plans and found that for one child, opportunities were missed to record significant changes to support their health and wellbeing. We found that although robust documentation was in place for children requiring multi agency support, essential information was not consistently shared with the staff directly supporting children. In addition, we found inconsistencies with the quality of staff recordings within plans and made suggestions on how plans should be further monitored by the management team to ensure staff clearly outline how they plan to meet children's individual health, welfare and safety needs (recommendation 2).

We sampled menus and found that the snacks and meals outlined were nutritious, and that children with identified allergies were fully supported and allergen information was shared with parents. We observed a snack and lunch experience for children and whilst we recognise the experiences were relaxed, unhurried and sociable, we found that children were not provided with appropriate crockery and that the food choices were not consistent with the planned menus and the foods provided lacked nutritional value. For example the lunch provided was a choice of burger and chips or pizza and chips, followed by ice cream.

There was no fruits or vegetables offered. We have asked that the management team monitor the quality of lunch provision to ensure that children are consistently provided with healthy, nutritious foods.

A structure of staff support was in place to ensure staff felt valued and staff spoke positively of the informal opportunities available to them to review their wellbeing during the Covid-19 pandemic. This included regular staff meetings and wellbeing calls. We found that staff would further benefit from opportunities to discuss their role and personal development through a routine staff professional development review or appraisal process. This would provide them opportunities to highlight individual strengths, celebrate achievements and identify areas for further development (recommendation 3).

## Requirements

**Number of requirements: 0**

## Recommendations

**Number of recommendations: 3**

1. The management team should ensure that children are cared for in a safe and hygienic environment and sufficient measures are in place to protect children during the Covid-19 pandemic, in line with current Scottish government guidance. In order to achieve this the management team should;

(a) Monitor staff practice to ensure staff are implementing the Scottish Government's Covid-19 best practice guidance; Coronavirus (COVID-19): early learning and childcare (ELC) services, within their practice, and

(b) Carry out a detailed audit, reviewing infection prevention and control practice across the service to ensure compliance with Health Protection Scotland guidance "Infection Prevention and Control in Childcare Settings (Day care and childminding settings)".

This is to ensure that the care and support for children is consistent with the Health and Social Care Standards which state that: "My environment is safe and secure" (HSCS 5.17).

2. Children's personal plans should be reviewed to ensure they clearly outline how children's health, welfare and safety needs will be met. Plans should contain all essential information to support staff to meet children's daily care needs and should be accessible to staff working directly with children at all times. In addition, plans should also be further monitored by the management team to ensure consistency in staff recordings.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "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) and "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

3.  
The management team should further develop their process for undertaking staff professional development reviews. This will ensure that staff are provided with the opportunity to discuss their professional development and identify individual achievements and areas for further development.

This is to ensure staffing 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).

## 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).

## 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 management should systematically review the service procedures for safe administration of medication to ensure staff practice and recordings reflects best practice guidance, "Management of medication in day care of children and childminding services".

This is 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)

**This recommendation was made on 16 October 2019.**

#### Action taken on previous recommendation

We reviewed service procedures for the safe storage and administration of medication and sampled medication recording formats and found that staff practice and recording formats were reflective of current guidance, "Management of medication in day care of children and childminding services".

This recommendation is met.

## Inspection and grading history

| Date       | Type        | Gradings   |
|------------|-------------|--|
| 2 Sep 2019 | Unannounced | Care and support<br>4 - Good<br>Environment<br>5 - Very good<br>Staffing<br>5 - Very good<br>Management and leadership<br>4 - 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.