

# Happy Days at Hardengreen Day Care of Children

Hardengreen House  
Eskbank  
Dalkeith  
EH22 3LF

Telephone: 01316 600 168

**Type of inspection:**  
Unannounced

**Completed on:**  
29 July 2021

**Service provided by:**  
Genesis (J & T) Limited

**Service provider number:**  
SP2010011218

**Service no:**  
CS2015334818

## About the service

Happy Days at Hardengreen is registered with the Care Inspectorate with the following conditions:

1. To provide a day care of children service to a maximum of 130 children at any one time.

Of those 130 no more than 40 are aged under 2;

No more than 25 are aged 2 to under 3 and;

No more than 45 are aged 3 to those not yet of primary school age;

No more than 20 are of primary school age.

2. The outdoor space has been taken into account when agreeing the maximum number of children aged from 3 months to leaving primary school age. Children must have access to the outdoor space at all times.

3. Adult: child ratios will be:

Under 2s - 1:3

2 to under 3s - 1:5

3 and over - 1:8 if the children attend more than 4 hours per day, or 1:10 if the children attend for less than 4 hours per day.

The nursery is located on the outskirts of Dalkeith in Midlothian and situated in a large, detached house set amongst approximately five acres of ground. Playrooms were arranged to accommodate babies, beanies, toddlers, early Learners and school aged children. In addition to the main building the toddler children used a cabin building in the grounds as their dedicated playroom. School aged children also had access to a purpose-built treehouse in a secluded wooded area of the grounds.

Aims and objectives for the service were in place and shared with parents through the marketing materials and website. Aims and objectives included:

-To ensure the highest standard of care for your child is provided, via a safe, nurturing and stimulating environment.

- To ensure a varied and balanced curriculum where each child's specific needs are met and their learning and development is our key focus.

- To ensure that our standards and those of Her Majesty's Inspectorate of Education (HMIe) and the Care Inspectorate are maintained and developed.

This inspection was carried out by three inspectors from the Care Inspectorate. We visited the service on 20 July 2021. As a result of that visit, we issued the nursery with a serious concern letter. We comment on this in the theme for Environment and Staffing. We returned to the nursery on 26 July 2021 to assess progress to meet the three requirements made in the serious concern letter.

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.

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 for 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 spoke to several of the school aged and early learner children on our visit to the nursery. School aged children told us that they liked coming to the club in the summer and that they were looking forward to a water fight that day.

We asked the nursery to issue an e-mail to all parents on our behalf. We asked them to make comments about the service. Five parents responded to our request. On the whole parents indicated that they were satisfied with the childcare elements of the nursery and felt that staff had their children's wellbeing at the heart of what they did. There were comments relating to business practice and communication which we raised with the manager in order for them to make further improvements.

## Self assessment

The self evaluation for Key Question 5 was provided by the service for the purpose of the inspection. We also looked at some of the monitoring processes used by the nursery. We comment on self evaluation in Theme 4 - Management and leadership.

## 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

Overall, we found most staff were caring towards children and were interested in them as individuals. They approached routines of the day with a calm manner which helped children to feel at ease. A few staff knew children well and were able to describe their individual needs and the way they cared for them. However, overall staff understanding of child development and how children learn was weak across the team and their practice. For example, staff were not clear about how young babies and children form healthy attachments and the practical, nurturing steps they should take to support this. As a result, a number of children were unsettled and did not receive the appropriate support to meet their emotional needs. (A recommendation has been made in the Staffing theme regarding training.)

The nursery team had gathered a range of information from parents about children's needs to help plan for their care. This included health and wellbeing needs. We found that these plans required better organisation and that staff were unclear about how they should be used. Information contained in personal plans should be used to plan effectively for children's care and to reflect on their progress. Plans for children who required extra support or who were transitioning between rooms were not effective in detailing the strategies that should be used by staff to ensure children were consistently well supported. These weaknesses in practice meant that children did not always receive the appropriate support to meet their

needs. We have therefore asked the manager to make improvements to the personal planning process. (See Requirement one.)

We reviewed processes for documenting children's medication and allergy needs and found improvements were required. Information contained in children's personal plans was not consistently transferred into the nursery's allergy plans. Permissions from parents for medication were sometimes incomplete and important information such as required medication dosage was not always recorded. These weaknesses in practice had the potential to impact children's wellbeing and safety. (See Requirement two.)

We observed mealtime across the nursery and after school club. While most children enjoyed their meal, staff were unable to sit with children during lunch and promote a social atmosphere. Lunch for the out of school club needed to be more organised in terms of having enough cutlery and alternative food choices to enable staff to spend time with children whilst they were eating. We have asked the provider to ensure that fresh vegetables or fruit are provided at lunch to promote a healthy diet in line with guidance. (See recommendation one.)

Staff in the younger age groups ensured that sleep times followed children's individual routines. We spoke to staff about sleep and good practice guidance regarding temperature, suitable bedding and the promotion of comfort and good posture for the youngest children.

The manager had ensured that child protection information for staff formed part of the induction process and throughout the Covid-19 pandemic online information and courses had been provided. Staff understanding of child protection was not firmly embedded. We asked the manager to ensure that child protection discussions were held regularly with staff to ensure that there was a team understanding of the current issues surrounding child protection. Further information on the child protection reporting processes would enable staff to be more confident in their understanding.

We observed children's play across the nursery and out of school club. Babies enjoyed sensory play activities and painting which helped develop their curiosity. This age group were offered a range of age appropriate resources and were well supported by staff.

Overall, planning for and supporting children's play experiences required significant improvement to meet children's needs across other age groups. Children's experiences were impacted upon by a limited range of suitable, well presented resources to support both indoors outdoors play. For the toddler age group staff were unable to support children to play together or engage purposefully due to the tasks they were involved in. As a result, many children spent considerable amounts of time wandering unsupported, with little interaction from staff. Beanie children did not have opportunities for sand or water indoors but did make good use of the outdoor areas to access these opportunities. Older children required significantly more support from staff to purposefully engage in enriching play experiences. While a few staff helped children to explore their interest in woodland animals, many of the resources on offer did not seem to interest children. For example, the outdoor water and sand trays lacked toys or equipment to stimulate play. As a result, natural curiosity and potential collaborative play skills were not well supported. Children attending the after school club had a very limited range of activity options indoors but accessed a wider range of enjoyable outdoor experiences and local outings. (See recommendation two.)

We identified areas for improvement in respect of infection control procedures to support a safe environment for children and staff. This included the general cleanliness of the environment we have therefore reported on these areas within the quality of environment theme.

## Requirements

### Number of requirements: 2

1.

By 03 September 2021, in order to meet the health, welfare and support needs of children you must develop a system for personal planning. This system should include but is not limited to:

- Gathering, in an organised manner, sufficient information to meet the health, care and support needs of individual children
- Recording and evaluating support strategies in place for children
- Reviewing all personal plans with parents at least once every six months.

This is in order to comply with Regulations 4.(1)(a) and 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2.

By 03 September 2021, in order to ensure that children's health needs are met you must improve the systems in place for recording the medication needs of children and the administration of medication. To achieve this you must:

- Ensure that all allergy and medical needs are clearly recorded and shared with staff caring for those children
- Provide information and training for staff on the procedures in place to ensure that medication is recorded and administered within good practice guidance.

This is in order to comply with Regulations 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

## Recommendations

### Number of recommendations: 2

1. To ensure that children are provided with well organised and social experiences at meal times. The manager and staff should ensure that the staff team have a shared understanding of the value of mealtime experiences for children. This understanding and improved practice should take into account the good practice guidance Setting the Table (NHS Scotland) and Food Matters (Care Inspectorate.)

This is consistent with the Health and Social Care Standards 1: I experience high quality care and support that is right for me. Eating and Drinking.

2. The play environments for all children should be improved to ensure that they provide rich, interesting and well resourced opportunities for learning. To support children's play and learning staff should become more familiar with guidance on the value of interactions during play to enable them to support children's learning.

This is consistent with the Health and Social Care Standards. Standard 1: I experience high quality care and support that is right for me. 1.30 and 1.31.

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

On the day of our first visit, 20 July 2021, there were significant concerns regarding the environments being used by children. We issued the service with a serious concern letter. We made two requirements regarding the indoor and outdoor environments. Areas of the grounds needed significant attention to provide suitably resourced and safe places for children to play and learn. Throughout the nursery play areas were not of an acceptable hygienic standard and food safety standards were not met.

We carried out a further visit to the service on 26 July 2021 to check progress to meet the requirements. Significant improvements had been made to meet the requirements. Improvements included:

- Ensuring that staff/child ratios were maintained to ensure that supervision of children was appropriate.
- Fencing had been erected to ensure that Toddler children could be supervised in their play area.
- Broken equipment had been removed and maintenance of outdoor play areas had taken place.
- Thorough cleaning and reorganising of indoor play areas.
- Improved food hygiene practices.
- Improved indoor ventilation.

We assessed that the requirements to be met.

Children had some opportunities to use the extensive and varied outdoor environments. Some staff had carried out forest school training to enable the use of the wooded area. We could see evidence on social media pages that children also had access to the local community for outings and walks, especially the after school club.

The nursery received a variation to their registration which enabled them to increase their numbers of children. This took account of the extensive outdoor space. We reminded the provider and manager that one of the conditions of that increase is that children must have access to this space at all times. In order to meet the conditions for registration opportunities for outdoor play needed to be significantly increased and sustained for all groups, in particular the age groups which did not have direct access to the outdoor areas. (See recommendation one.)

During the inspection we looked at the Covid -19 precautions being implemented in the service. We have acknowledged that hygiene practices have been improved as a result of the serious concern letter. Although the precautions needed for Covid-19 are reducing it will be important that staff continue to follow the national guidance to ensure that they provide a safe service for children, staff and parents. There needed to be improvements made to the service Covid -19 risk assessment and staff's understanding of these procedures. (See recommendation two.)

There were risk assessments in place for the nursery premises and some activities and procedures to follow for the recording of accidents and incidents. To ensure that these are recorded consistently and timeously the senior staff needed to ensure that the procedure was clear to staff and that the forms for recording accidents were easily accessible.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. To improve children's opportunities for active physical play all age groups of children in the nursery should have daily and sustained access to outdoor play opportunities.

This is consistent with the Health and Social Care Standards 1: I experience high quality care and support that is right for me. 1.25, 1.30, 1.31 and 1.32.

2. To improve the systems in place to keep children, staff and parents safe during the period of Covid-19 the manager should review the service Covid-19 risk assessment. The assessment should clearly identify all risks identified in current Scottish Government and Health Protection Scotland guidance and should clearly identify the actions taken to reduce those risks.

This is consistent with the Health and Social Care Standards 5: I experience a high quality environment if the organisation provides the premises. 5.17

**Grade:** 2 - weak

## Quality of staffing

### Findings from the inspection

There were a number of staff who were skilled and committed practitioners. We saw some positive and caring interactions between staff and children, and we could see that children's wellbeing was important to them.

At our first visit to the nursery, we could not establish that safer recruitment procedures had been carried out. We issued a requirement to the service through the serious concern letter of 21 July 2021. At our return visit on 26 July 2021 the manager provided recruitment files as the information had been collated. The files sampled gave enough information to establish that staff had been recruited in accordance with good practice.

The Scottish Social Services Council (SSSC) part of the requirement was also met as registration applications had been submitted for staff who had been in the service for some time without appropriate registration. However, a requirement will be made to ensure that staff are registered with the SSSC within the timescale and that a more robust system is developed to ensure that the manager and provider know who is registered with the SSSC and who is not. (See requirement one.)

We commented in the theme for Care and Support that most staff needed to further develop their skills to understand child development and the importance of nurture, especially at this time when children's emotional and mental wellbeing has been significantly impacted upon by Covid -19. Staff would benefit from using the resources provided by their local authority and information online regarding the good practice document Realising the Ambition to begin this journey. Overall training opportunities and signposting needs to be significantly improved to enable the staff team to have a broader skill base and improve outcomes for children. (See recommendation one.)

The provider and manager had given thought to the concern that the staff skill level, in some areas, was not high enough and this was leading to more experienced or skilled staff to feel under pressure. We recommended that more work was needed by the senior team to provide modelling, mentoring and guidance to support all staff. (See recommendation two.)

We acknowledge that current staffing shortages across the sector were providing challenges. We asked that when looking at the staffing plan consideration is given to consistent staffing throughout the nursery and for the after school aged children. This is to ensure that there is consistency and a staff member with school aged children experience to help lead that team.

## Requirements

### Number of requirements: 1

1. By 31 August, you must demonstrate that you have processes in place to ensure that all staff complete their Scottish Social Services Council registration within the timescales allocated by the Scottish Social Services Council.

This is in order to comply with Regulation 7(2)(d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

## Recommendations

### Number of recommendations: 2

1. To contribute to staff development and the positive outcomes for children training opportunities for staff should be improved. Training should include opportunities for managers and staff to increase their knowledge and understanding of: child development, nurture, childcare environments and current childcare good practice documents.

This is consistent with the Health and Social Care Standards 3: I have confidence in the people who support and care for me. 3.14 and 4.11.

2. To support the development of a confident and competent workforce the manager should develop her understanding and expertise in mentoring and modelling quality childcare practice. This should then be used to develop systems to further support the staff group in their childcare practice.

This is consistent with the Health and Social Care Standards 3: I have confidence in the people who support and care for me. 3.14 and 3.19.

**Grade:** 2 - weak

## Quality of management and leadership



## Findings from the inspection

The provider and manager were working to boost morale and build positive relationships between the team as a priority during what had been a difficult time. They had considered ways to keep a positive atmosphere and continue to model this through their interactions with staff.

There was monitoring in progress for a range of areas around the nursery and this was helping to identify some issues. However, it was not, as yet, effective in picking up areas where there were real weaknesses in practice or outcomes for children and we could not see the impact on improvement. What was not clear in most of the examples was whether action taken was successful in resolving or improving the issue. We discussed the need to show how what was being observed was feeding into a wider plan for self-evaluation or improvement. (See recommendation one.)

The nursery had managed to continue holding whole staff team meetings. This gave an opportunity to keep up to date with changes, build relationships across the team and for the team to voice their opinions. The provider had identified a need to build in some time for learning and reflection on practice to these meetings in order to develop a skilled team who can provide a quality service for children. Informal conversations throughout the working week took place and the manager and provider felt that this also helped them to monitor staff wellbeing and provide support where needed.

Staff accessed a range of training opportunities through digital technology to support them in their roles. Annual appraisals and regular supervision meetings also allowed the manager and staff to discuss progress, learning or development needs. As planned, as the team becomes more stable, it will be important to encourage staff to use these more meaningfully to reflect on their professional practice and the impact of their training.

The nursery received support from the local authority and used this to inform their evaluations and improvement plans. Feedback was also sought from parents and carers. We had a look at a parent survey and discussed the importance of pulling all this together into reflective self-evaluation processes across the team that focuses on improving in a sustainable and achievable way. These processes of self-evaluation were at very early stages and will require planned, structured action to be effective in improving outcomes for children. (See recommendation two.)

There is a range of information required by the Scottish Government and the Care Inspectorate in order for services to meet their statutory duties. The manager needed to revisit her understanding of these notifications to ensure that information was passed on and within the regulatory timescales.

## Requirements

**Number of requirements: 0**

## Recommendations

**Number of recommendations: 2**

1. The manager and senior team should develop effective methods of monitoring the processes and procedures in place within the nursery. This auditing should identify any improvements which are necessary to processes or staff performance and the action taken to make improvements.

This is consistent with the Health and Social Care Standards 4.11 and 4.19.

2. The manager and senior team should increase their knowledge and understanding of self-evaluation in order for them to develop an evidence based and self-reflective evaluation system. This will enable them to identify areas where outcomes for children could be improved.

This is consistent with the Health and Social Care Standards 4: I have confidence in the organisation providing my care and support. 4.19 and 4.23.

**Grade:** 2 - weak

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

### Previous requirements

#### Requirement 1

By 26 July 2021, you must be able to demonstrate that the indoor areas provide a suitably clean and well-ventilated space for the care of children. This should include, but need not be limited to:

- Cleaning all playrooms and ensuring that resources and equipment are also clean
- Improving the ventilation in all playrooms to ensure that airflow is enhanced
- Ensuring that food stuffs and food waste are appropriately managed in line with environmental health guidelines
- Developing effective processes to maintain the cleanliness of the environment.

This is in order to comply with Regulation 4(1)(a) and Regulation 10(1) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

**This requirement was made on 21 July 2021.**

#### Action taken on previous requirement

Playrooms had been cleaned to an acceptable standard. Surfaces which had been cluttered and therefore difficult to clean had been cleared and resources reorganised. The ventilation in the building had been improved. Older children had been moved out to the Treehouse as this area was cooler and provided children with direct access to outdoor play.

The manager and provider had ensured that all staff reviewed the food hygiene guidance to ensure that foods were stored appropriately and refrigerated where necessary.

We deem this requirement to be met.

**Met - within timescales**

## Requirement 2

By 26 July 2021, you must be able to demonstrate that outdoor areas used for children's play are safe, well maintained and appropriately supervised. This should include, but need not be limited to:

- Ensuring that areas to be used by children are well maintained and safely enclosed
- That staffing is provided in such numbers to ensure safe and appropriate supervision of the outdoor environment.

This is in order to comply with Regulation 4(1)(a) and Regulation 10(1) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011 (SSI2011/210))

**This requirement was made on 21 July 2021.**

### Action taken on previous requirement

A fence had been erected to enable staff to monitor more effectively the Toddler age group when outdoors. There were plans in place to improve the play surface. The play area to the side of the building used by the Early Learners had been swept and the wider grounds had been cleared of broken or unused resources. Areas around the nursery bins had been cleared and staff reminded that these areas needed to be maintained.

We deem this requirement to be met.

**Met - within timescales**

## Requirement 3

By 26 July, you must demonstrate that children are being cared for by those who have been safely recruited. To achieve this you must provide:

- Evidence of safe recruitment for all staff who have begun employment since December 2019

- Evidence of Scottish Social Services Council registration for all staff employed in the service.

This is in order to comply with Regulation 9.-(1) and Regulation 9.-(2)(b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

**This requirement was made on 21 July 2021.**

### Action taken on previous requirement

Recruitment files were now in place and information was held individuals files. There was enough evidence to indicate that staff had been recruited safely. Some slight improvements were needed to the recording of information but this was an organisational issue.

SSSC applications had been made for staff who had been in post for some time.

We deem this requirement to be met.

**Met - within timescales**

## 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
29 Jan 2019	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
11 Dec 2017	Unannounced	Care and support 3 - Adequate Environment 5 - Very good Staffing 3 - Adequate Management and leadership 3 - Adequate
20 May 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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