

Central (English) Nursery Day Care of Children

Central Primary School
Kenneth Street
Inverness
IV3 5DW

Telephone: 01463 233 906

Type of inspection:
Unannounced

Completed on:
22 June 2021

Service provided by:
Highland Council

Service provider number:
SP2003001693

Service no:
CS2003013528

About the service

We carried out an unannounced onsite inspection of Central (English) Nursery on 8 June 2021. We subsequently contacted three staff members remotely by Microsoft Teams to provide additional evidence to complete the inspection. Feedback was given using a Microsoft Teams meeting on 22 June 2021.

This was a focussed inspection to evaluate how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic.

The nursery is a full-time day care of children service provided by the Local Authority. The service is operated from Central Primary School campus.

The centre opens at 08:00 and closes at 17:30. These hours take in breakfast club, nursery flexi-care and out of school care.

The service is registered to provide a care service to a maximum of 60 children from three years to those not yet of an age to attend primary school of whom no more than 45 are not yet attending primary school.

What people told us

During the inspection we found the children to be comfortable and familiar with the nursery routines. The children wanted to interact with the inspector's and approached them to tell them about their chosen activity which they were engaged in, for example completing 'difficult puzzle boards' or having fun 'playing in the mud kitchen.'

As part of the inspection, we asked the service to share our contact details with parents and carers who would be willing to speak with us and offer feedback.

We had two email responses in respect of our request for comment. Whilst one was very positive outlining the support provided over the course of the pandemic, one was less positive and the parent indicated communication from the nursery could have been better. We shared these views with the staff management team and they have undertaken to review the means for sharing information ensure as many as possible have access to up-to-date and informative guidance and point of interest.

We were able to discuss developments over the course of the pandemic with the majority of the staff team and these were helpful in adding further evidence to that gained through remote sharing of documents and direct observations on the day of the unannounced visit.

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?	4 - Good
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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?

4 - Good

5.1 Children's health and wellbeing are supported and safeguarded during Covid-19 Evaluation.

- Children are nurtured and supported throughout their teams experience in their early learning and childcare setting
- Effective communication with families enables responsive care to support children through changing circumstances

We found that the practice under this quality indicator was very good.

Children experienced kind and nurturing interactions from staff which supported them to form positive relationships. We saw children were happy and engaged in their play experiences and were able to make choices and lead their own learning. Children spent most of the morning session playing outside which minimised the risk of spreading infection and had a positive impact on their wellbeing. Staff had continued to support children to understand the changes in their nursery routines linked to suppressing infection spread. This had allowed children to feel confident and familiar with their daily routines.

Children's individual needs had been reviewed and updated prior to their return to nursery. The personal plans we sampled provided information about children's individual needs and how staff planned to support them. The nursery had worked with families to ensure continuous communication had been maintained during periods of closure, such as sharing of information using emails and social media. Parents told us that they staff had been proactive in keeping them informed of government guidance.

Staff engaged understood the importance of remaining in contact with children and families during the lockdown period. This helped children and families to feel included and helped re-establish relationships between staff and families and supported a successful return to nursery. Staff used closed social media contacts to maintain these links which parents told us they found 'supportive' and 'reassuring' and were provided with links to managing the issues linked to the pandemic.

Staff appeared confident in their roles and responsibilities to protect children. They had reflected on the potential impact of the pandemic on children and families. We noted there was a team focus on ensuring children and families were supported and information linked to their care was reviewed on a regular basis. Additional resources were sought and accessed for ongoing guidance linked to the needs of specific children.

5.2 Infection prevention and control practises support a safe environment for children and staff.

- Children are protected as staff take all necessary precautions to prevent the spread of infection

We found that the practice under this quality indicator was good.

Effective procedures were in place to support children's handwashing and their understanding of this. We found that staff and children washed their hands with soap and water. This meant children could wash their hands effectively throughout the day. Staff had used activities to help children understand the need for good hygiene. Children told us it was important that they washed their hands properly to keep safe. Children spent sections of their day outside, this further reduced the risk of infection and had a positive impact on children's health and wellbeing.

Staff had undertaken training to help them understand the need for enhanced cleaning to reduce cross contamination of Covid-19. We saw that the service was clean and clutter free. Additional staffing was in place over the lunchtime period so that children experienced a clean and safe environment. We saw staff had in place check lists to ensure high touch points such as door handles and light switches were cleaned regularly. Staff understood their roles and responsibilities which meant that children's routines were not interrupted.

Staff confirmed that the paper towel roll in the 'big room' toilet was in place as individual paper towels were not accessible at this time. Staff undertook to review arrangements in place to support children with their hand washing. **(See area for improvement 1)**

We discussed with the staff team the Covid-19 risk assessment that had been developed and shared with staff and parents, this is reviewed regularly to include any changes to guidelines. We discussed the recent moderation of restrictions linked to children signing. We were informed whilst staff were aware of the changes would help support language development, the local authority had yet to review its position on changes to this area of children's experience's whilst attending daycare.

Regular discussions between management and staff over and above of those at team meetings helped to sustain consistent approaches across the staff team to minimise the risk of infection.

Effective procedures were in place around the use of Personal Protective Equipment (PPE). We saw staff wear the appropriate Personal Protective Equipment when social distancing could not be maintained. This protected both adults and children.

A parent spoken with told us that test and protect guidance had been shared with them and that they knew the procedures to follow when a family member was unwell, this reduced the risk of infection coming into the service.

Measures for drop off and collection ensured groups of children did not mix. Procedures were in place for parents to come into the setting in line with guidance to support children's emotional wellbeing if required.

5.3 Staffing arrangements are responsive to the changing needs of children during Covid-19.

- Staffing arrangements meet the needs of children and families
- Staff are well supported and confident

We found that the practice under this quality indicator was very good.

All staff had undertaken infection prevention and control training and were able to implement their learning into their practice. This created a safe and clean environment for both children and staff.

Staff adhered to physical distancing throughout the nursery setting to minimise the potential risk of transmission. The service had utilised areas well to ensure that staff could physically distance in break areas and had applied mitigating measures to reduce the risk of transmission. They were clear about their roles and deployed effectively. Staff helped each other by being flexible in response to changing situations to ensure care and support is consistent and stable.

The manager and staff team have worked hard at minimising the impact of lockdown and restrictions in place due to Covid-19 restrictions. They regularly met to discuss children's needs. We noted the successful use of additional staff to support children requiring individual support. As well as increased staffing levels for a specific child, we were able to observe how the staff team made very good use of staffing arrangements to access additional information from linked agencies. This helped children returning to the service following lockdown settle back. The information also helped staff to test out and develop strategies with families to create an environment where children feel secure and staff were able to foster trusting relationships with children and parents/carers.

The team had made very good use of team meetings, informal communication and digital technology to support staff and give them opportunities to share their views and develop a clear understanding of Scottish Government guidance. This contributed to the positive ethos of the service. Informal arrangements were also in place for communicating changes. As a result, staff were aware of why changes were made and were secure in understanding of what was required to reduce the risk of transmission of Covid-19.

Effective quality assurance processes allowed for areas of practice to be identified and improved. The staff were engaged in actioning additional resources for the outdoor areas to expand opportunities for children to play and learn.

The management team recognised the potential impact of Covid-19 on staff wellbeing. They had reviewed their roles to ensure they had sufficient time to support staff. They provided informal opportunities for staff to discuss any stresses, anxieties or concerns they had. This meant staff felt supported in their roles both professionally and personally which resulted in positive outcomes for children.

Areas for improvement

1. The manager has to seek clarification as to how issues linked to the supply of individual paper towels can be remedied to ensure children have easy access to improved hand drying resources.

This is to ensure that care and support are consistent with the Health and Social Care Standards, which state that: 'The premises have been adapted, equipped and furnished to meet my needs and wishes.' (HSCS 5.16).

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

Requirements

Requirement 1

To support the health, wellbeing and safety of children, the management and staff should by 6 January 2020, review and develop existing personal plans for children to ensure that staff have up to date information about children and how to support them. These plans should be developed and routinely reviewed in consultation with children and families. The service will also put in place clear written protocols for those children with identified health needs.

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).

It is also necessary to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 - Regulation 5(1)(2) - Personal plans.

This requirement was made on 10 January 2020.

Action taken on previous requirement

The staff team had established a process for reviewing personal plans and the local authority had also established a new format for accessing and recording information on children's circumstances to support the care of all the children using the service.

Met - within timescales

Requirement 2

The provider and manager must ensure that all staff working in the service are registered within six months of commencing employment, and maintain their professional registration with the relevant professional body by 30 January 2020.

This is to ensure 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).

This will also ensure compliance with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 9(1) - Fitness of employees.

This requirement was made on 10 January 2020.

Action taken on previous requirement

The current staff team were seen to be appropriately registered with the Regulatory body in line with regulations. Consequently this requirement was deemed to have been met.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Children's individual needs, wishes and views should be regularly sought and respected. The nursery must listen to the children and promote empowerment within this service.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'As a child, I am treated as an individual by people who respect my needs, choices and wishes, and anyone making a decision about my future care and support knows me.' (HSCS 3.13).

This area for improvement was made on 13 November 2019.

Action taken since then

Dedicated depute manager in place to support staff established and new staff to under take their roles effectively . Personal plans and All about me records had been a focus of staff engagement . Children's voice and choices were central to staff engagement on the day of the inspection. Children and staff were seen to respond to COVID -19 enhanced measures to support infection control.

Previous area for improvement 2

The provider and manager should continue to support the staff team in reflectively evaluating the impact of their professional development and work together as part as a team.

This is to ensure 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).

This area for improvement was made on 13 November 2019.

Action taken since then

We noted team meeting and regular support and observation from the management team have been well received from the staff group who now share an improved sense of shared focus linked to the development of the service.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	5 - Very Good

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