

Bright Horizons Livingston Early Learning and Childcare Day Care of Children

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Livingston
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Telephone: 01506 462 200

Type of inspection:
Unannounced

Completed on:
6 August 2021

Service provided by:
Bright Horizons Family Solutions Ltd

Service provider number:
SP2003000319

Service no:
CS2003012115

About the service

Bright Horizons Livingston Early Learning and Childcare is registered to provide care to a maximum of 131 children who are aged from birth up to an age to attend primary school of whom no more than 48 shall be under two years of age. The nursery is registered to operate Monday to Friday 7:30am until 6:00pm.

The setting's vision is 'At Bright Horizons Livingston, we are committed to providing enriched, stimulating and nurturing environments that support children, families and families and employees to thrive, allowing them to achieve individual goals. We pride ourselves in providing a warm, welcoming setting where children feel safe, secure and loved. As well as providing opportunities for them to be independent and self-sufficient and take lead of their learning'.

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 asked the service to send an email from us to parents to gain their views on the service provided. 15 parents responded to us. A selection of comments are included below and throughout the inspection report.

Their comments included:

- 'When returning to nursery following the a few months away due to Covid-19 my child's key worker contacted us by telephone to go through any changes or updates to routine or needs.'
- 'Introduction of changes to parent's interaction was well communicated, such as drop off/pick up procedures. Introduction of the Bright Horizons App has been a positive change and I am looking forward to increased functionality'.
- 'Regular email with advice and activities. The manager was in touch in good time to prepare for their return to nursery.'
- 'The day to day routine of nursery pick up and drop off is very organised and structured. The app is really helpful. The staff clearly care about the children.'
- 'The manager is great too, she always answers any questions I have and is a fantastic manager.'
- 'They have helped my child become more independent and comfortable with other children and have developed their social skills massively.'
- 'There's a parents group they asked for volunteers for to give feedback and thoughts. So far there's been one call a few months ago, I think they are twice a year. There's also requests for feedback via email throughout the year.'
- 'Staff are kind, supportive and comforting when my child is upset.'

Two parents mentioned that when lunch was served late this delayed their child's sleep time and impacted on their child's routine. An other commented 'Sometimes more care needs to be given to make sure parents know when a key worker changes.' We discussed this with the manager and she agreed to look into this.

Self assessment

A self assessment was not requested from the service prior to the inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	2 - Weak
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Staff were kind and caring and knew the children in their care well. They were aware of their home situations and supported children and their families. Children were supported by a key worker and most parents said that their child's routines from home were respected by the service. This contributed to continuity of care for children.

Learning journeys detailed how children were supported to come back to nursery after Covid-19. This demonstrated respect and empathy for individuals. Parents were positive about the support they and their child received during lockdown.

The nursery had recently introduced the 'Family app' at the nursery. This allowed staff to upload information about the child's day, photographs and observations which parents could access instantly. Most parents were very happy with the new app and said "it has been a really positive introduction and the team have done an excellent job of communicating and documenting their daily activities and keeping us in the loop on their development". Some parents who had more than one child attending the nursery, said that information sharing was inconsistent between rooms. Some parents said that information was not regularly updated.

Parents were very positive about the amount of information collected by the nursery regarding their child's allergies. We saw that information stored with medication was cumbersome and could hinder staff should they need to administer medication in an emergency. We discussed this with the manager who agreed to rectify this.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. We identified some issues with handwashing during the inspection which we discussed with the manager. Physical distancing was implemented for adults in the setting and this included families. Parents said they that were kept up to date with changes in Covid-19 guidance and nursery policies throughout, this contributed to them feeling confident that their child was safe whilst at the nursery.

We saw that that there was not clear paperwork detailing the strategies used to support children with additional support needs. Although the service participated in Child Planning Meetings with other professionals, they did not clearly record what their strategies were and how these were impacting on the

individual child. During the inspection we saw that a child was not receiving adequate support which impacted negatively on them and other children. (See requirement one).

Requirements

Number of requirements: 1

1. Children must have the right care at the right time. By 1 November 2021, the provider must ensure that where strategies are identified by parents, other professionals and the service, these must be consistently implemented. The impact of these strategies must be recorded and regularly evaluated to ensure that they are having a positive impact and meeting children's needs.

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).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'If I am supported and cared for by a team or more than one organisation, this is well-coordinated so that I experience consistency and continuity' (HSCS 4.17).

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We saw through floorbooks and children's learning journeys that some engaging learning opportunities had been provided for children. The setting had limited opportunities to empower children to actively experience play and learning challenges centred on their needs and interests. Throughout the nursery there was a lack of rich, stimulating core play resources. The breadth and balance of resources did not sufficiently meet children's stages of development or offer challenge and exploration. Resources were of poor quality and did not engage children's interest. (See requirement one).

Current best practice and research was not effectively used to inform staff practice in the provision of outdoor play. There was a lack of opportunities for children to benefit from enriching outdoor experiences. The large outdoor area had a lack of engaging activities for children. Many of the resources that were available were broken and dirty. Although there were plans in place to make improvements to the garden, in the interim suitable resources and activities should be offered to children. (See requirement one).

Staff were not using the system in place to alert management to broken resources and equipment. We told management about a broken nappy disposal bin, which resulted in an unpleasant smell in the changing area. Management said that they had been unaware of this and took action to replace the broken bins. (See recommendation one).

We discussed with the manager that resources and activities that support inclusivity, diversity and celebrate individuality should be available so that children are supported to understand and celebrate differences and positively impact on community cohesion.

Requirements

Number of requirements: 1

1. Children must benefit from a learning environment that must be rich in opportunities for children to engage with concepts and foster skills for learning, such as reasoning, creativity and problem solving.

In order to ensure this the provider must by 1 November 2021 ensure that there are adequate core resources available for staff to provide children with access to a wide range of experiences and resources suitable to their age and stage, which stimulate their natural curiosity, learning and creativity.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210, 4 (1)(a) Welfare of users.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning, learning and creativity'.

Recommendations

Number of recommendations: 1

1. Children should experience a clean and pleasant environment where the risk of infection is minimised. Staff should use the maintenance programme in place to support this.

This is to ensure that the environment is consistent with the Health and Social Care Standards which state "I experience an environment that is well looked after with clean, tidy and well maintained premises" and "My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells".

Grade: 2 - weak

Quality of staffing

Findings from the inspection

Staff warmth, kindness and compassion enabled children to feel valued, loved and secure. Staff recognised the importance of nurturing, warm, responsive attachments and interactions. They told us about the individualised support they had offered to children and their families during lockdown. This demonstrated staff's awareness of the potential difficulties families were experiencing. Parents were very positive about the support they had received from staff.

Staff had a clear understanding of their roles and responsibilities relating to keeping children safe and protected. They were proactive in keeping their knowledge up to date to ensure children's safety and wellbeing.

Many of the staff had worked throughout the lockdown providing care for key worker children. They spoke about the challenges and learning experiences offered by this. All staff said that they were well supported by the manager during Covid-19 and when returning to work.

Effective team working fostered a warm atmosphere where staff were courteous and respectful. Staff spoke about the supportive staff team and how everyone worked together. Parents were very positive about staff. Their comments included:

- 'Staff are enthusiastic and friendly.'
- 'I have confidence in the staff caring for my child.'
- 'Staff are enthusiastic and friendly.'
- 'I have a good relationship'.

Staff were positive about the opportunities available to them for Continuous Professional Development (CPD) through Bright Horizons, the Local Authority and other external trainers. Staff told us about some of the training that they had accessed, although on the day of the inspection the impact of this training was not apparent. Staff spoke enthusiastically about their training in 'provocations'. A provocation is an open ended activity that doesn't have a prescribed outcome, instead it is designed to stimulate ideas, initiative and imagination for and amongst children, whether they choose to explore their ideas alone or in groups. The lack of appropriate resources meant that it was not possible for staff to provide provocations. (See requirement one).

Requirements

Number of requirements: 1

1. Staff must provide children with access to broad and balanced learning experiences, which provide meaningful and rich contexts and opportunities for children to develop a wide range of skills.

In order to ensure this the provider must by 1 October 2021 ensure that staff are supported to implement their training. The impact of this should be monitored.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210, 4 (1)(a) Welfare of users.

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 well trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational skills'.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The current manager had been in post for two years. The majority of this time had been during Covid-19 and lockdown. During lockdown the nursery had operated as a Hub providing care for key worker's children. Most parents were very positive about communication during this time. It was acknowledged that this had been a difficult time and a huge learning curve for all involved.

There was now a depute and third in charge to support the manager. They had different roles, such as monitoring of staff practice, Learning Journeys, administrative tasks, and support for children with additional support needs. Despite the management team telling us that they visited the playrooms on a daily basis, we were concerned that our findings at the inspection had not been picked up through their existing quality assurance processes. (See requirement one).

Staff were very positive about the support from the management team. Parents were also very positive about the manager. Their comments included:

- 'Since the new manager, we have been even more pleased with the care and support we receive for our children. She always makes time to talk through any concerns or issues and thinks of ideas to resolve a situation and follows this through. She has been really good at meeting our needs'.
- 'The manager is great too, she always answers any questions I have and is a fantastic manager'.
- 'In general, there is high visibility of the manager and other members of the management team, either in person or via email, and all are very easy to deal with'.

Themes from the services own improvement plan had been carried over from last year as due to Covid-19 it had not been possible to progress work on these. This was in the process of being evaluated and the manager said that issues raised at the inspection would be included.

The management team had been working with the Care Inspectorate Improvement Team. They were focusing on outdoor provision and the introduction of loose parts in the outdoor. The manager said it had given her a fresh perspective hearing about what other nurseries have done. As part of the Improvement plan was the enhancement of outdoor provision, a parent partnership meeting was carried out to gain the views of parents, staff and children had also contributed.

Requirements

Number of requirements: 1

1. Children and parents must experience a service which has a culture of continuous improvement because there are robust and effective quality assurance procedures in place. They should be confident that their service is well led and managed.

In order to achieve this the provider must by 1 December 2021 ensure that they continue to develop systematic and rigorous procedures for self-evaluation, auditing and monitoring all areas of the service using local and national guidance and which lead to clear plans for maintaining and improving the service.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 2011/210 3, 4 (1)(a) and 15 (b).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

To promote and support children's well-being, improvements should be made to the way in which staff record important information about children.

This is to ensure care and support is consistent with the Health and Social Care Standards 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)

This recommendation was made on 19 November 2019.

Action taken on previous recommendation

This had not been actioned. A requirement has now been made in Quality of Care and Support.

Recommendation 2

To provide person centred care for all children, staff should receive effective support and training to improve their practice and understanding.

This is to ensure care and support is consistent with the Health and Social Care Standard which state that 'as a child, 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 recommendation was made on 19 November 2019.

Action taken on previous recommendation

We observed staff providing children with person centred care. This recommendation has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
19 Nov 2019	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
18 Jul 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
28 Jul 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
1 Aug 2013	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good
15 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
24 May 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
4 Sep 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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